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Abstract

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john in wells

[Email address]

ASSESSMENT – RESEARCH & QUESTIONING

Name of Student	Princes Ericka Balauro	ID	18635
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Evaluate and Communicate Business Requirements

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EVALUATE AND COMMUNICATE BUSINESS REQUIREMENTS

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What is Evaluate and Communicate Business Requirements?

This article covers the BA's responsibilities in communicating the project requirements to stakeholders and others. We discuss the design of a communications strategy, the development of a communications plan, choosing the appropriate communications format and managing conflicts. We conclude with the requirements package, presentation, and review process. Designing the Communication Strategy



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1	Email												
2	Elena@gmail.com												
3	hello@gmail.com												
4	iam@hotmail.com												
5	ericka@gmail.com												
6	ericka@gmail.com												
7	Elena@gmail.com												

Instructions:

This assessment is to be completed individually. In this assessment you will be working through a number of written tasks based on case scenarios or research that relate directly to each element of competency for this cluster. Outlined below is information on how each of the tasks relates the element of competency covered.

Learn how to make Google Form: <https://www.youtube.com/watch?v=BtoOHhA3aPQ&t=4s>

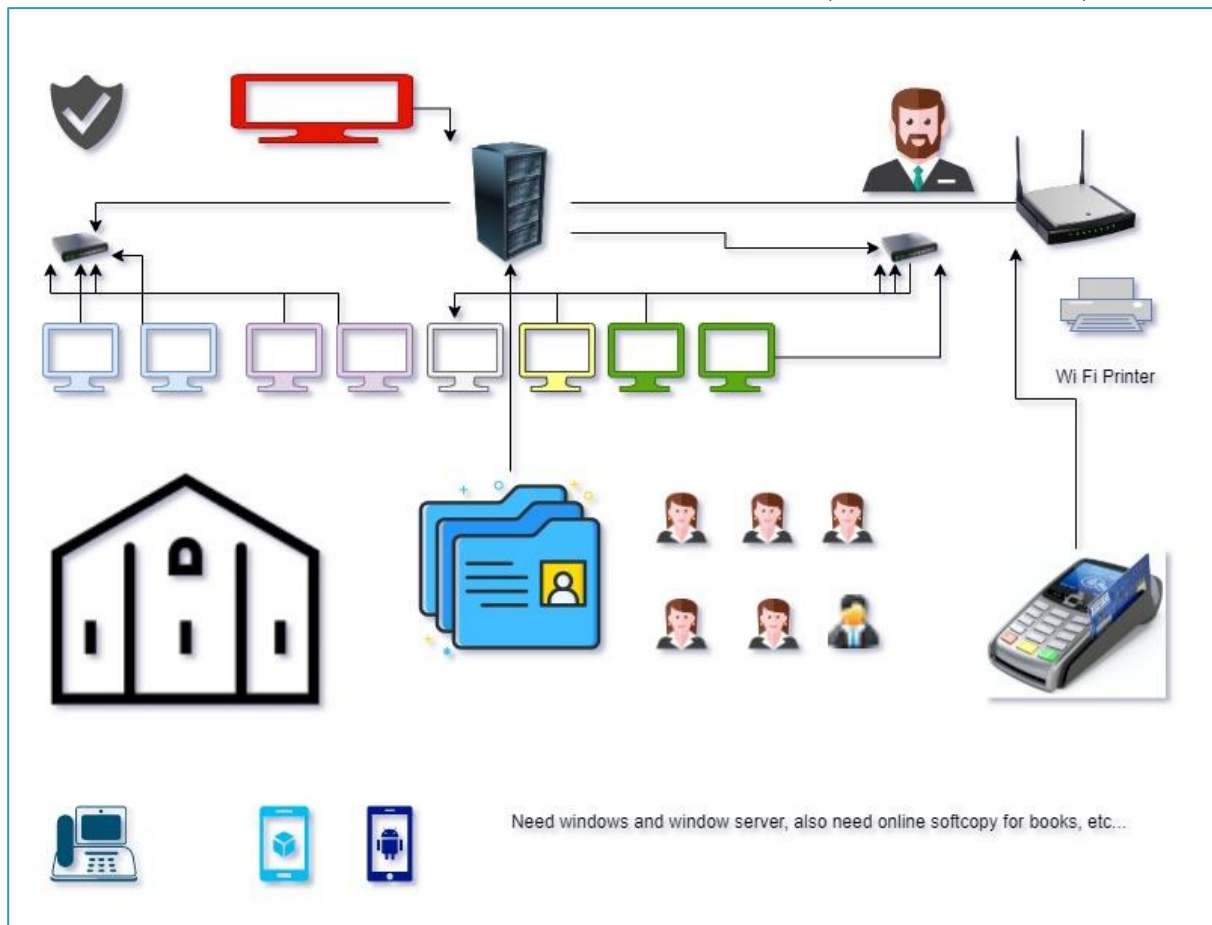
Your tasks:

