MONASH University

FIT2001 Systems development - November 2020

Started on	Wednesday, 3 February 2021, 7:31 PM
State	Finished
Completed on	Wednesday, 3 February 2021, 7:39 PM
Time taken	8 mins 1 sec
Grade	**5.00** out of 5.00 (**100**%)

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Question **1**

Correct

Mark 1.00 out of 1.00

"If you think education is expensive and time-consuming - try ignorance". What does this phrase mean?

Select one:

- All users are ignorant when using new systems, so they must be trained so that they can use the system
- If adequate time and money are kept aside for training, then only ignorant users will have difficulty using the system, but expert users will be fine.
- Only ignorant people say that training is very expensive and time-consuming, when in reality it can be done by just giving the users a well designed user manual
- If adequate time and money are not kept aside for training, then users will have difficulty using the system and the resulting problems could be very costly ✔

Your answer is correct.

If adequate time and money are not kept aside for training, then users will have difficulty using the system and the resulting problems could be very costly - so what is looked at as being a saving, actually creates an ongoing problem and expense

The following are incorrect:

- All users are ignorant when using new systems, so they must be trained so that they can use the system - this is not true as some users may be able to pick up the system or learn on the job with very minimal training. It does depend on the user and the type of system.
- Only ignorant people say that training is very expensive and time-consuming, when in reality it can be done by just giving the users a well designed user manual - while a well designed user manual is very useful, it cannot replace training which is far more detailed and is especially required for novice users
- If adequate time and money are kept aside for training, then only ignorant users will have difficulty using the system, but expert users will be fine. - Training should cater for all different types of users.

The correct answer is: If adequate time and money are not kept aside for training, then users will have difficulty using the system and

the resulting problems could be very costly

Question **2**

Correct

Mark 1.00 out of 1.00

System testing represents an integration test of:

Select one:

- an entire class
- an entire software system ✔
- multiple unrelated classes
- an entire method

Your answer is correct.

System testing represents an integration test of an entire software system.

The following are incorrect because:

- an entire method would usually be one module which would be testing using unit testing
- an entire class would usually have a number of methods which would require integration testing after they had gone through individual unit testing for each method
- multiple unrelated classes would not really be part of a system - a system would be made up of a number of related classes

The correct answer is: an entire software system

Question **3**

Correct

Mark 1.00 out of 1.00

The main focus of acceptance testing is:

Select one:

- finding all the faults in the system
- testing by an independent IT test team – not the team who developed the system, to ensure that the system meets the users requirements
- testing the system works well with other systems in the organisation
- ensuring that the system meets the functional and non-functional requirements specified by the users ✔

Your answer is correct.

Acceptance testing is all about ensuring that the system meets the functional and non-functional requirements specified by the users.

It is not about:

- finding all the faults in the system - that should have been done previously in unit, integration and system testing
- testing the system works well with other systems in the organisation - this should happen as part of system testing
- testing by an independent IT test team – not the team who developed the system, to ensure that the system meets the users

- testing by an independent IT test team – not the team who developed the system, to ensure that the system meets the users requirements is not correct, as acceptance testing is run by the users (often supported by developers) to check that the users needs are met.

The correct answer is: ensuring that the system meets the functional and non-functional requirements specified by the users

Question **4**

Correct

Mark 1.00 out of 1.00

You need to make a decision about deploying a medical system which could cause significant patient issues if there are problems with the system. The system has to be deployed at a number of hospital locations. Which of the following deployment options would you recommend?

Select one:

- Pilot and Phased
- Pilot and Parallel ✔
- Pilot and Direct
- Direct and Parallel

Your answer is correct.

*Decision 1: Multiple locations? Yes. Since there are multiple hospital locations and as there is significant risk to patients if the system has problems then **it is a good idea to do a pilot installation** to minimise the risk, and use the results to iron out any problems with the installation. Once you are confident that the system is working well then it could be rolled out to all other hospital locations.*

Decision 2: Multiple functions? We have not been given information about the functionality, so we are unable to make a decision as to whether 'phased' is a valid option. The first thing you would need to know is whether there are discrete bits of functionality that could be rolled out while the IT developers are still building the system. If there is, a phased approach to installation is possible. This is typically what happens with Agile development. The only issue here is that any new functionality delivered has to be integrated with old functionality of the current systems, and sometimes the additional work involved in this is too time consuming, so they wait to roll out all the new functionality at the same time.

Decision 3: Installation alternatives

PARALLEL vs DIRECT installation

- ***Cost:** if there are cost constraints certain choices are not viable - no information given about this though generally speaking, while parallel is the safer option it is expensive.*
- ***System criticality:** if system failure is catastrophic for the organisation, then the safest approach should be selected regardless of cost. As there could be significant patient issues if there are problems with the system then parallel would be better, as you could go back to the old system if there are problems to minimise the risk*
- ***Disruption to business:** what level of disruption to the company and IS operations is acceptable. We have not been given any information to make a decision. However patient issues would cause disruption to the business, so parallel conversion would be advisable.*
- ***User computer experience:** the more experience the users have, the less necessary it is to delay changeover & **User resistance:** need to consider what the users are best able to cope with. No information provided about this.*
- ***System complexity:** the more complex the system, the greater the chance of flaws ... a safer approach is better. No information provided about this.*

***In conclusion, the recommendation would be:** Pilot and parallel approach at one hospital location to iron out all problems, before implementing at all other hospital locations using the parallel approach to minimise the risk of patient problems. The following are incorrect because:*

- *Pilot and Phased - we do not have information to make a decision about phased*
- *Direct and Parallel - it has to be either direct OR parallel*

- *Pilot and Direct - this is too risky an option when patient issues can result if things go wrong*

The correct answer is: Pilot and Parallel

Question **5**

Correct

Mark 1.00 out of 1.00

The later in the development life cycle a fault is discovered, the more expensive it is to fix. Why?

Select one:

- The documentation is poor, so it takes longer to find out what the software is doing.
- The fault gets built into each stage of the development life cycle as it proceeds ✔
- IT developers salaries keep increasing
- None of the options

Your answer is correct.

The later in the development life cycle a fault is discovered, the more expensive it is to fix, because the fault gets built into each stage of the development life cycle as it proceeds, and when you discover the fault you have to go right back and redo each stage incurring all the costs associated with the redevelopment at each stage.

The following are incorrect because:

- The documentation is poor, so it takes longer to find out what the software is doing - while this is true it has nothing to do with when in the development cycle the fault is discovered and the associated cost.
- IT developers salaries keep increasing - again true but irrelevant
- None of the options - it is one of the options

The correct answer is: The fault gets built into each stage of the development life cycle as it proceeds

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