

Tutorial 9 Systems Development

Objectives:

- Discuss some of the tools and techniques used in systems analysis
 - Discuss the merits and challenges associated with IT insourcing
 - Discuss the critical issues involved in IT applications development approaches
 - Discuss the buy and lease approach for IT applications
-

1. What is the purpose of systems analysis? Identify the major steps of this phase.
2. What is the Pareto principle and how does it apply to defining system requirements?
3. Why is it important for business managers to have a basic understanding of the systems development process?
4. Your company wants to develop or acquire a new customer relationship management system to help sales representatives identify potential new customers. Describe what factors you would consider in deciding whether to develop the application in-house or buy a software package to fulfill this need.
5. You are the Chief Information Officer for a medium sized retail store and would like to develop a web site to allow your loyal customers to see and buy your products on the Internet. Describe how you would determine the requirements for the new system.