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**ICTICT515**

**Task 1**

**Student ID:** 83126277

Question 1: Describe, in your own words, the process of communicating with the client in order to gather and report data.

**Answer**

Client involvement and communication are one of the key factors (and the most important) for the success of any project.

In order to make the communication as effective as possible there are some conditions to be considered.

Each company has different structure, culture and politics. Understanding the context in which the communication happens is etremely important and to develop this kind of environmental awareness, an analyst needs to pay attention to the beliefs, values and relationships that live and take place in a company, either formal or informal.

It is also important to know who to communicate with. People that have an interest in the project, or that are affected by it (the stakeholders) can be involved in different ways. Some may have a marginal correlation, while others may be deeply connected to the project. Of course it’s necessary to have ongoing and regular communication with the main stakeholders, such as the business owner, but the importance of identifying and commmunicating at a proportional level with everyone involved in the project shouldn’t be underestimated.

By proportional level is intended that when communicating with any of the stakeholders their level of involvement in the project and their role should be considered (e.g. talking about budget with a production worker may result in a fruitless conversation, while talking about processes could reveal useful information).

Something that I often overseen is the importance of maintaining a relationship. A project is seldom static. It keeps evolving during its lifetime and what has been said and agreed upon at one point may become obsolete, or even wrong at some other point. To keep everyone up to date and make sure that the analyst inut to the porject, as everyone else’ input to the project stays relevant and current, regular liaison schedule should become common practice. It can be very easy to lose track of everything that has to be done, especially with the busy schedule that comes with working on a project. To ensure the best communication management there are a few advises that can prove useful:

* Before to conclude communication with the client always schedule and appointment for the next time.
* Write down al the relevant and updated information to be consulted before the next conversation.
* Properly schedule the meetings and calls. There are many ways to do this. From old fashioned and written notes on a journal to more sophisticated methods. Whatever the method it needs to be something that is consulted daily.

For more information about communication in general, how it works and the mathematical model of communication, please refer to: [understanding communication skills](https://www.mindtools.com/CommSkll/CommunicationIntro.htm).

Question 2: Describe all elements which should be included in Detailed Functional Specification.

**Answer**

* **Problem statement -** a brief description of the problem that the business is facing. Without delving too much into the details, a problem statement should offer a clear overview of the problem and propose a path for a solution.
* **Project scope –** it lists and describes the goals, deliverable, tasks, costs and deadlines of a project. A scope statement defines the boundaries of a project. Because projects tend to evolve and change during their lifetime, so does the scope of a project, therefore the scope statement should be updated accordingly. A scope statement should be as precise as possible, to specify what is considered pertinent to the project and what is not (out of scope).
* **Stakeholders -** a list of all the persons involved or affected by the project with their role and job description.
* **Risks and assumptions –** when planning a project, there is always a factor of uncertainty. Things that are expected to happen may not occur, while other unexpected events can create unforseen issues. Trying to plan and document these factors, can help to develop a strategy to deal with unexpected situations.

Risks are unexpected events that have the potential of negatively affecting a project. They should be assessed and a strategy to deal with them should be developed.

Assumptions are events that are expected to happen to allow the project to procede without problems.

* **Use cases –** describe the functionalities of a system from a user point of view. Every interaction that the user can have with the system is identified and documented.

Use cases allow to describe the system from a user perspective. When creating use cases, an analyst should try to consider every possible scenario, which include all the possible user actions, the best case scenario and the worst case scenario that could happen.

* **Requirements –** are the answer to the question: What should the product do?

Functional requirements are the functionalities that a system is expected to perform.

The success or failure of a project is often determined by how the system address the requirements. They are the basis from witch the acceptance criteria are drawn.

* **Configuration –** Specify the steps to take to use the system. It guides a future user in how to set up the system for its use (e.g. creating a user account).
* **Non functional requirements –** Describe the characteristics of a system in regard to performance, security usability, capability, learning curve. These are all the aspects that are integral part of the system but do not pertain it functionalities.
* **Error reporting –** User inputs can lead to error or exceptions. These errors are to be expected and measures to jandle them should be implemented in the system (e.g. error messages).

Question 3: Describe, in your own words, the process used to identify products related to the business

**Answer**

The first step in identifying information about products related to the business is to gather customer satisfaction data.

The data needs to be collected by the staff in an organized manner, to ensure that the information elicited are relevant. This can be achieved through check sheets, lists, forms, etc.

Staff is a crucial element of this process. The focus has to be on customer perception of the products or services offered and the data gathering process has to be designed with input from the staff to identify questions that can be asked to the customers during regular business interactions and that would provide the information needed.

To keep the staff engaged throughout the process, the data reporting process should be designed to make staff members feel heard and that the information they are collecting are important for the company. In this phase discussion should be encouraged.

The data collected should then be used in the decision making process to improve the product or service.

The information gathered need to analysed in order to check if is relevant to the scope of the project. For the information to be relevant they should pertain to one of the following categories: functional requirements, quality reuirements, contraints, added value requirements.

