

CISC 225 - System Analysis and Design

Chapter 1 Assignment

1. **What is information technology and why is it important?**

Information technology is the combination of hardware, software, and services that people use to communicate, manage, and share information. Why information technology is important is because it provides technical support for customers and business operations. It helps organize data and connects businesses to their clients.

1. **Why would a systems analyst have to act as a translator? What groups might be involved?**

Why a system analyst would have to act as a translator is because of the technical language that may come up between managers and programmers may make people who don’t know the jargon confused.

1. **Write a business profile for a large business in your town. You can use your imagination to supply details you might not know.**

Sedona’s mission is to provide the best food and dining experience possible to our guests. We function as a sit down restaurant and bar that is focused on serving Mediterranean food. We provide both in house dining and also takeout ordering through the website. Sedona gets its ingredients from local businesses and we compete with Iron hill brewery that is across the street. The future direction of the company is to open more locations in the area near Oaks and Spring Ford.

1. **What strategies are Wal-Mart and Lowes using to gain more online customers?**

They reworked their websites to make it easier to use.

1. **Identify the main components of an information system. What is a mission-critical system?**

The main components of an information system are hardware, software, data. A mission-critical system is a system that is essential to the survival of a business or organization.

1. **Compare enterprise computing systems to transaction processing systems. Provide three examples of each type of system.**

Enterprise computing systems support company-wide operations and data management requirements rather than process the data that is produced by day-to-day business operations like a transaction processing system would do. Some examples of transaction processing systems are customer order processing, accounts receivable, and warranty claim processing. Some examples of enterprise computing systems are resource planning, supply chain management, and customer relationship management systems.

1. **What are the four organizational levels common to many businesses? Which level typically requires data that supports long-term strategic planning and the overall business enterprise? What level of worker might rely heavily on transaction processing systems?**

The four organizational levels common to many businesses are the top managers, the middle managers and knowledge workers, the supervisors and team leaders, and finally the operational employees. The level that typically supports long-term strategic planning is the top managers while the level that relies the most on transaction processing systems are the operational employees.

1. **Describe three systems development tools and three development methods.**

The three system development tools are modeling which describes the information that a system must provide, prototyping tests system concepts before final decisions are made, and CASE tools which help provide a framework for systems development. The three development methods are structured analysis, Object oriented analysis, and agile methods.

1. **What are the phases of the SDLC waterfall model?**

The phases of the SDLC waterfall model are systems planning, systems analysis, systems design, systems implementation, and systems support and security.