Assignments:

1) Book Case Studies: (Start at Page 17 at Book)

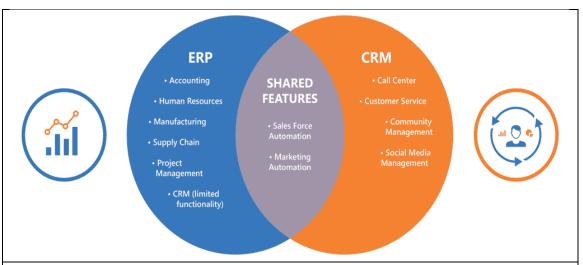|  | insulin pump control system | patient information system for mental health care | wilderness weather station |
|---|---|---|---|
| Product Type | generic | customized | generic |
| Application type | Embedded | Interactive transaction | Embedded/batch processing/data collection |
| Development Process Model | Water full | Incremental delivery | Incremental delivery |

2) For Each Model from the following: (Category, How it works?, Pros & Cons )
   - Spiral-Model
   - V-Model

|  | Spiral-Model | V-Model |
|---|---|---|
| Definition | It is a combination of waterfall model and iterative model. | type of SDLC model where process executes in a sequential manner in V-shape |
| Category | RAD | Plan driven model |
| How it works? | It is similar to the incremental development for a system, with more emphasis placed on risk analysis. The spiral model has four phases: Planning, Design, Construct and Evaluation. A software project repeatedly passes through these phases in iterations (called Spirals in this model). | The processes happen in a sequential manner in a V shape which has a testing phase parallel to each development phase and done in a hierarchical perspective. Data/Process Integrity: This principle states that the successful design of any project requires the incorporation and cohesion of both data and processes. |

| | | |
|---|---|---|
| Pros | - Risk Handling<br>- Good for large projects<br>- Customer Satisfaction | - Simple and easy to understand and use.<br>- It enables project management to track progress accurately. |
| Cons | - Complex<br>- Expensive<br>- Difficulty in time management | - High risk and uncertainty.<br>- It is not a good for complex and object-oriented projects.<br>- It is not suitable for projects where requirements are not clear and contains high risk |

2) CRM & ERP

| CRM(customer relationship management) | ERP(Enterprise resource planning) |
|---|---|
| - It is software that manages all the ways a customer interacts with a business and a technology for managing all company's relationships and interactions with customers and potential customers.<br><br>- Helps companies stay connected to customers, streamline processes, and improve profitability.<br><br>- helps you find new customers, win their business, and keep them happy by  organizing customer and prospect information in a way that helps you build stronger relationships with them and grow your business faster. | - It is a way for manufacturers to understand and manage all the resources needed to operate a successful business.<br><br>- It is a platform companies use to manage and integrate the essential parts of their businesses. |

The difference between ERP and CRM is that ERP is primarily for financial data and the finance department, while CRM is customer data used by the sales and customer service departments.