

## CSE 4407: System Analysis and Design

Quiz #: 1

Date: 25/10/2020

Time: 30 Minutes

Marks: 20

1. a) Angus McIndoe wants to modernize his popular restaurant by adapting it more closely to the preferences of his repeat customers—keeping track of his customers’ likes and dislikes. Information such as where they like to sit, what they like to eat, and when they normally arrive at the restaurant are all items of interest to him, since he believes that in this way, he can better serve his customers. Angus has asked you to develop a system for him that will help make his customers happy while increasing his business. You have heard what Angus had to say about his customers. There are certainly more preferences that he can keep track of. Angus McIndoe wants to solve this problem before the end of the year.  
Develop a problem definition for Angus, similar to the one developed for Catherine’s Catering in this chapter. 10
- b) The following is the first interview report filed by one of your systems analysis team members:  
“In my opinion, the interview went very well. The subject allowed me to talk with him for an hour and a half. He told me the whole history of the business, which was very interesting. The subject also mentioned that things have not changed all that much since he has been with the firm, which is about 16 years. We are meeting again soon to finish the interview, because we did not have time to go into the questions I prepared.” 7
  - a) In one paragraph, critique the interview report. What critical information is missing?
  - b) What information is extraneous to the interview report?
  - c) If what is reported actually occurred, what three suggestions do you have to help your teammate conduct a better interview next time?
- c) Cab Wheeler is a newly hired systems analyst with your group. Cab has always felt that questionnaires are a waste. Now that you will be doing a systems project for MegaTrucks, Inc., a national trucking firm with branches and employees in 130 cities, you want to use a questionnaire to elicit some opinions about the current and proposed systems. Based on what you know about Cab and MegaTrucks, give three persuasive reasons why he should use a survey for this study 3