Business Scenario

D&K Books Pty Ltd is a bookstore owned by Mr. Dean Kerr. The business occupies two levels of an office building connected by escalators and lifts. D&K Books employs approximately six sales staff, one operation manager, two administrative officers, a bookkeeper and a marketing manager. They have an Ethernet network consisting of ten PCs (Intel I3 Desktop cloned), two switches, a router and three printers. They use the QuickBooks software to manage their entire business, including sales, inventory, ordering, accounts receivable, accounts payable, payroll and employee management. They also have two EFTPOS terminals one on each floor.



D&K Books has a Linux server that stores all of the data including the QuickBooks database. The server is backed up to tape regularly. They also have a website (hosted on an Australian ISP's server, dynamic and static pages using asp.net) on which customers can browse the product catalogue and view current specials. They also lease a telephone system from Live Telecoms. The PABX (phone system) consists of a main switchboard and five remote phones with three incoming lines and a message-on-hold queue system.



Good network system, you need setup at least:

Hard ware	Software
Server X 1	Window Server
Computer X 8	Windows
Printer X 1	SQL server
Telephone X 8	Virus Protection
Modern X 2	MS office
Network Cable	Eftpos machine More...

Task 1: Determine support areas


Identify information technology (HW and SW) and list the technology in use in D&K Books and consider the following:

- What sort of support does the technology require?
- Who is likely to provide this support?
- Does the support arrangement already exist?



Present your answer in a table such as the one below:

Technology	Description	Support Required	Provider	Support Already exists?
------------	-------------	------------------	----------	-------------------------

				(Yes/No)
QuickBooks Software	software that keeps track of all accounts, stock, GST, etc.	customisation, training, upgrades, bug fixes (patching), user support	www.intuit.com.au online to find more	No
PC's	Intel I3 Desktop cloned	upgrades, repairs, troubleshooting, maintenance, backup, customisation, network to link		No. Need find one person to do this job
Server 	Linux Server with tape backup May need upgrade to hard disk backup	User account management, security policy implementation, home folder management, permissions management, backup and restore, operating system patching, software installation		No
EFTPOS	Easy to use	No need	shop	Yes
Telephone system	Low cost	Phone company	Telstra	Yes
Website	Low cost	Yes	Godaddy	Yes
Network	wireless	No external	No	No

Please review my website: <https://wellsjohn220.github.io/ecbr/#businesscase>

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ASSESSMENT 2

Evaluate and Communicate Business Requirements

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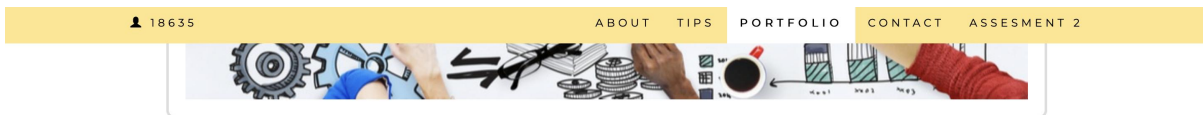


