

# 1 Introduction

## 1.1 Definition of a System

System is an interconnected components that work together to achieve a goal

- System components
  - Resources
    - \* Hardware
    - \* Software
  - Procedures
  - Data - Information
  - Functions
- The *Systems Development Life Cycle (SDLC)* is the process of *determining* how an Information system can support **business needs**, *designing* the system, *building it*, and delivering it to users
  - SDLC is four-stages cycle
    - \* Phases
      - Planning
      - Analysis
      - Design
      - Implementation
- What is the primary Objective of the System Analyst?
  - The primary Objective of the System analyst is to create value for the organization, not a wonderful system.

## 2 The System Analyst

### 2.1 System analyst skills

- The skills can be broken down into six major categories
  - Technical
    - \* To understand the organization's existing technical environment
    - \* To understand the new technology
    - \* To find a way to fit both organization's existing technical environment and new technology into an integrated technical solution
  - Business
    - \* required to understand how IT can be applied to business situations
    - \* Ensures that IT delivers real business value
  - Analytical
    - \* Problems solvers at both project and organizational level
  - Interpersonal
    - \* Effective communication
      - one-on-one with users, business managers, and programmers.

- Must be a good listener
- Management
  - \* Ability to manage people with whom they work, manage the pressure and risks associated with unclear situations.
- Ethical

## 2.2 System Analysts roles

- System Analyst
  - Focuses on IS issues
  - Develop new ideas and suggestions for ways that IT can support and improve business
  - Helps design new business processes
  - Designs new information systems
  - Ensures all IS standards are maintained.
  - view the system as a whole and bridge the gap between IT and business
- Business Analyst
  - Focuses on business issues
  - identify the business value that the system will create.
  - Develops ideas for improving the business processes
  - Helps design new business processes and policies