

# **Practices for Lesson 3: Building a Process Model (Data Flow Diagram)**

**Chapter 3**

## Practice 3-1: Create a Data Flow Diagram

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### Task

In this practice, you build a data flow diagram for the Starlight DVD Rental case study. As stated previously, the business consultants have recommended the introduction of a tiered membership scheme for Starlight. This necessitates some changes to the way the company deals with its customers. The following extract from the consultants' report describes the proposals about the creation of memberships:

- There will be three types of memberships: gold, silver, and bronze. Gold and silver memberships incur a fee, but entitle the member to certain privileges. Bronze memberships replace the current situation.
- Customers must provide some form of identification before a membership is created.
- The identification document will be photocopied and filed.
- A membership card will be issued and must be shown each time a DVD or game is rented.
- A unique number is allocated to each new membership.
- The fee for gold and silver memberships must be paid before the membership card can be issued.

Perform the following in groups as assigned by your instructor:

1. Create processes, external agents, information stores, and information flows.
2. Label all objects on your diagram.
3. Define the events that trigger each process.
4. Define the outcome of each process and specify its type.