ICT284 Systems Analysis and Design: Tutorial 2

**Initiating a systems development project and investigating system requirements**

**ABOUT THIS TUTORIAL**

In this tutorial we introduce the Conference Coordinator Information System case study, which we’ll use in the next few tutorials to give you practice in techniques in early systems analysis. The CCIS is a new information system required by the inaugural Conference on Green IT to handle its paper submission and review processes. In today’s tutorial, we’ll begin to investigate the requirements for the new system, by identifying the CCIS stakeholders and requirements, and determining the information-gathering techniques appropriate to the case.

**LEARNING OUTCOMES FOR THIS TUTORIAL**

**After completing this tutorial you should be able to:**

* Define the triggers initiating a systems development project, its scope and expected benefits
* Identify and categorise the stakeholders involved in a particular IS project
* Determine functional and non-functional requirements using FURPS+
* Describe several information-gathering techniques and determine when each is best applied in a particular case

**This tutorial addresses the following learning outcomes of the unit:**

LO 4. Use a variety of techniques for analysing and defining business problems and opportunities and determining system requirements

**REFERENCE MATERIAL**

* Topic 2 lecture notes and recording
* Satzinger, Jackson & Burd, Chapter 2
* Conference Coordinator Information System Case study (on LMS)

**QUIZ**

This week’s quiz includes some questions relating to material covered in this tutorial.

# Conference Coordinator Information System (CCIS) case study

An academic conference is an opportunity for researchers in a particular field to gather together for a few days to share and discuss the latest research in their area. At a conference a number of papers are presented by their authors to an audience of other researchers. The papers are written especially for the conference and must go through a peer-review process before they are accepted. Conferences typically include other activities such as workshops, panel discussions, invited speakers and social activities, but the main part is always the paper presentations, which occur in a number of sessions, each devoted to a particular track (topic) within the main conference theme.

The inaugural Australasian Conference on Green IT needs an information system that will (among other things) enable prospective attendees and presenters to submit papers for review, manage the reviewing process, and finally create the conference schedule and published proceedings based on the accepted papers.

***(See the separate document on LMS for the complete case study)***

1. Read the complete CCIS case study and answer the following questions.

* What is the **trigger** for the new system?
* What **benefits** could the new system bring?
* Who are the main **stakeholders** in the new CCIS? What are their interests in the CCIS? Describe them according to the textbook classification.
* The **scope** of the CCIS will (initially at least) be the part of the conference to do with the papers. List the activities that are within the CCIS scope. What activities would be outside the scope of the CCIS?

1. Work out an appropriate **strategy for collecting requirements** for the CCIS. Using the following list of information gathering techniques, determine which would be appropriate and explain how you would use it. What could you find out from each approach? Would any of them be inappropriate?

* Interviewing
* Questionnaires
* Reviewing documentation
* Observing business procedures
* Researching vendor solutions

1. Using the **FURPS+** categories, and the case study information provided, identify the main **functional** and **non-functional requirements** for the CCIS.

**REVIEW: WHAT SHOULD I NOW BE ABLE TO DO?**

* Define the triggers initiating a systems development project, its scope and expected benefits
* Identify and categorise the stakeholders involved in a particular IS project
* Determine functional and non-functional requirements using FURPS+
* Describe several information-gathering techniques and determine when each is best applied in a particular case

**WHAT’S NEXT?**

In today’s tutorial, you identified several functional requirements of the CCIS. In the next tutorial, you’ll perform use case modelling in order to clarify these functional requirements and document what the new system must be able to do.