

MODULE: CMP-4013A**ASSIGNMENT TITLE: Group Exercise – Report and Presentation.**

DATE SET	: Monday 9th November 2015	
DATE & TIME OF SUBMISSION	: Monday 7th December 2015 (presentation)	
	: Thursday 10th December 2015 (report)	
RETURN DATE	: Friday 15th January 2016	
ASSIGNMENT VALUE	: 40% (report) and 10% (presentation)	
SET BY	: Dr P. J. Mayhew	SIGNED:
CHECKED BY	: Mr D. Cutting	SIGNED:

Aim:

To further develop both an understanding of, and a competence in, stakeholder identification, requirements and their prioritisation, use cases, use case diagrams and descriptions, different development methods, project planning and risk analysis, legal, ethical and privacy issues, user interfacing lo-fi prototyping, and evaluation. These will be gained through working on the early stages of systems development of a technical helpdesk support system. While your group is free to choose the domain in which your help desk operates, it will be expected to accept jobs, assign them to teams or individuals for action, monitor their progress, take further action if necessary, and close them down when they have been dealt with.

Learning outcomes:

On completion of this piece of coursework students will have:

- Experience of systems requirements and early design activities including the use of appropriate formalisms (in particularly use case diagrams and descriptions),
- An understanding of the range of activities involved in systems development (e.g. project management, teamwork, testing, quality assurance),
- An appreciation of privacy, ethical and legal issues affecting software development and professional computing activities,
- Improved research, writing, presentation and team working skills.

Assessment criteria

Group report (40% of the overall module marks) – this will be assessed in three parts, the group report, a group member's contribution, and a group member's individual's report, as follows:

Group report (50%) – as described in 12 below, marks will be awarded for the products of each of the eleven tasks (1-11 below).

Group member's contribution (40%) – marks will be awarded for the quality of those components produced either fully or partly by the individual. The level of effort may be factored into this in certain circumstances.

Individual report (10%) – this is an individual group member’s view of the project, its process, progress and eventual deliverable.

Group presentation (10% of overall module marks) – this will be assessed on both presentation and content. Competence in answering questions is also very important. Marks will be awarded for Introduction and Structure (10%), Understanding and Explanation (50%), Conclusions and Handling Questions (30%) and Presentation Quality and Timing (10%).

Description of assignment:

Your group has been asked to carry out the early stages of the development of the Helpdesk system.

There will be a background talk from an expert in this area, Dave Cutting, in the Monday Lecture slot, on Monday Week 9 (16th November) – it is very important that everybody attends this. It will be an opportunity for your group to find out about the way in which helpdesks run in reality. Come prepared with questions.

Groupings for this exercise are those that you have been working in already. Official group areas have been set up on Blackboard for you to use as required.

Required:

A. Group Report - all 12 tasks must be completed – indicative weightings are shown in [].

Mission Statement.

1) Provide a concise (minimum half a page, maximum a page) mission statement for your recommended Helpdesk system. [5]

Analysis Tasks.

- 2) Carry out an analysis of all Helpdesk stakeholders. [10]
- 3) Chose two of the stakeholders and prepare a prioritised requirements list for them. [10]
- 4) Develop a use case list based on your requirements list from task 3 above. [10]
- 5) Produce a use case diagram for all use cases identified in task 4. [10]
- 6) Select the most complex use case from task 5 and produce a full textual use case description for it. [10]

Outline Development Tasks.

- 7) Prepare a management summary, (maximum one page) to explain your choice of development approach. [5]
- 8) Produce an outline project plan, (eg. a Gantt chart) for implementing the computer system. Highlight project risks and suggest contingency plans. Include dependencies between tasks, milestones and resource allocations. [10]
- 9) Produce a lo-fi prototype user interface for your proposed system. [10]

- 10) List your system's critical success factors and outline an evaluation plan for your proposed system. [10]
- 11) Describe, using references where appropriate, any relevant professional considerations that are important for this project, eg. best practice, legal, ethical and privacy issues. [10]
- 12) Document your systems description (the products from all of the above tasks) and submit it as a group report. **Please make sure that you include all your group members' registration numbers on the front page of your group report.** Please state clearly any assumptions that you have made.

B. Individual Report.

Provide a final written report on the project, including such topics as project activities, group progress, **each member's responsibilities and achievements**, what you are most proud of, assumptions, problems, lessons learned, points of view, and so on. (Maximum length 2 pages). **Please make sure that you include your group name on the front page of your individual report.**

C. Group Presentations.

Present the central components of your systems description and answer any questions that may arise. These will take place on Monday Week 12. The presentation schedule will be announced nearer the time.

Handing in Procedure:

This is a **paper** submission - please submit your coursework in the following way:

- 1) Obtain/print and complete a UEA Coursework Submission Form. Attach to your individual report as specified on the form. **Make sure your group name is shown on the front of your Individual report.**
- 2) Post your individual report in the appropriate coursework box in the EFry Hub.
- 3) Each group must submit one copy of the group report also with a completed and attached UEA Coursework Submission Form. **Make sure that all of your group members' registration numbers are on the front of your group report.**

Please note that late coursework is also submitted to the EFry Hub.

Deadlines and Submission:

Students who have problems in submitting their coursework by the due date for whatever reason can seek extensions to coursework deadlines through the EFry Hub. A UEA Extension Form must be completed. Where medical problems or other extenuating circumstances (e.g. family bereavement, illness) exist, extensions to coursework deadlines will normally be granted. A proper record of such cases is maintained by the EFry Hub.

Plagiarism:

Plagiarism is the copying or close paraphrasing of published or unpublished work, including the work of another student without the use of quotation marks and due acknowledgement. Plagiarism is regarded as a

serious offence by the University and all cases will be reported to the Board of Examiners. Work that contains even small fragments of plagiarised material will be penalised and may be awarded zero.