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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	
1	Email	Name	Comment	Continent											
2	elena@gmail.com	elena	hello	Africa											
3	ericka@gmail.com	ericka	hello world	Africa											
4	cassy@gmail.com	cassy	I am Cassy	Africa											
5	nicole@gmail.com	nicole	this is me Nicole	Africa											



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Name Email

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ASSESMENT 2

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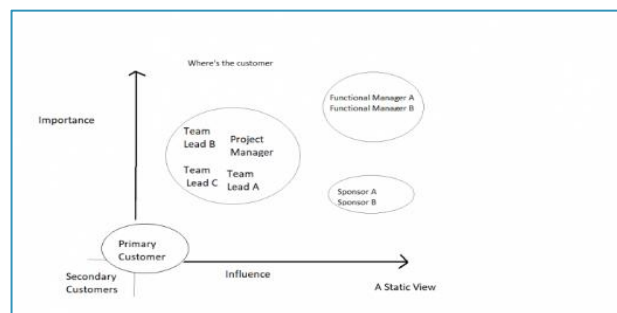
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	
1	Email	Name	Comment	Continent											
2	elena@gmail.com	elena	hello	Africa											
3	ericka@gmail.com	ericka	hello world	Africa											
4	cassy@gmail.com	cassy	I am Cassy	Africa											
5	nicole@gmail.com	nicole	this is me Nicole	Africa											

Task 2: Identify stakeholders

Identify stakeholders related in D&K Books system

All the staffs (the business owner, the relevant manager, the local workers and the remote workers) are stakeholders

Your comment: ???



Task 3: Develop support procedures

1. Describe one positive and one negative experience you have had when seeking assistance from a telecommunication company, an ISP or a computer supplier. Your experience may be via telephone, email or even voice recognition.

Type	Positive	Negative
Telephone	Easy to get answer	Document provide
Email	Document, Picture, words or any media	Have to wait
Go to company	Face to face get answer	Cost time and money on trip
???		

2. Using the experiences described above please answer the following questions.

- a. What support aspects were professional and/or unprofessional?
- b. How long did the support process take?
- c. Were the steps logical?
- d. Did they solve your problem?
- e. Was the call deflected to another area?



Items	professional	unprofessional
What support aspects	Friendly, Listening	Not what know your customer
How long	Very quick	Waiting and waiting
Steps logical	Yes	No
Solve	Good	Can not
Another area	If has, need solve	If has, do not care

Using feedback form or Google survey form.

Here is the very simple survey demo:

After I tested my friends, I could get nice response like:

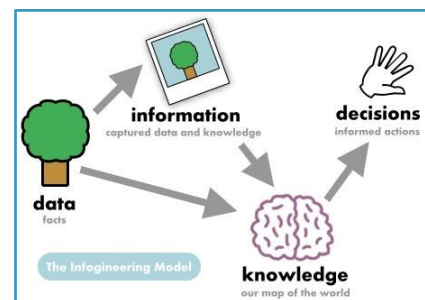
Task 4: Assign Support Personnel

Classify the following into soft skills and technical skills. Your answer should take the form of a table shown below.

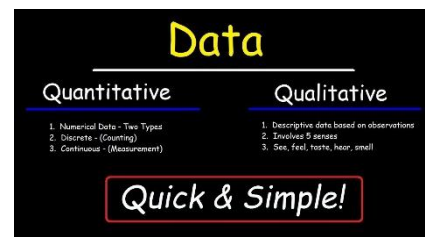
Skill	Soft skill	Technical skill
A knowledge of Linux	X	
The ability to work under pressure	X	
The administration of Windows 2008 Server		X
The ability to formulate network and IT policies	?	?
The ability to write network documentation	?	?
The ability to give presentations	?	?

