Tutorial exercise:

Understanding the Client Brief and its requirements

1. The purpose of this exercise is to help clarify terms used in the Client Brief and Assignment 2. The answers may also form the basis of the glossary you need to include in your assignments (but in the glossary you must cite the sources of your explanations)

2. Refer to the document Newtown Bank Client Brief in the Assessment Information Module on

Canvas and answer these questions as a group using reliable on-line resources. Make sure your answers are relevant to the client brief.

3. Make a note of your answers to tell them to the class

4. For definitions of words, use oxforddictionaries.com

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| 1 | What does the word ‘brief’ in this context? |
| 2 | What does ‘critical to the Bank’s success’ mean? |
| 3 | What is infrastructure? |
| 4 | What are the components of IT infrastructure? |
| 5 | What is the difference between what IT development specialists do and what IT operations specialists do? |
| 6 | What does ‘cost-effectiveness’ mean? Give an example. |
| 7 | What is ‘legacy code’? |
| 8 | Why is the Bank’s infrastructure not flexible? |
| 9 | What does the word ‘strategy’ mean?  Why do we refer to IT strategies, not just IT techniques |
| 10 | What is corporate strategy? |
| 11 | What are ‘criteria’? |
| 12 | How do we evaluate something? |
| 13 | What is a ‘viewpoint’ (or point of view) and why is this important to understand this in evaluating a source of evidence? |
| 14 | What does ‘synergy’ mean? |
| 15 | Total cost of ownership (TCO) |
| 16 | What is a ‘glossary’? |
| *The following questions are to get you thinking about what strategy you want to specialise in. They do not need to find definitive answers at this stage and it is OK to look up Wikipedia etc. You will need to choose which one you want to research before starting Assignment 2. There will be quotas on each strategy as you have to be able to form teams of three different specialists for the final report, so you need to have a second option.* | |
| 17 | What is external sourcing? |
| 18 | What is IT governance? |
| 19 | What is IT service management? |
| 20 | What is service-oriented architecture? |
| 21 | What are microservices? |
| 22 | What is DevOps? |