* Functional requirements indicate what the prouct should do.
* Quality requirements include system outputs, performance, reliability, maintainability, security, usability, efficiency, interoperability and portability.
* Constraints can be represented by budget, deadlines, technology, platforms, staff resources, organisational policies, legal and statutory impact.
* Added value requirements involve financial benefits, increased productivity, improved customer satisfaction, any improvement that add value. The fact that the perception of value is subjective must be taken into consideration.

The result of this process should be a report that describes the client requirements. This report has to be submitted to the client for approval. The client may decide that more work needs to be done or that the information gathered are sufficient and pertinent.

In the second case, the information can be used to produce a system specification.

The system specification should contain the new functional requirements, classified and organised by importance and priority, and the non functional requirements.

Because a new system can have a big impact on the structure of an organization, the effects and implication of this change should be addressed with proper change management procedures.

This document represent the basis on which acceptance criteria will be derived for future testing of the product. The document should be designed following the company stndard for this type of docummentation, but in general it should include: introduction, management summary, sign-off sheet, version control table, glossary, new requirements background, functional requirements, non functional requiements, external interfaces.

Question 4: List out any documentations are necessary to be reviewed. Compare different methods of communication in regard to the reviewing documents.

**Answer**

Documents can come in a variety of forms:

* technical documentation
* product data sheets
* press releases
* product brochures
* legal and medical documents
* architectural drawing
* white papers
* web pages.

The overall reviewing approach is similar for all types of documentation. The document is reviewed by different reviewers until the person in charge approves it.

The reviewers usually collaborate, adding comments and suggestions that can be approved or rejected. The document is then updated and the prrocess can start again.

Although not advised, the following are examples of the different ways to implement this process.

* Editing the original document when possible – error prone approach. There is no way to apporve the document.
* Print out the document to update, marking the changes suggested and send it back to the author – it leads to multiple untraceable versions of the same document all aroud.
* Communicating the changes to the author over the phone – verbal, over-the-phone description are inaccurate and inefficient.
* Describing the changes in an email – verbal written documentationis an ineffective way to express the changes desired and is open to interpretation.

All of the above methods may have their merit and their place, be it for a smaller correction or a uick fix, but have heavy limitations that make them mostly unreliable.

The best way to approach documents review is for the reviewer to dedicate a space and a time to the task in which they can collaborate together, thus favoring clear and immediate communication.

# **Unit Assessment Result Sheet (UARS)**

## **Assessment Task 1 – Unit Knowledge Test (UKT)**

## **Student and Trainer/Assessor Details**

|  |  |
| --- | --- |
| **Unit code** | ICTICT515 |
| **Unit name** | Verify client business requirements |
| **Outcome of Unit Assessment Task (UAT)** | |  | | --- | | **First attempt:** |   Outcome (please make sure to tick the correct checkbox):  Satisfactory (S)  or Not Satisfactory (NS)  Date: \_\_\_\_\_\_\_(day)/ \_\_\_\_\_\_\_(month)/ \_\_\_\_\_\_\_\_\_\_\_\_(year)   |  | | --- | | **Second attempt:** |   Outcome (please make sure to tick the correct checkbox):  Satisfactory (S)  or Not Satisfactory (NS)  Date: \_\_\_\_\_\_\_(day)/ \_\_\_\_\_\_\_(month)/ \_\_\_\_\_\_\_\_\_\_\_\_(year) |
| **Feedback to Student** | |  | | --- | | * **First attempt:** |  |  | | --- | | * **Second attempt:** | |
| **Student Declaration** | * I declare that the answers I have provided are my own work. Where I have accessed information from other sources, I have provided references and or links to my sources. * I have kept a copy of all relevant notes and reference material that I used as part of my submission. * I have provided references for all sources where the information is not my own. I understand the consequences of falsifying documentation and plagiarism. I understand how the assessment is structured. I accept that all work I submit must be verifiable as my own. * I understand that if I disagree with the assessment outcome, I can appeal the assessment process, and either re-submit additional evidence undertake gap training and or have my submission re-assessed. * All appeal options have been explained to me. |
| **Student Signature** |  |
| **Date** |  |
| **Trainer/Assessor Name** |  |
| **Trainer/Assessor Declaration** | I hold:  🗹 Vocational competencies at least to the level being delivered  🗹 Current relevant industry skills  🗹 Current knowledge and skills in VET, *and undertake*  🗹 Ongoing professional development in VET  *I declare that I have conducted an assessment of this candidate’s submission. The assessment tasks were deemed current, sufficient, valid and reliable. I declare that I have conducted a fair, valid, reliable, and flexible assessment. I have provided feedback to the above-named candidate.* |
| **Trainer/Assessor Signature** |  |
| **Date** |  |
| **Office Use Only** | Outcome of Assessment has been entered onto the Student Management System on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert date)  by (insert Name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |