

## CSE 4407: System Analysis and Design

Quiz #: 1

Date: 29/10/2020

Time: 25 Minutes

Marks: 20

1. a) IUTWear is a rapidly growing mail-order house specializing in all-cotton clothing. Management would like to expand sales to the Web with the creation of an ecommerce site. The company has two full-time system analysts and one programmer. Company offices are located in a small, isolated town in Bangladesh and the employees who handle the traditional mail-order business have little computer training. 10
  - i. Considering the company's situation, draw up a list of software requirements that will satisfy customer usability goals.
  - ii. Would you recommend COTS software, custom software, or outsourcing to an ASP? State your choice and your reasoning in one paragraph
- b) Williwonk's Chocolates of St. Louis makes an assortment of chocolate candy and candy novelties. Recently, several Williwonk's stores experienced a rash of complaints from mail-order customers that the candy was spoiled upon arrival, that it did not come when promised, or that it never arrived; the company also received several letters complaining that candy in various airports tasted stale. Williwonk's has been selling a new, low-carb, dietetic form of chocolate made with sugar-free, artificial sweetener. Sales have been brisk, but there have been problems shipping the wrong type of chocolate to an address with a diabetic person. There were a number of complaints, and Williwonk's sent a number of free boxes of chocolate to ease the situation. Management would like to sell products using the Web. One of the senior executives would like to sell customized chocolates with the name of a person on each piece. Develop a problem definition for Williwonk's Chocolates, similar to the one developed for Catherine's Catering. 10