Evaluate and Communicate Business Requirements

WEI-CHE HUNG 18249

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ASSESSMENT –

RESEARCH & QUESTIONING

Name of Student	WEI-CHE HUNG	ID	18249

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View My Web Support:

https://jeromehung.github.io/18249ecbr/

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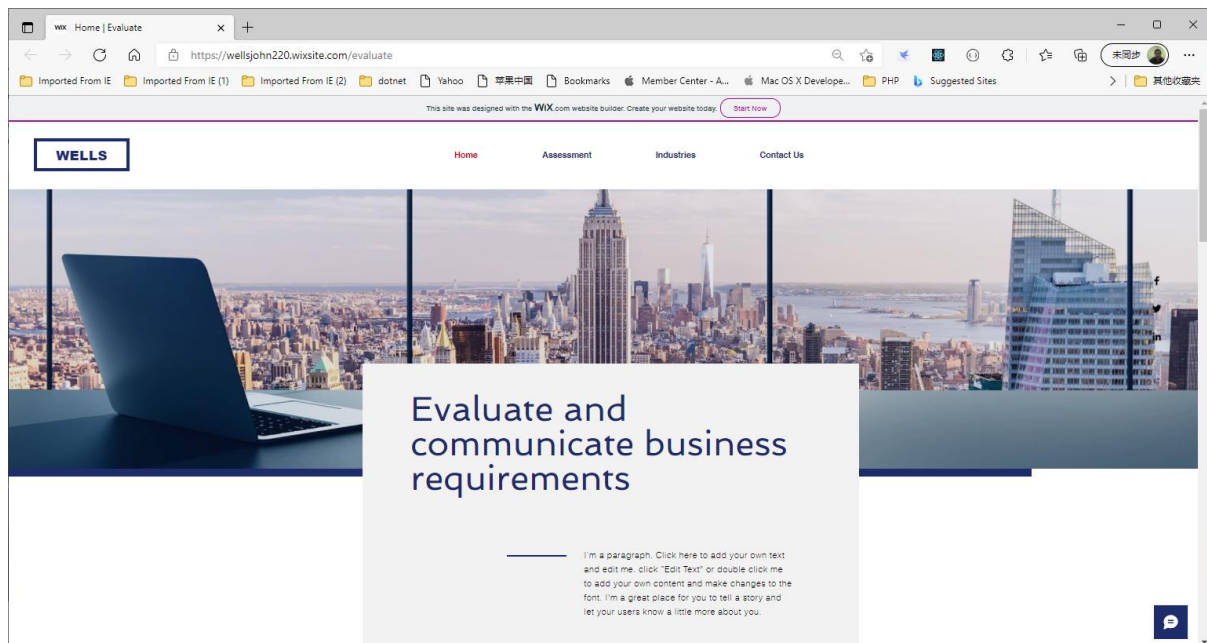
or

https://wellsjohn220.wixsite.com/evaluate

Instructions:

This assessment is to be completed individually. In this assessment you will be working through a number of written tasks based on case scenarios or research that relate directly to each element of competency for this cluster. Outlined below is information on how each of the tasks relates the element of competency covered.

Learn how to make Google Form: https://www.youtube.com/watch?v=BtoOHhA3aPQ&t=4s

Your tasks:

Business Scenario

D&K Books Pty Ltd is a bookstore owned by Mr. Dean Kerr. The business occupies two levels of an office building connected by escalators and lifts. D&K Books employs approximately six sales staff, one operation manager, two administrative officers, a bookkeeper and a marketing manager. They have an Ethernet network consisting of ten PCs (Intel I3 Desktop cloned), two switches, a router and three printers. They use the QuickBooks software to manage their entire business, including sales, inventory, ordering, accounts receivable, accounts payable, payroll and employee management. They also have two EFTPOS terminals one on each floor.

