MGMT 1223 – Assignment #2  
System Request

Complete Individually or Paired

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| Before beginning this assignment, you should have completed the following:   1. Completed assigned readings noted in DC Connect. 2. In-class activities and discussion. 3. Generative-AI is not permitted for use on this assignment without direct assistance from the professor. |

Steps to Complete this Assignment:

1. Download the rubric file and complete the self-assessment before you submit this assignment.
2. Read this entire document carefully.
3. Use the template linked in DC Connect. Failure to use the template will result in a large deduction due to the use of non-standard formatting.
4. Complete and submit the following using the provided template:

**Create a System Request:**

* 1. **Option 1 (Best Option):** Identify a project/problem that is personally relevant, or of interest, to you. *Before you get going, confirm with the professor that your chosen problem will work for this assignment.*
  2. **Option 2:** Based on your experience as a student at Durham College, identify something in our systems that could be improved in terms of fixing something up or adding a new feature to MyDC/MyCampus.
  3. Before completing the template, make some notes based on the following prompts:
     1. **Project Sponsor** (Who wants it?) – What department, group or manager is most likely to champion this project to the decision makers at Durham College. It’s not you, and it’s not your professor. You’ll have to do a little bit of research to figure out which office/manager makes the most sense for the problem you are addressing.
     2. **Business Need** (Why do they want it?) – In this section you’ll need to describe *why* this is needed. Typically, this is where the sponsor would briefly detail the problem that exists and its ramifications. In your notes it’s a good idea to start this section with “This request needs to happen because…” and then give reasons why it’s needed. Again, this is about clarifying the problem, the need. *Not* the final solution or proposed benefits. Just the reason why.
     3. **Business Requirements** (What will it do?) – This section should describe at a high level what the business requirements are. Meaning, what does the feature/edit need to *do*. Maybe it needs to record certain things, maybe it needs to connect people or automatically email someone something.
     4. **Business Value** (Why is it worth doing at all?) – This section is *essential* to not only a system request but your own professional development. Understanding the business value of your work is a key element to grasp before you get started and as your work progresses. We have to keep the point of the job in mind. Not being able to quickly grasp the value means you don’t understand the problem well enough to make reliable and meaningful decisions. Practice getting good at thinking about, identifying and communicating business values.

This section needs to consist of two separate lists, as noted below:

* + - 1. **Tangible Value** – This is the kind of value we can measure. Increases in profit, reduced wait times, increased productivity, less financial waste.
      2. **Intangible Value** – This kind of value is the harder to measure kind. Things like customer or employee sentiment, public image in terms of reliability, trustworthiness, eco-conscious and things like that.
    1. **Special Issues or Constraints** (Things out of our control that may impede us) – In this section you need to identify a few key factors that can/will influence this project that are outside out control. Whatever you mention here *must* be relevant to the stakeholders, and the project’s intent. Things like considering integration compatibility, language or visual requirements, existing or new hardware and so on.

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