Dalton Murray

Systems Analysis and Design

INT 4202 - 1952-202310\_INT4203\_M

Dr. Anthony Padalino

September 6, 2022

**Week 2 Assignment**

**1) Why should a systems analyst be interested in strategic planning?**

Firstly, we need to understand what strategic planning is so we can know why a systems analyst should be interested in it. Strategic planning is a process, it is how you are able to identify or figure out the more long-term goals of the organization you’re working for as well as the strategies and resources the organization has (Tilley, S. p. 45). The strategic plan itself does not focus on small details such as day-to-day operations but focuses on whole, or larger picture and is for the next upcoming years from a year to ten years or more (Tilley, S. p. 45). This is why a systems analyst needs to be interested in strategic planning, so that they are able to see the whole, or larger picture, and can figure out what resources are available and strategies they need to use or figure out and plan for the organization, on top of this they need to be able to assess future needs and make sure all of this aligns with the organization’s goals such as their needs and wants.

**2) List and briefly discuss the six main reasons for systems requests.**

The six main reasons for systems requests are: Stronger Controls, Reduced Cost, More Information, Better Performance, Improved Service, and More Support for New Products and Services (Tilley, S. p. 49-50).

Stronger Controls – In terms of systems requests and technology stronger controls are often referred to as accuracy of data, the storage of the data, and security measures taken place. The stronger controls are able to change how they validate data and minimize errors, security includes passwords, encryption, as well as hardware security such as cameras, biometric or fingerprinting, hardware keys for computers for access such as YubiKey’s usbs (Tilley, S. p. 49).

Reduced Cost – In reducing costs for systems requests it refers to an existing system being too expensive for a variety of different reasons such as maintenance or operation or differing demands, this allowing them to either downgrade their systems, find more optimized systems, go cloud-based, or even find a new system which is more efficient and is better for cost, or many other things which will overall reduce the costs required (Tilley, S. p. 49).

More Information – An existing system may not be producing the correct information or enough information about something, for example a system made for predictions of trends or providing more detailed analysis, this information is able to help in a lot of areas such as providing support for management (Tilley, S. p. 50).

Better Performance – The existing systems may be performing slowly and need to be upgraded or further optimized so they are able to perform their jobs correctly and on time (Tilley, S. p. 50).

Improved Service – An improvement of service request is usually aimed at better servicing customers or people who use the systems for the business such as providing a dark mode or higher contrast theme for people who prefer different looks of the systems and can provide assistance with people who have seeing troubles, or providing new options or settings (Tilley, S. p. 50).

More Support for New Products and Services – When there is new products and services often times it needs differing and updated levels of support to be able to properly provide support for them, however, this also goes into play of end of lifing’ devices where a company is no longer providing updates for the product or service (Tilley, S. p. 50).

**3) Describe the role of the systems review committee in processing systems requests.**

The role of the systems review committee in processing systems requests are to be able to alleviate work from an individual so that an entire committee can complete work, and to be able to provide differing perspectives and have differing knowledge in which they are experts in (Tilley, S. p. 54). This allows the committee to have a diverse set of skills in which everyone is an expert in something that may play an important role when processing a systems request. This allows them to be able to not have compromised values/a bias in play when making decisions (Tilley, S. p. 54). The committee is also comprised of multiple different representatives from many different departments such as the IT director, managers, accounting/finance, HR, as well as many other departments (Tilley, S. p. 55). The committee also serves to determine requests and evaluate if they should be implemented or not, as well as being able to prioritize them in order of importance or any other order if needed (Tilley, S. p. 55).

**4) List and briefly discuss the five steps of a preliminary investigation.**

The five steps of a preliminary investigation are: Understand the Problem or Opportunity, Define the Project Scope and Constraints, Perform Fact-Finding, Analyze Project Usability, Cost, Benefit, and Schedule Data, and Evaluate Feasibility (Tilley, S. p. 61-68).

Understand the Problem or Opportunity – It is the first step of a preliminary investigation to understand the problem or opportunity. In this step it may be required to create a business profile so you are able to understand what will happen if the request is completed to its systems and other systems (Tilley, S. p. 61). It is also in this step it is also important to understand who it impacts such as specific departments and people as well as what such as processes themselves (Tilley, S. p. 61). During this step it is also likely that it will reveal a symptom of the problem and not the actual root problem and what and how things need to be changed (Tilley, S. p. 61). This can also be completed by using a fishbone diagram (Tilley, S. p. 62).

Define the Project Scope and Constraints – Within this step of the preliminary investigation it is important to define the scope, or boundaries of what is to be completed, within this step it is important to be specific so that the exact boundaries of the work to be completed are known (Tilley, S. p. 62). It is important within this to also be aware of scope creep, or the ability for tasks and scope expanding without authorization (Tilley, S. p. 62). Within this there are also possible constraints, or what really needs to be done such as requirements that must be met (Tilley, S. p. 63).

Perform Fact-Finding – In the fact finding step the main goal is to collect data about the project such as estimated usability, how much the project will cost, what is really gotten out of the project, as well as other facts deemed necessary (Tilley, S. p. 64). It is possible for this step to take just a couple of minutes to hours or weeks to months (Tilley, S. p. 64). This step may be just having a phone call or meeting or interviewing entire departments or buildings, it may also call for observing work or performing surveys and analyzing data (Tilley, S. p. 65).

Analyze Project Usability, Cost, Benefit, and Schedule Data – During this step it is important to take a deeper dive into the analysis of collected data such as usability of the project, costs, benefits, and schedule data (Tilley, S. p. 67).

Evaluate Feasibility – During the feasibility step it is finally time to review everything collected before and to determine if the project is actually feasible (Tilley, S. p. 67). Feasibility can rely on if it is operationally feasible, cost feasible, technically feasible, and if the project fits in the deadline (Tilley, S. p. 67).

References

Tilley, S. (2020). Systems analysis and design (12th ed.). Cengage.

I have neither given nor received unauthorized aid in completing this work, nor have I presented someone else's work as my own.

*Dalton Murray*