D&K Books has a Linux server that stores all of the data including the QuickBooks database. The server is backed up to tape regularly. They also have a website (hosted on an Australian ISP's server, dynamic and static pages using

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asp.net) on which customers can browse the product catalogue and view current specials. They also lease a telephone system from Live Telecoms. The PABX (phone system) consists of a main switchboard and five remote phones with three incoming lines and a message-on-hold queue system.
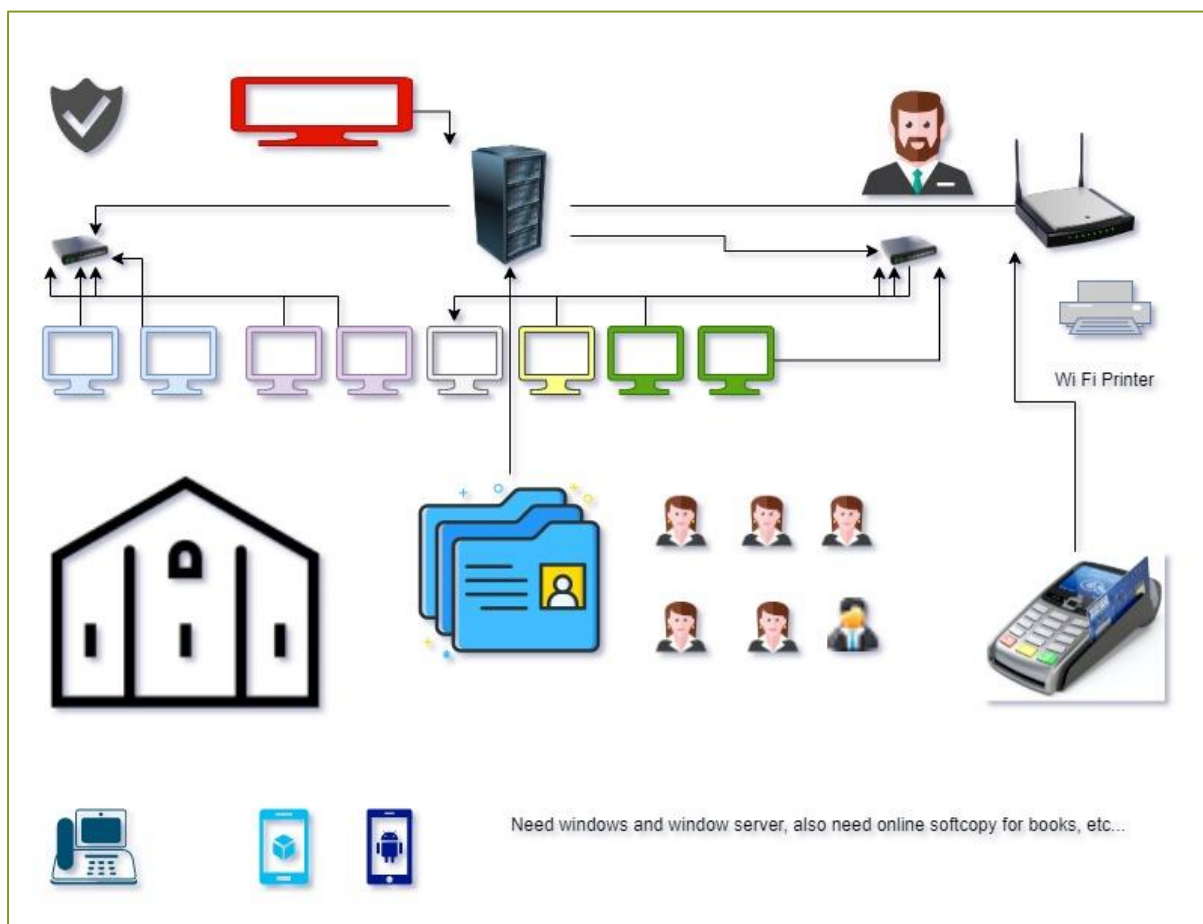
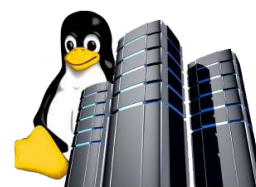Good network system, you need setup at least:

Hard ware	Software
Server X 1	Window Server
Computer X 8	Windows
Printer X 1	SQL server
Telephone X 8	Virus Protection
Modern X 2	MS office
Network Cable	Eftpos machine More…

....

