

# STIKI

SEKOLAH TINGGI INFORMATIKA & KOMPUTER INDONESIA

# INFORMATION SYSTEMS ANALYSIS & DESIGN

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## The Context of Systems Analysis and Design Methods



# References

Whitten, J.L., Bentley, L.D. (2011), Chapter 1, *Systems Analysis and Design Methods* (p. 6-41, 7<sup>th</sup> ed.), McGraw Hill Irwin.



# Discussion 1

## Systems analysis and design

**Why should we care?**



# Epic Failures

Organizations	Year	Outcomes
Hewlett-Packard	2004	ERP systems problems, contribute to \$160M loss
Ford Motor	2004	Purchasing system abandoned after deployment, costing \$400M
UK Inland Revenue	2005	\$3.45B tax-credit overpayment caused by software errors
UK Government	2011	\$18B wasted in building national health systems
US Air Force	2012	Blows over \$1B to produce ERP combat systems





# Information Systems

TPS

- Transaction processing system

MIS

- Management information system

DSS

- Decision support system

EIS

- Executive information system

ES

- Expert system

CS

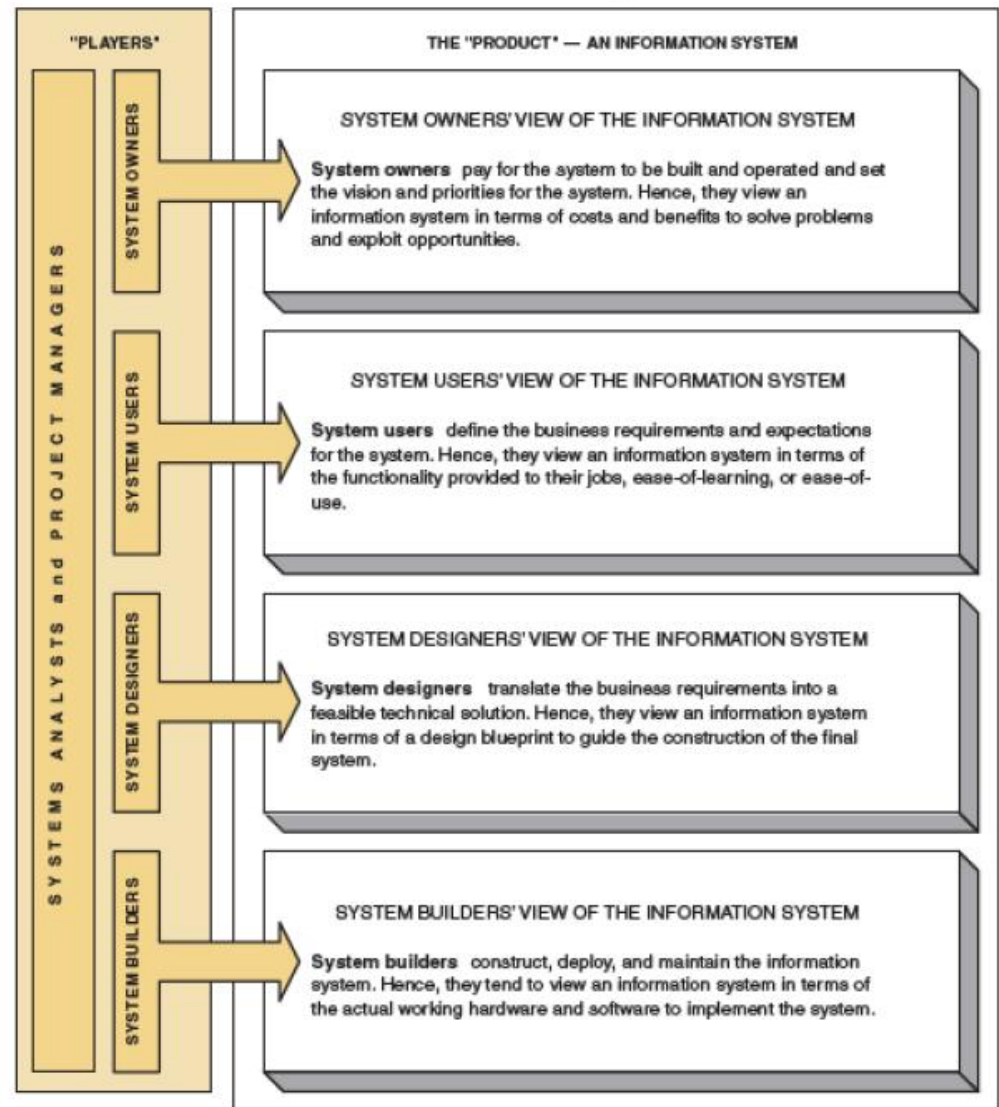
- Communication/collaboration system

OA

- Office automation



# Stakeholders



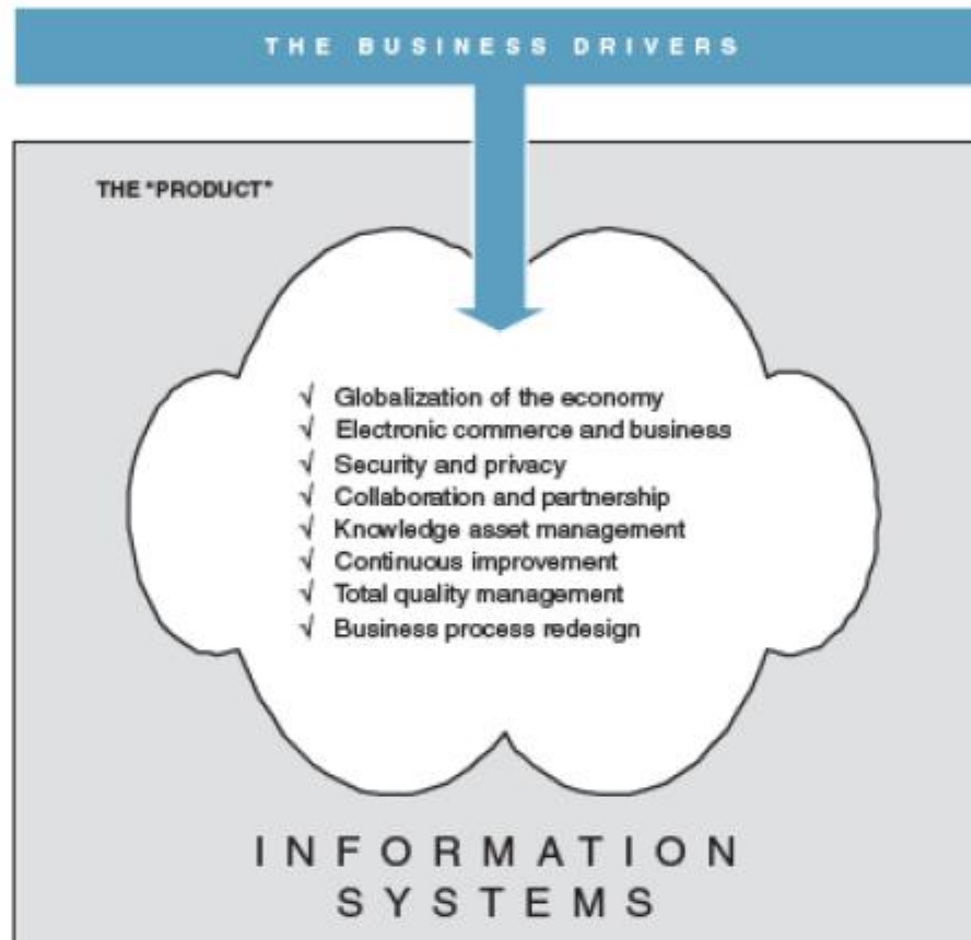


# System Analysts

- **Bridges the gap**
- **Initiates changes**
- **Solves problems**
  - Issues that need corrective actions
  - Opportunities to improve a situation
  - Directives to change a situation