Task 5: Short Answer Questions

- Explain the relationship between data, information and knowledge.
 - Data are used mainly as raw material for information generation. When these data are put into context, they yield information that may be useful as evidence. Based on such evidence, knowledge is generated.
- What is quantitative data and how can you use it.
 - Quantitative data is data that can be counted or measured in numerical values. The two main types of quantitative data are discrete data and continuous data.
- What is qualitative data and how can you use it.
 - Qualitative data describes qualities or characteristics. It is collected using questionnaires, interviews, or observation, and frequently appears in narrative form.



- Give an example of how quantitative and qualitative data can be used in conjunction with each other
 - Qualitative and quantitative data are gathered at the same time

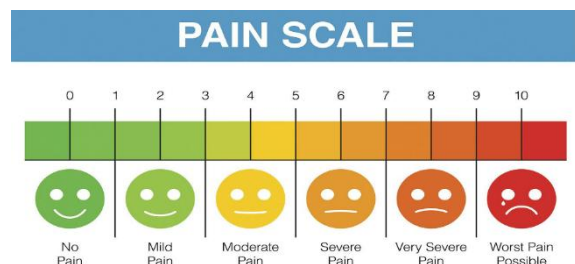


- What sort of methods could you use to determine client requirements for a website design and key information sources?
 - Some of the important points you will want to know include how long the company has been in business, their main products and services, their decision makers and their competitors.
- Give some examples of client requirements for a website design
 - Looks good
 - 24 hours work
 - Easy to update

- Upgrade is free

Task 6: Multiple Choice Questions

- 1) Generally, how many points should a rating scale have?
- Five
 - Four
 - Ten
 - Somewhere from 4 to 11 points **Reason**



Web refer: <https://lumoa.me/blog/rating-scale>

A rating scale is a closed-end survey question that is used to evaluate how survey responders feel about a particular product or statement.

Comment: I like 10 points. It is easy and clear to get the best feedback way.

- 2) What is the problem(s) with this set of response categories to the question “What is your current age?”
- 1-5
 - 5-10
 - 10-20
 - 20-30
 - 30-40
- The categories are not mutually exclusive
 - The categories are not exhaustive
 - Both a and b are problems **Reason**
 - There is no problem with the above set of response categories

Comment: There is no problem of this questionnaire

- 3) You should mix methods in a way that provides complementary strengths and no overlapping weaknesses. This is known as the fundamental principle of mixed research.
- True **Reason**
 - False

Comment: the researcher should use a mixture or combination of methods that has complementary strengths and nonoverlapping weaknesses.

- 4) According to the text, questionnaires can address events and characteristics taking place when?
- In the past (retrospective questions)
 - In the present (current time questions)
 - In the future (prospective questions)
 - All of the above

Reason

Comment: the researcher should use a mixture or combination of methods that has complementary strengths and nonoverlapping weaknesses.

- 5) Which of the following are principles of questionnaire construction?
- Consider using multiple methods when measuring abstract constructs
 - Use multiple items to measure abstract constructs
 - Avoid double-barrelled questions
 - All of the above
 - Only b and c

Reason

Comment: A good questionnaire should be valid, reliable, clear, succinct and interesting.

- 6) Which of these is not a method of data collection?
- Questionnaires
 - Interviews
 - Experiments
 - Observations

Reason

Comment: Experiment is not a method of data collection. Experiment is a procedure which can be repeated for indefinite times..

- 7) Secondary/existing data may include which of the following?
- Official documents
 - Personal documents
 - Archived research data
 - All of the above

Reason

Comment: Secondary data means data collected by someone else earlier. Surveys, observations, experiments, questionnaire, personal interview, etc. .

- 8) An item that directs participants to different follow-up questions depending on their response is called a _____.
- Response set
 - Probe
 - Semantic differential
 - Contingency question

Reason

Comment: A contingency question (also called a filter question) is an item that directs participants to different follow-up questions depending on their response..