Task 1: Determine support areas

Identify information technology (HW and SW) and list the technology in use in D&K Books and consider the following:
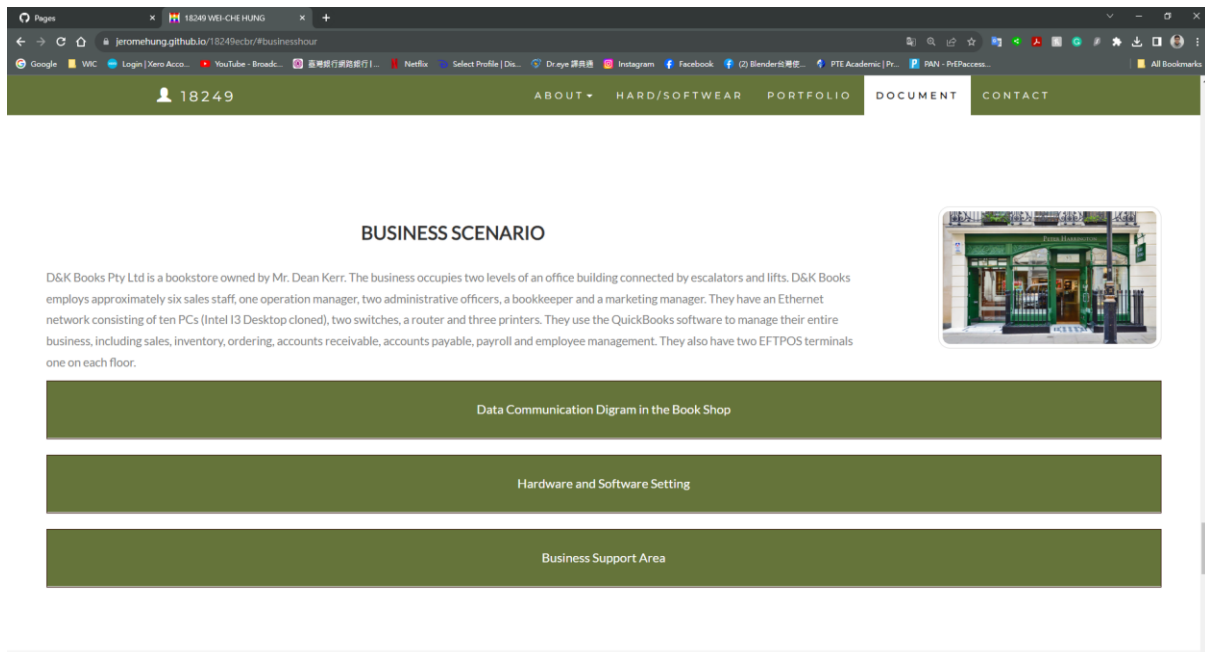
- What sort of support does the technology require?
- Who is likely to provide this support?
- Does the support arrangement already exist?

Present your answer in a table such as the one below:

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Technology	Description	Support Required	Provider	Support Already exists? (Yes/No)
QuickBooks Software	software that keeps track of all accounts, stock, GST, etc.	customisation, training, upgrades, bug fixes (patching), user support	www.intuit.com.au online to find more	No
PC's	Intel I3 Desktop cloned	upgrades, repairs, troubleshooting, maintenance, backup, customisation, network to link		No. Need find one person to do this job
Server	Linux Server with tape backup May need upgrade to hard disk backup	User account management, security policy implementation, home folder management, permissions management, backup and restore, operating system patching, software installation		No
EFTPOS	Easy to use	No need	shop	Yes
Telephone system	Low cost	Phone company	Telstra	Yes
Website	Low cost	Yes	Godaddy	Yes
Network	wireless	No external	No	No

Please review my website: https://jeromehung.github.io/18249ecbr/#businesscase

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My web contact: https://jeromehung.github.io/18249ecbr/#contact

After your input, it will be recorded at:

You could be accessed by:

https://docs.google.com/spreadsheets/d/1q0QQ-R8yBWFTKz40bWy7OvE3sfsP9U6wO62dvN9kz3g/edit#gid=0