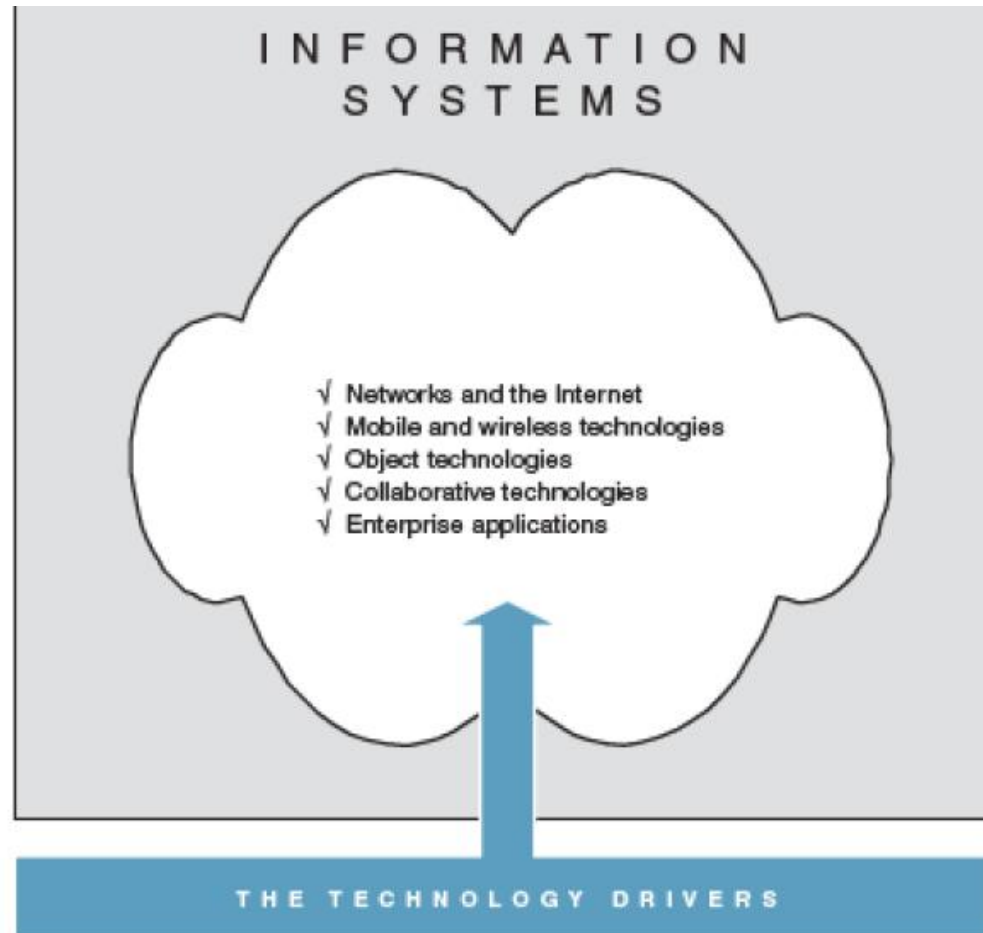
# Business Drivers





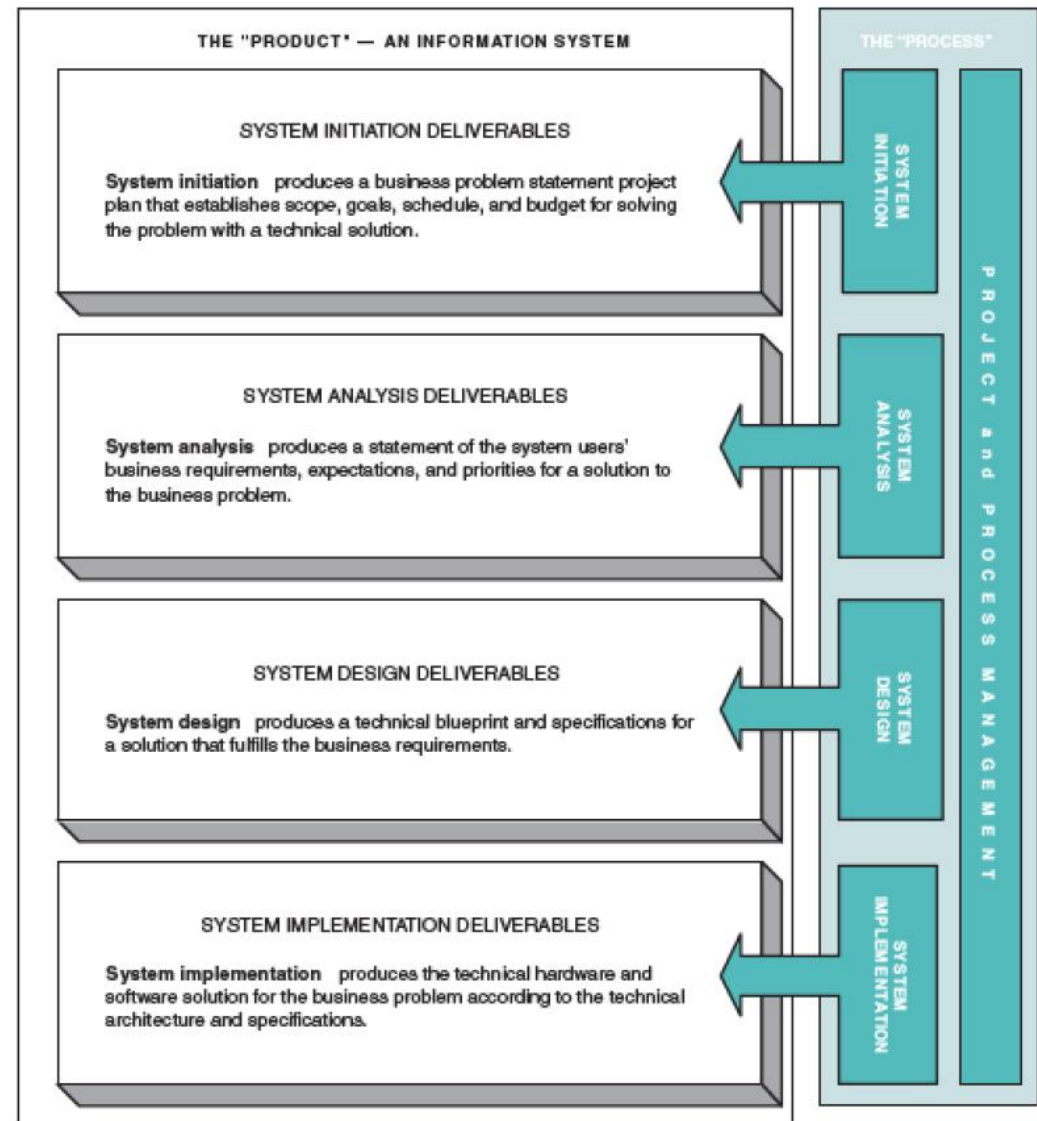


# Technology Drivers





# Development





# Thank you!

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