- 9) Which of the following terms best describes data that were originally collected at an earlier time by a different person for a different purpose?
- Primary data
 - Secondary data
 - Experimental data
 - Field notes

Reason

Comment: For example, government census report is a secondary data. Thus, secondary data that we originally collected at an earlier time by a different person for a different purpose.

10) Researchers use both open-ended and closed-ended questions to collect data. Which of the following statements is true?

- a) Open-ended questions directly provide quantitative data based on the researcher's predetermined response categories
- b) Closed-ended questions provide quantitative data in the participant's own words
- c) Open-ended questions provide qualitative data in the participant's own words Reason
- d) Closed-ended questions directly provide qualitative data in the participants' own words

Comment: Open-ended questions are those that provide respondents with a question prompt and provide them a space in which to construct their own response. Closed-ended questions, alternatively, provide a question prompt and ask respondents to choose from a list of possible responses.

11) Open-ended questions provide primarily _____ data.

- a) Confirmatory data
- b) Qualitative data Reason
- c) Predictive data
- d) None of the above

Comment: Open-ended questions are exploratory in nature, and offer the researchers rich, qualitative data.

12) Which of the following is true concerning observation?

- a) It takes less time than self-report approaches
- b) It costs less money than self-report approaches
- c) It is often not possible to determine exactly why the people behave as they do Reason
- d) All of the above

Comment: Observation is an act or instance of noticing or perceiving in the natural sciences and the acquisition of information from a primary source.

13) Qualitative observation is usually done for exploratory purposes; it is also called _____ observation.

- a) Structured
- b) Naturalistic Reason
- c) Complete
- d) Probed

Comment: A contingency question (also called a filter question) is an item that directs participants to different follow-up questions depending on their response..

14) When constructing a questionnaire, it is important to do each of the following except _____.

- a) Use "leading" or "loaded" questions Reason
- b) Use natural language
- c) Understand your research participants
- d) Pilot your test questionnaire

Comment: A contingency question (also called a filter question) is an item that directs participants to different follow-up questions depending on their response..

15) Another name for a Likert Scale is a(n):

- a) Interview protocol
- b) Event sampling
- c) Summated rating scale
- d) Ranking

Reason

Comment: It is important to design the questionnaire based on a conceptual framework, scrutinise each question for relevance and clarity, and think of the analysis you are going to perform at the end of the day.

16) Which of the following is not one of the six major methods of data collection that are used by educational researchers?

- a) Observation
- b) Interviews
- c) Questionnaires
- d) Checklists

Reason

Comment: Experiment is not a method of data collection. Experiment is a procedure which can be repeated for indefinite times. It is also known as trial.

17) The type of interview in which the specific topics are decided in advance but the sequence and wording can be modified during the interview is called:

- a) The interview guide approach
- b) The informal conversational interview
- c) A closed quantitative interview
- d) The standardized open-ended interview

Reason

Comment: In structured interviews, questions are planned and created in advance, which means that all candidates are asked the same questions in the same order. Structured interviews are also known as: Standardized interviews.

18) Which one of the following is not a major method of data collection:

- a) Questionnaires
- b) Interviews
- c) Secondary data
- d) Focus groups
- e) All of the above are methods of data collection

Reason

Comment: Experiment is not a method of data collection. Experiment is a procedure which can be repeated for indefinite times. It is also known as trial

19) A question during an interview such as "Why do you feel that way?" is known as a:

- a) Probe
- b) Filter question
- c) Response
- d) Pilot

Reason

Comment: Being able to answer questions and concentrate during an interview is important, so wear an outfit you feel comfortable in. Be sure to check the weather the night before and have a couple of outfits ready just in case the day looks like it might be hot or cold.

20) A census taker often collects data through which of the following?

- a) Standardized tests
- b) Interviews
- c) Secondary data
- d) Observations

Reason

Comment: A contingency question (also called a filter question) is an item that directs participants to different follow-up questions depending on their response..