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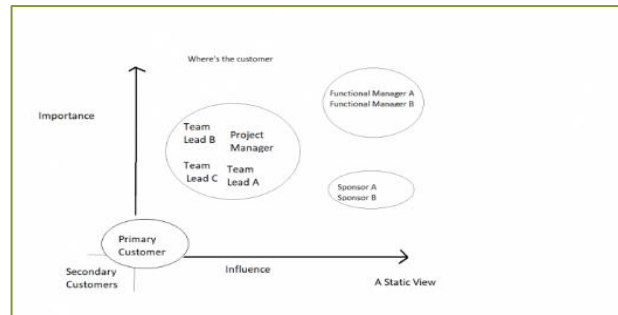**ABN:** 19 080 559 600 | **CRICOS CODE:** 01856K | **RTO:** 90501

Task 2: Identify stakeholders

Identify stakeholders related in D&K Books system.

All the staffs (the business owner, the relevant manager, the local workers and the remote workers) are stakeholders.

Your comment:

In the D&K Books system, stakeholders encompass the business owner, managers, local workers, and remote workers. Additionally, customers, suppliers, investors, regulatory bodies, technology providers, and the community all hold vested interests, impacting the system's performance and bookstore operations. Understanding their needs and roles is crucial for system efficiency and overall success.

Task 3: Develop support procedures

1. Describe one positive and one negative experience you have had when seeking assistance from a telecommunication company, an ISP or a computer supplier. Your experience may be via telephone, email or even voice recognition.

Type	Positive	Negative
Telephone	Easy to get answer	Documents provide and cost time
Email	Document, Picture, words, or any media	The waiting period for an email reply is too long
Go to company	Face to face get answer	Cost time and money on trip
???		

2. Using the experiences described above please answer the following questions.
   a. What support aspects were professional and/or unprofessional?
   b. How long did the support process take?
   c. Were the steps logical?
   d. Did they solve your problem?
   e. Was the call deflected to another area?

Items	professional	unprofessional
What support aspects	Friendly, Listening	Not what know your customer
How long	Get the answer very quiet	Waiting and waiting
Steps logical	Yes	No
Solve	Good	Can not
Another area	If has, need solve	If has, do not care

Using feedback form or Google survey form.
Here is the very simple survey demo:

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After I tested my friends, I could get nice response like:

Or using link string:

https://docs.google.com/spreadsheets/d/1RkKP85LWBPOkH9_pQ9qBV_f1bahw71PL6uV96ER-E8M/edit#gid=113539207

Please review my website: https://jeromehung.github.io/18249ecbr/#taskthree

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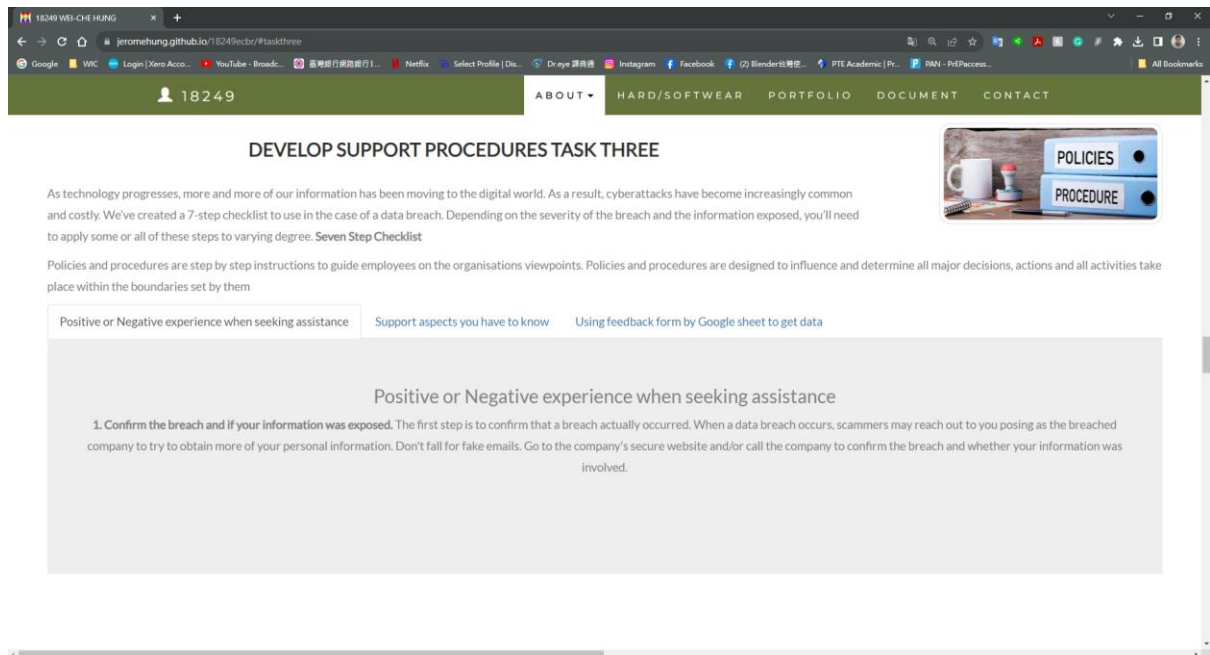
Task 4: Assign Support Personnel

Classify the following into soft skills and technical skills. Your answer should take the form of a table shown below.

Skill	Soft skill	Technical skill
A knowledge of Linux	X	
The ability to work under pressure	X	
The administration of Windows 2008 Server		X
The ability to formulate network and IT policies	?	?
The ability to write network documentation	?	?
The ability to give presentations	?	?

Task 5: Short Answer Questions

1. Explain the relationship between data, information and knowledge.

The relationship between data, information, and knowledge can be understood as a hierarchical progression, where each concept builds upon the other:

Data:
Definition: Data refers to raw, unorganized facts and figures without any context or meaning.
Characteristics: Data can be in the form of numbers, text, images, or any other representation, but on its own, it lacks significance.

Information:
Definition: Information is data that has been processed, organized, or structured to make it meaningful.
Characteristics: Information provides context, relevance, and purpose to data. It answers questions such as who, what, where, when, and how.

Knowledge:
Definition: Knowledge is a deeper level of understanding that arises from the interpretation and application of information.
Characteristics: Knowledge involves the synthesis of information, experience, and insights, enabling individuals to make informed decisions, solve problems, and create new ideas.

In summary, the relationship between data, information, and knowledge is sequential and progressive. Data is the raw material, information is the organized and meaningful representation of that data, and knowledge is the application and synthesis of information to gain a deeper understanding and make informed decisions. The transformation from data to knowledge involves a process of analysis, interpretation, and contextualization.
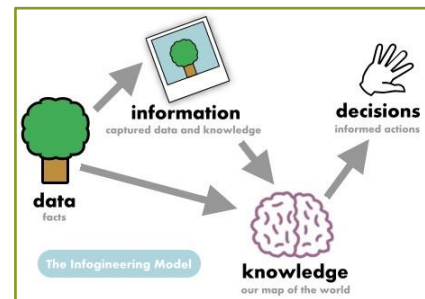
2. What is quantitative data and how can you use it.

Quantitative data consists of numerical information and can be measured. It's used for statistical analysis, making it easier to draw conclusions, identify trends, compare, and make informed decisions in fields like science, business, and social sciences.

3. What is qualitative data and how can you use it.

Qualitative data comprises non-numeric information, focusing on qualities and characteristics. It provides insight into attitudes, opinions, and behaviours. Qualitative data is used for in-depth understanding, pattern recognition, and generating hypotheses in fields like sociology, psychology, and market research.

4. Give an example of how quantitative and qualitative data can be used in conjunction with each other

In a medical study, quantitative data on patients' blood pressure (numeric values) can be complemented by qualitative data gathered through interviews, providing insights into lifestyle factors influencing their health. This holistic approach enhances the overall understanding of patient well-being.
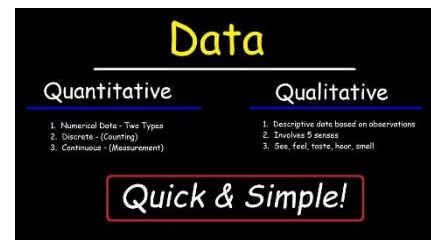
5. What sort of methods could you use to determine client requirements for a website design and key information sources?

