**MIS 322 - Assignment 3 FA21**

**From Chapter 16 in the text**

**Individual Assignment**

**5pts**

**RQ 16-6:**

**With respect to change management:**

**a. Briefly describe what it is:** Change management is the methods a company implements change within its processes. This would include providing steps and support for the change to be implemented correctly and effectively to meet the goals that were set.

**b. Name and describe the four major types of typical change management activities:** First we have “define” which clarifies the situation. Then there is the “planning” which creates plans, ideas, and designs that give structure to the new change. After this there is “implementing” which shows how those plans, ideas, and designs will be created to construct this change. Lastly there is “sustaining” of this new change where the processes are maintained and reinforced to embody the change that has happened.

**c. Name the two change management activities with the greatest need and opportunity for cooperation between IT and the business:** Shaping of the change vision and monitoring the progress. This is very important for the IT department because not only do they have to set the limitations of what that change can be for the people that don’t understand the boundaries of there business; but they also must make sure its done correctly.

**10 pts**

**Fully explain your answers.**

**RQ 16-9:**

**With respect to data preparation:**

**a. Where do testing and development environments typically get their basic data?** Most likely if the testing environment is being constructed to test a “new” system then the data comes form the old system. If this is not the case, then the data is created from a best-case use scenario for this system being created.

**b. What does “data anonymization” mean, and what are two key techniques the book describes for doing this?** Data anonymization is where data, most commonly results, are taken and then anonymized by putting key values in their place. For example, instead of names being used for the person that entered data into the form the names would be replace by a data string of number, letters, and symbols. Sometimes these values are kept with the original data pieces under lock and key for exact references or the data is completely replaced for complete anonymity.

**c. What data characteristics indicate that IT may need to help the business load the data?** A big one is most likely that the data needs to be reorganized and cleaned before loading it into the database. Most likely the new database has different rules, parameters, etc. that the old data does not abide by.

**d. What data characteristics indicate that the business, itself, may need to populate the data?** That the data has been stuck in different silo inside each department? This would mean that the data has been not only separated from the different departments of the business but most likely is completely different per department.

**e. What is “data refresh,” and when/why is it needed in testing?** A data refresh is where existing data is updated, or new data is added to the database. This is important in testing because you want to make sure that new variables can work with the new system.

**f. What does “ETL” stand for, and how does it relate to IT’s role in data preparation?** ETL stands for extract, transform and load. This has to do with taking data from multiple sources and creating a sing data sources with all the information combined. For example in my work I have data from our CRM that does not include most of the final revenue numbers and final attendees numbers so in order to get one source of data we have to take the final numbers from another source and combine them with the CRM data and then reload all the data into the CRM.