21) The researcher has secretly placed him or herself (as a member) in the group that is being studied. This researcher may be which of the following?

- a) A complete participant
- b) An observer-as-participant
- c) A participant-as-observer
- d) None of the above

Reason

Comment: A complete participant is like an undercover detective. S/he completely submerge him/herself into the environment.

22) Which of the following is not a major method of data collection?

- a) Questionnaires
- b) Focus groups
- c) Correlational method
- d) Secondary data

Reason

Comment: The correlational method involves looking for relationships between variables.

23) Which type of interview allows the questions to emerge from the immediate context or course of things?

- a) Interview guide approach
- b) Informal conversational interview
- c) Closed quantitative interview
- d) Standardized open-ended interview

Reason

Comment: An informal interview, also known as a conversational or informal chat interview, is a non-formal job interview, often held in a neutral setting such as a café, usually over food or drink.

24) When conducting an interview, asking "Anything else?", "What do you mean?", "Why do you feel that way?", etc, are all forms of:

- a) Contingency questions
- b) Probes
- c) Protocols
- d) Response categories

Reason

Comment: a usually small object that is inserted into something so as to test conditions at a given point.

- 25) When constructing a questionnaire, there are 15 principles to which you should adhere. Which of the following is not one of those principles?
- Do not use "leading" or "loaded" questions
 - Avoid double-barrelled questions
 - Avoid double negatives
 - Avoid using multiple items to measure a single construct

Reason

Comment: The biggest limitation to multi-item measures is their length. This limits the number of variables you can include in a survey as long surveys can lead to survey fatigue

- 26) A customer-based Service Level Agreement structure includes:
- An SLA covering all Customer groups and all the services they use
 - SLAs for each service that are Customer-focused and written in business language
 - An SLA for each service type, covering all those Customer groups that use that Service
 - An SLA with each individual Customer group, covering all of the services they use

Reason

Comment: A customer-based SLA is between a service provider and a customer or customer group. It details the services provided, the level of service, and the terms of the relationship.

- 27) Which of the following best describes the goal of Service Level Management?

- To maintain and improve IT service quality in line with business requirements
- To provide IT services at the lowest possible cost by agreeing with Customers their minimum requirements for service availability and ensuring performance does not exceed these targets
- To provide the highest possible level of service to Customers and continuously improve on this through ensuring all services operate at maximum availability
- To ensure that IT delivers the same standard of service at the least cost

Reason



Comment: The goal for SLM is to maintain and improve IT Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT Service achievements and instigation of actions to eradicate poor service – in line with business or cost justification

- 28) The process to implement SLAs comprises of the following activities in sequence:
- Draft SLAs, catalogue services, review underpinning contracts and OLAs, draft SLRs, negotiate, agree SLAs
 - Draft SLAs, review underpinning contracts and OLAs, negotiate, catalogue services,
 - Review underpinning contracts and OLAs, draft SLAs, catalogue services, negotiate, agree SLAs
 - Catalogue services, establish SLRs, review underpinning contracts and OLAs, negotiate service levels, agree SLAs

Reason

Comment: ITIL focuses on three types of options for structuring SLA: Service-based, Customer-based, and Multi-level or Hierarchical SLAs

- 29) Which of the following is an example of a service level agreement (SLA) between information systems support unit and a research unit in the laboratories of a large company?
- The maximum response time to get the system operational should it fail.

- b) The minimum 'up-time'.
- c) The types of information that will be provided as standard.
- d) All of the above.

Reason

30) Some organisations bring a degree of formality to the internal customer concept by encouraging (or requiring) different parts of the operation to agree on:

- a) Internal service agreements
- b) Service level agreements
- c) Formal provision agreements
- d) Delivery agreements

Reason

Comment: A service-level agreement (SLA) sets the expectations between the service provider and the customer and describes the products or services to be delivered, the single point of contact for end-user problems, and the metrics by which the effectiveness of the process is monitored and approved. Article.

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