

WORKPLACE ASSIGNMENT

National Certificate in Information Technology: **Systems Development NQF 5 – SAQA ID 48872**

Today's Date

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First Name

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Surname

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ID no.

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Gender

M	F
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Time/Duration:

TOTAL MARKS: 154

PASS MARK: **70%**

Learner Signature:

CORE UNIT STANDARDS

US TYPE	SAQA ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
Core	115358	Apply information gathering techniques for computer system development	L5	7
Core	115391	Demonstrate an understanding of the principles of the internet and the world-wide-web	L4	3
Core	114049	Demonstrate an understanding of Computer Database Management Systems	L5	7

General Instructions:

- *First familiarize yourself with the content of this exercise by browsing all the instructions below.*
- *Don't leave questions unanswered or skip any instructions (Follow questions and instructions sequentially.)*
- *Please be advised that you have x10 working days to complete this assessment in*
- *Follow all exercise instructions carefully.*
- *Relax and enjoy.*
- *This assessment covers unit standards 115358 with a credit value of 7, unit standard 115391 with a credit value of 3 and unit standard 114049 with a credit value of 7.*

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PRACTICAL AND KNOWLEDGE QUESTIONNAIRE

Mark Allocation: 30

US TYPE	SAQA ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
Core	115358	Apply information gathering techniques for computer system development	L5	7

1. Name and describe the different information gathering methods? (4)

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2. Name a benefit and drawback of each method. (8)

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2. Name at least two (2) Interactive Techniques (2)

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3. Complete the below table regarding the difference between Open and Closed question types. Please state whether the criteria would be any of the below: (7)

- High
- Low
- Little
- Easy
- Much
- Difficult

Open-ended	Criteria	Closed
	Reliability of data	
	Efficient use of time	
	Precision of data	
	Breadth and depth	
	Skills / preparation needed	
	Easy analysis of data	
	Facilitate communication	

4. Traditional information gathering method used to seek facts, opinions, feelings, informal procedures, goals etc. is call interviews. **True / False** (Circle the correct answer) (1)

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5. Name 2 guidelines of conducting interviews. (2)

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Practical Task

Choose any person in your workplace environment and conduct the below interview, ensure that you record all responses on the document provided below:

Task 1

INTERVIEW QUESTIONNAIRE

Purpose: Provision of Inventory Information

- A. When was the last time you thought seriously about your decision-making process?
- B. Who are the trouble makers in your organisation, the ones who will show the most resistance to changes in the system that I have proposed?
- C. Are there any decisions you need more information about to make them?
- D. Do you have any major problems with the current development computer control system?
- E. Tell me a little about the output you'd like to see?

Please ensure that the outcome of the above interview has been documented.

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Outcomes for Task 1 (5)

As per the learners recording

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Learner Signature:

[illegible]

Learner Signature:

Task 2

Rewrite each of the above interview questions to be more effective in eliciting information. (Please see you do this on the page marked Task 2).

Please ensure the below:

- That you avoid leading questions
- Avoid double barrel questions
- Arrange questions in a logical sequence

Outcomes for Task 1 (9)

As per the learners recording

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Question - Which of the below are Interview Structures? Please circle the correct answer/s (1)

- Pyramid Structure
- Funnel Structure
- Diamond Structure

Practical / Scenario based Questioning

Question - Determine and name the structure of the below interview. (2)

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Interview Questionnaire

1. How long have you been in this position?
2. What are your key responsibilities?
3. What reports do you receive?
4. How do you view the goals of your department?
5. How would you describe your decision making process?
6. How can that process best be supported?
7. How frequently do you make those decisions?
8. Who is consulted when you make a decision?
9. What is the one decision you make that is essential to departmental functioning?
10. Do you use the web to provide information to clients?
11. Is this form complete?
12. What makes you feel that way?

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Question - The traditional information gathering method used to conduct surveys and also useful for exploratory studies and for aiding other information gathering techniques are Questionnaires. True / False. (Circle the correct answer) (1)

Question - Name 3 guidelines for using Questionnaires. (3)

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Systematically critique/criticize the questionnaire below, please add your critique/criticism in the space provided below: (5)

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Question - Joint Application Development, the method that focuses on development jointly with the users in a group setting, and seeks to encourage collaboration and team work is called Joint Application Development.

True / False Circle the correct answer. (1)

Question - Name 2 guidelines for implementing Joint Application Development. (2)

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Question - Name one benefit and one drawback of JAD. (2)

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Question - Please complete the table below regarding JAD. Indicate whether the methods are Obtrusive or Non Obtrusive. (3)

Method	Obtrusive or Non Obtrusive
Sampling	
Observation	
Document Analysis	

Question - Name 2 guidelines of Sampling. (2)

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Question - Name the seven STROBE elements. (7)

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Question - The method that focuses on examining formal and informal documents used in the organisation in order to understand existing processes and policies as well as to identify current practices. Document analysis can be carried out on quantitative documents or qualitative documents. True / False Circle the correct answer. (1)

Complete the below table regarding quantitative documents or qualitative documents. (2)

Add 2 of your own points to the table:

Quantitative documents	Qualitative documents.
Reports of decision-making	Emails
Performance reports	Memorandums

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RESEARCH PROJECT

Mark Allocation: 51

US TYPE	SAQA ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
Core	115391	Demonstrate and understanding of the principles of the Internet and the world-wide-web	L4	3

Question 1 – Explain the principles and the World Wide Web. Please ensure that your explanations covers the following aspects; origins and history of the internet; major applications of the internet; history and development of the world-wide-web (20)

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Learner Signature:

Question 3 – What is major technologies used on the internet today. (5)

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Question 4 – What is the use of these applications in business today? (5)

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Question 5 – How can the World Wide Web be applied in an intranet and extranet scenario? (10)

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Question 6 – Explain in detail the use of the latest internet applications (e.g. Web based email, Instant Messaging and VoIP technologies). (10)

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RESEARCH PROJECT

Mark Allocation: 33

US TYPE	SAQA ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
Core	114049	Demonstrate an understanding of Computer Database Management Systems	L5	7

Question 1: What is a database management system? (2)

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Question 2: Name x3 different types of DBMS's, their uses and characteristics. (9)

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Question 3: Describe commonly implemented features of commercial database management systems. *Please ensure that you elaborate on the purpose of each of the features* (10)

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Question 4: Describe data management issues and how it is addressed by a DBMS. Please ensure that your description identifies the problem they represent and includes examples. (10)

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Question 5: Give an example of a DBMS end-user tool and the limitations thereof. (2)

The End

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