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Systems Analysis and Design

INT 4202 - 1952-202310\_INT4203\_M

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**Week 9 Assignment**

**1) Describe the concept of "Software as a Service" rather than a product.**

Software as a Service, or SaaS is type of software deployment where there is a hosting company which is selling or renting out the usages of their servers with a specific application being hosted on it (Tilley, S. p. 211). This is to not be confused with Platform as a Service or Infrastructure as a Service which allows the user to be able to put anything on the machine, SaaS only allows them to host applications, or software, individually. SaaS allows the customer to be able to not worry about developing, infrastructure, or maintenance costs and only worry about the usage of the application (Tilley, S. p. 211). A product would be instead of getting someone else to individually host applications you have a vendor develop a application which is then sold to you where you would have to buy it, purchases licenses, and then find someone else to host it or host it yourself (Tilley, S. p. 211). An example of a Software as a Service would be Microsoft’s Office 365 (soon to be fully renamed to Microsoft 365) where you pay Microsoft monthly fees and you get to use their Office suite (Tilley, S. p. 211).

**2) What are the main steps in the software acquisition process?**

There are 5 main steps in the software acquisition process. These steps are as follows: Evaluate the Information System Requirements, Identify Potential Vendors or Outsourcing Options, Evaluate the Alternatives, Perform Cost-Benefit Analysis, and Prepare a Recommendation (Tilley, S. p. 214 - 219). However, these steps could be broken down further into more steps and there may just be more steps in general and depends on how you or your company wants to do software acquisition.

Evaluate the Information System Requirements – Within this step, you will want to Identify Key Features of the system, Consider Network and Web-Related Issues, Estimate Volume and Future Growth, Specify Hardware, Software, or Personnel Constraints, and Prepare a Request for Proposal or Quotation (Tilley, S. p. 214 - 216).

Identify Potential Vendors or Outsourcing Options – Within this step, you will want to identify any potential vendors or potential outsourcing providers (Tilley, S. p. 216). A great resource for this is using the Internet (Tilley, S. p. 216). However, you can also use industry trade journals, or industry trade groups which are able to provide referrals to companies, or even work with a consulting firm (Tilley, S. p. 217).

Evaluate the Alternatives – When evaluating the alternatives, you want to select the one that best fits the requirements and company’s needs (Tilley, S. p. 217). You can do this by making sure you get information about the options from as many sources as possible, having vendor presentations, looking at product documentation, and using the Internet (Tilley, S. p. 217). During this process you will want to speak with existing users, as well as perform application testing, and benchmarking (Tilley, S. p. 218).

Perform Cost-Benefit Analysis – Within this step, you will calculate the TCO for every option considered including all costs with the volumes properly estimated (Tilley, S. p. 219). If you are considering outsourcing you also must look at all fees and costs (Tilley, S. p. 219). If considering software packages you must consider acquisition costs, and if software is being purchased must consider software license costs as well as what the license allows and disallows (Tilley, S. p. 219). You also must consider maintenance fees or agreements (Tilley, S. p. 219).

Prepare a Recommendation – In this step you must prepare a recommendation which takes into account everything, all evaluations, and you must evaluate and describe every alternative, look at costs, benefits, advantages, and disadvantages of everything (Tilley, S. p. 219). It is also possible that in this step you perform a presentation or submit formal system requirements documentation (Tilley, S. p. 219).

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.

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