Methods include client interviews, surveys, and workshops. Key sources are client discussions, existing content, competitor analysis, and industry trends for comprehensive website design requirements.

6. Give some examples of client requirements for a website design.

- Customization
- Mobile Responsiveness
- E-commerce Functionality
- Content Management System
- Integration with Third-Party-Tools
- Loading Speed

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Task 6: Multiple Choice Questions

1) Generally, how many points should a rating scale have?
   a) Five
   b) Four
   c) Ten
   d) Somewhere from 4 to 11 points

Web refer: https://lumoa.me/blog/rating-scale

PAIN SCALE
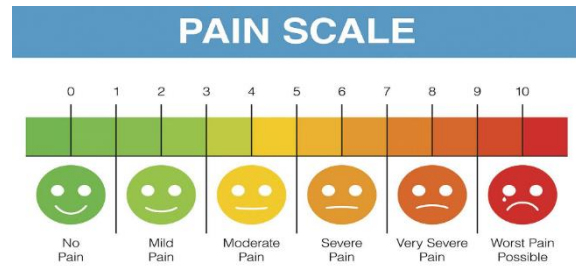
A rating scale is a closed-end survey question that is used to evaluate how survey responders feel about a particular product or statement.

Comment: The appropriate number of points for a rating scale depends on the context and the complexity of the feedback needed. Options a), b), and c) all represent common choices, but the most suitable scale should align with the precision required for the specific assessment. Using "Somewhere from 4 to 11 points" emphasizes flexibility based on the unique characteristics of the evaluation.

2) What is the problem(s) with this set of response categories to the question "What is your current age?"
   o 1-5
   o 5-10
   o 10-20
   o 20-30
   o 30-40
   a) The categories are not mutually exclusive
   b) The categories are not exhaustive
   c) Both a and b are problems
   d) There is no problem with the above set of response categories

3) You should mix methods in a way that provides complementary strengths and no overlapping weaknesses. This is known as the fundamental principle of mixed research.
   a) True
   b) False

4) According to the text, questionnaires can address events and characteristics taking place when?
   a) In the past (retrospective questions)
   b) In the present (current time questions)
   c) In the future (prospective questions)
   d) All of the above

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5) Which of the following are principles of questionnaire construction?
   a) Consider using multiple methods when measuring abstract constructs
   b) Use multiple items to measure abstract constructs
   c) Avoid double-barrelled questions
   d) All of the above
   e) Only b and c

6) Which of these is not a method of data collection?
   a) Questionnaires
   b) Interviews
   c) Experiments
   d) Observations

7) Secondary/existing data may include which of the following?
   a) Official documents
   b) Personal documents
   c) Archived research data
   d) All of the above

8) An item that directs participants to different follow-up questions depending on their response is called a
   _____.
   a) Response set
   b) Probe
   c) Semantic differential
   d) Contingency question

9) Which of the following terms best describes data that were originally collected at an earlier time by a different person for a different purpose?
   a) Primary data
   b) Secondary data
   c) Experimental data
   d) Field notes

10) Researchers use both open-ended and closed-ended questions to collect data. Which of the following statements is true?
   a) Open-ended questions directly provide quantitative data based on the researcher's predetermined response categories
   b) Closed-ended questions provide quantitative data in the participant's own words
   c) Open-ended questions provide qualitative data in the participant's own words
   d) Closed-ended questions directly provide qualitative data in the participants' own words

11) Open-ended questions provide primarily _____ data.
   a) Confirmatory data
   b) Qualitative data
   c) Predictive data
   d) None of the above

12) Which of the following is true concerning observation?

