ISM101 – Information Systems Management

Knowledge Check #3

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1. Explain the role of Collaboration Tools in software development, and provide examples of such tools mentioned in the text.

   A: Collaboration Tools facilitate communication and collaboration among team members during software development. Slack for example facilitate async communication with the team members and Jira provides a set of features to track the issues, documentation, etc

2. What are Test Plans and Reports, and why are they important in the SDLC, as discussed in the text?

   A: Test Plans are detailed documents that outline the strategy, scope, objectives, resources, and schedule for testing a software product. Test Reports summarize the results of the testing process, highlighting issues, defects, and the status of test cases. The importance of Test plans and Reports in SDLC is that Test Plans ensure systematic testing, aligning efforts with project goals and the Reports provide critical insights into software quality.

3. How can Project Delays impact the overall success of a software project? Provide examples and potential strategies to mitigate such delays.

   Project delays can impact the total cost of the project, delivery date expectation, quality, stakeholders expectations, etc.

   Some strategies to mitigate:

   - Set realistic timelines and expectations.
   - Break the project into smaller phases for better tracking and flexibility.
   - Improve communication among team members to address issues early.
   - Use Agile methodologies to adapt to changes quickly and manage ongoing risks.

Critical Thinking Questions:

4. Reflect on the importance of Compliance with Industry Standards (e.g., ISO, CMMI) in software development. How might adherence to such standards impact not only the quality but also the marketability of a software product?

   Compliance with industry standards in software development ensures that a product meets established quality, security, and process benchmarks, which leads to higher consistency and reliability, building customer trust, enhances reputation, and meets regulatory requirements, boosting market appeal.

5. In the context of post-implementation and maintenance, consider the analogy of retiring an old car for end-of-life considerations in software applications. What ethical and practical considerations should be taken into account when deciding what to do with software that has reached the end of its useful life?

   The analogy of retiring an old car for end-of-life software refers to the process of decommissioning software that has reached the end of its useful life. In software applications the “product” may no longer be compatible with new technologies, becomes prone to security risks, and may require costly maintenance. When software reaches the end of its useful life, ethical and practical considerations includes:
   Ethical: Ensuring **data privacy and security** when decommissioning the software, and providing adequate notice to users about the discontinuation to avoid inconvenience.

   Practical: Planning for migration to new systems, ensuring compatibility, and managing resource allocation for transition, while addressing any remaining support needs.