Remember in the scenario you are working for a software company.

**Task 1** involves getting the customer requirements for what they want the software to do for them. This is therefore a non-technical document saying that the software will provide them with certain information, maybe even what they want the user interfaces to look like etc.

(Analogy: customer’s requirements for a website)

Criteria:

*2.1 Identify the requirements or business specification of proposed systems*

*2.2 Obtain information on existing and required inputs, outputs and processes of ICT systems*

*2.3 Explain any constraints new systems may encounter*

**Task 2** is about turning the information in task 1 into a technical document for the software developers. In other words brief for them to begin coding. Therefore you need to talk about how data will flow between terminals, buildings etc. (include a simple logical diagram showing data flow). What data needs to be collected on site and where it needs to go in order for head office to analyse it. It is likely that the raw data collected on site may have to be pulled into some sort of database along with data from other sites so reports can be generated by querying this database. File conversion issues may be due to you having to compress or encrypt data in order to transport it. You do not have to create a database.

(Analogy: how the website will be accessed by a browser rendering html code on files on a web server)

Criteria:

*2.4 Recommend solutions for customer consideration*

*2.5 Explain the impact and implications of any changes to customer requirements*

*4.4 Describe file conversion issues that may arise during systems implementation*

*4.7 Describe the typical documentation provided on completion of implementation*

*5.1 Produce logical design specifications*

**Task 3** involves selecting an appropriate life cycle model and planning how the software will be designed, developed, tested etc. The Waterfall model is most appropriate here, as the steps follow the tasks. (Task 1 Requirements, Task 2 Design, Task 3 Implementation, Task 4 Verification, Task 5 Maintenance) As we are working to a time scale, a Gantt chart or similar would show how each task fits in and how long each should take. At this stage we are not yet rolling the software out to the customer, just testing that it works. You should also identify the stakeholders at each phase and explain what would be produced at each stage like documentation etc. (deliverables).You should also mention about how the software would be integrated with existing software and hardware. Planning for contingencies should also be built in.

(Analogy: testing the website works and can be accessed remotely)

Criteria:

*1.1 Outline stages of the systems development life cycle*

*1.2 Explain the deliverables associated with systems development activities*

*1.3 Identify the sponsors and stakeholders involved in systems development and review*

*1.4 Explain the importance and role of systems integration to systems development process*

*4.1 Summarise the main stages of system implementation*

**Task 4** is producing a manual that gives detailed information about the handover to the client including system changeover, training for staff, maintenance etc.

(Analogy: handing website over to client with continued support)

Criteria:

*3.1 Explain the need for maintenance procedures*

*3.5 Explain how maintenance can affect the quality of ICT systems*

*4.2 Identify external factors that can affect implementation and handover activities*

*4.3 Evaluate different methods of system changeover*

*4.6 Describe user and support staff training requirements*

*4.8 Explain the purpose of version control procedures*

*5.2 Produce physical design specifications*

*6.1 Produce documentation for implementation*

*6.2 Test systems prior to rollout*

**Task 5** is about the continued support for the software i.e. maintenance.

Criteria:

*3.2 Describe the types of maintenance ICT systems may require*

*3.3 Produce maintenance procedure plans for ICT systems*

*3.4 Produce relevant documentation for recording maintenance activity*