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a) It takes less time than self-report approaches
b) It costs less money than self-report approaches
c) It is often not possible to determine exactly why the people behave as they do
d) All the above

13) Qualitative observation is usually done for exploratory purposes; it is also called _____ observation.
a) Structured
b) Naturalistic
c) Complete
d) Probed

14) When constructing a questionnaire, it is important to do each of the following except _____.
a) Use "leading" or "loaded" questions.
b) Use natural language.
c) Understand your research participants.
d) Pilot your test questionnaire

15) Another name for a Likert Scale is a(n):
a) Interview protocol
b) Event sampling
c) Summated rating scale
d) Ranking

16) Which of the following is not one of the six major methods of data collection that are used by educational researchers?
a) Observation
b) Interviews
c) Questionnaires
d) Checklists

17) The type of interview in which the specific topics are decided in advance but the sequence and wording can be modified during the interview is called:
a) The interview guide approach
b) The informal conversational interview
c) A closed quantitative interview
d) The standardized open-ended interview

18) Which one of the following in not a major method of data collection:
a) Questionnaires
b) Interviews
c) Secondary data
d) Focus groups
e) All of the above are methods of data collection

19) A question during an interview such as "Why do you feel that way?" is known as a:
a) Probe
b) Filter question
c) Response
d) Pilot

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20) A census taker often collects data through which of the following?
   a) Standardized tests
   b) Interviews
   c) Secondary data
   d) Observations
   e)

21) The researcher has secretly placed him or herself (as a member) in the group that is being studied. This researcher may be which of the following?
   a) A complete participant
   b) An observer-as-participant
   c) A participant-as-observer
   d) None of the above

22) Which of the following is not a major method of data collection?
   a) Questionnaires
   b) Focus groups.
   c) Correlational method
   d) Secondary data
   e)

23) Which type of interview allows the questions to emerge from the immediate context or course of things?
   a) Interview guide approach
   b) Informal conversational interview
   c) Closed quantitative interview.
   d) Standardized open-ended interview.

24) When conducting an interview, asking "Anything else? What do you mean?, Why do you feel that way?," etc, are all forms of:
   a) Contingency questions
   b) Probes
   c) Protocols
   d) Response categories

25) When constructing a questionnaire, there are 15 principles to which you should adhere. Which of the following is not one of those principles?
   a) Do not use "leading" or "loaded" questions.
   b) Avoid double-barrelled questions.
   c) Avoid double negatives.
   d) Avoid using multiple items to measure a single construct.

26) A customer-based Service Level Agreement structure includes:
   a) An SLA covering all Customer groups and all the services they use.
   b) SLAs for each service that are Customer-focused and written in business language.
   c) An SLA for each service type, covering all those Customer groups that use that Service.
   d) An SLA with each individual Customer group, covering all of the services they use.

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27) Which of the following best describes the goal of Service Level Management?
    a) To maintain and improve IT service quality in line with business requirements.
    b) To provide IT services at the lowest possible cost by agreeing with Customers their minimum requirements for service availability and ensuring performance does not exceed these targets.
    c) To provide the highest possible level of service to Customers and continuously improve on this through ensuring all services operate at maximum availability.
    d) To ensure that IT delivers the same standard of service at the least cost.
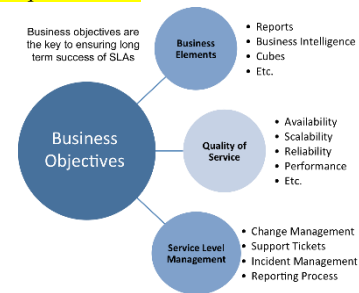
28) The process to implement SLAs comprises of the following activities in sequence:
    a) Draft SLAs, catalogue services, review underpinning contracts and OLAs, draft SLRs, negotiate, agree SLAs.
    b) Draft SLAs, review underpinning contracts and OLAs, negotiate, catalogue services,
    c) Review underpinning contracts and OLAs, draft SLAs, catalogue services, negotiate, agree SLAs.
    d) Catalogue services, establish SLRs, review underpinning contracts and OLAs, negotiate service levels, agree SLAs.

29) Which of the following is an example of a service level agreement (SLA) between information systems support unit and a research unit in the laboratories of a large company?
    a) The maximum response time to get the system operational should it fail.
    b) The minimum 'up-time'.
    c) The types of information that will be provided as standard.
    d) All the above.

30) Some organisations bring a degree of formality to the internal customer concept by encouraging (or requiring) different parts of the operation to agree on:
    a) Internal service agreements
    b) Service level agreements
    c) Formal provision agreements
    d) Delivery agreements

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