2014 3a) Difference between interpersonal and technical skill?

Q. Define the concept of system analyst. What are the interpersonal and technical skills that an analyst should have? 2017 3a 2015 3a

Ans: **System Analyst:** A person who conducts a methodical study and evaluation of an activity such as a business to identify its desired objectives in order to determine procedures by which these objectives can be gained.

Interpersonal skills: The interpersonal skills relevant to systems works include the following:

CUTS

- **Communication:** It is people talking, listening, feeling and reacting to one another, their experience and reactions. a complex or unwelcome consequence of action or event
- **Understanding:** Identifying problems and assessing their ramifications, having grasp of company goals and objectives and showing sensitivity to the impact of the system on people at work.
- **Teaching:** Educating people in use of computer system, selling the system to the user and giving support when needed.
- **Selling:** Selling ideas and promoting innovations in problem solving using computers.

Technical skills include the following:

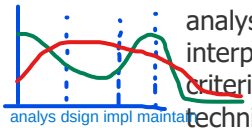
CPPDQK

Cat
People
Pet
Dog
Quickly,
Khow?

- ***Creativity*** – helping user's model ideas into concrete plans and developing candidate systems to match user requirements.
- ***Problem solving*** – reducing problems to their elemental levels for analysis develop alternative solutions to a given problem and delineating the pros and cons of candidate systems.
- ***Project management*** – scheduling, performing well under time constraints, coordinating team efforts and managing costs and expenditures.
- ***Dynamic interface*** – blending technical and nontechnical considerations in functional specifications and general design.
- ***Questioning attitude and inquiring mind*** – knowing the what, when, why, where, who and how a system works.
- Knowledge of the basics of the computer and the business function.

Q. Write the necessity of interpersonal and technical skills in SDLC. book-65

The necessity of interpersonal and technical skills in SDLC: Systems analysts require interpersonal as well as technical skills although the necessity for both skills depends on the stages of system development. The above figure illustrates the skills expected across the phases of system development: analysis, design, implementation and maintenance. During analysis, there is greater need for interpersonal skills – working with the user to determine requirements and translate them into design criteria. During design, the major thrust is to develop a detailed design of the candidate system – highly technical procedures and methodologies. Even then, there is some emphasis on the interpersonal factor the analyst/ user interface and user participation as a step toward training and implementation. During program construction, coding and testing are carried out with some user participation.



During system implementation, technical and interpersonal skills converge. The technical aspects focus on "proving" the software and preparing for the final conversion of files and documentation. The interpersonal aspects deal with user training and selling the user on the benefits and potential of the candidate system. During the maintenance stage the role of the analyst drops off except when unanticipated problems develop.

Q. What academic background and personal attributes does an analyst should have?

Ans: The background and experience of analysts include the following: 2020 3a

- A background in systems theory and organization behavior.
- Familiarity with the makeup and inner workings of major application areas such as financial accounting, personnel, administration, marketing and sales, operations management, model building and production control.

expertise

- Competence in system tools and methodologies and a practical knowledge of one or more programming and database languages.
- Experience in hardware and software specifications which is important for selection.

The personal attributes are following:

All Customer Can Replace Voucher

- ***Authority*** – the confidence to "tell" people what to do. Much of this quality shows in project management and team work to meet deadlines.
- ***Communication skills*** – ability to focus on a problem area for logical solution.
- ***Creativity*** – trying ones own ideas, developing candidate systems using unique tools or methods.
- ***Responsibility*** – making decisions on one's own and accepting the consequences of these decisions.
- ***Varied skills*** – doing different projects and handling change.

2017 3b discuss the behavioral issues in understanding the analyst/ user difference 3

Q. Define analyst user interface. 2019 3c 2018 3c why is it a problem workable

Ans: <u>The analysts / user interface:</u> An important aspect of system development is a viable interface between the analyst and the user. Analysts must devote as much skill and effort to achieve a productive relationship with the user as they devote to the technical requirements of the system. Most research indicates that as the number of users increase, the probability of system failure increases without close analyst / user interface.

Growth in user – friendly technology improved knowledge of the user in information systems and maturity of the analyst paved the way for greater user participation in system development. It also narrowed the cultural gap between the user and the analyst.

Q. Explain the multifaceted role of an analyst. 2014 3b

Ans: The multifaceted role of the analyst performs as follows:

diverse

- **<u>Change agent:</u>** The analyst may be viewed as an agent of change. A candidate system is designed to introduce change and reorientation in how the user organization handles information or make decisions. It is important, then that change is accepted by the user. The knowledge that people inherently resist change and can become ineffective because of excessive change should alert us to carefully plan, monitor and implement change into the user domain.
- **<u>Investigator and monitor:</u>** In defining a problem, the analyst pieces together the information gathered to determine why the present system does not work well and what changes will correct the problem. This work is similar to that of an investigator – extracting the real problems from existing systems and relating information structures that uncover previously unknown trends that may have a direct impact on the organization.

  Related to the role of investigator is that of monitor. To undertake and successfully complete a project, the analyst must monitor programs in relation to time, cost and quality

- **<u>Architect:</u>** The architecture's primary function as connection between the client's abstract design requirements and the contractor's detailed building plan may be compared to the analyst's role as link between the user's logical design requirements and the detailed physical system design. As architect the analysts also creates a detailed physical design of candidate systems.
- **<u>Psychologist:</u>** In system development, systems are built around people. This is perhaps a bit larger-than-life, but the analyst plays the role of a psychologist in the way he / she reaches people, interprets their thoughts, assesses their behavior and draws conclusions from these interactions.
- **<u>Salesperson:</u>** Selling change can be as crucial as initiating change. The oral presentation of the system proposal has one objective – selling the user on the system. Selling the system actually

takes place at each step in the system life cycle, however. Sales skills and expression then are crucial to the success of the system.

- **Motivator:** A candidate system must be well designed and acceptable to the user. System acceptance is achieved through user participation in its development, effective user training and proper motivation to use the system. The analyst's role as a motivator becomes obvious during the first few weeks after implementation and during times when turnover results in new people being trained to work with the candidate system.
- **Politician:** In implementing a candidate system, the analyst tries to quiet down all parties involved. Diplomacy and skill in dealing with people can improve acceptance of the system. In as much as a politician must have the support of his / her constituency, so is the analyst's goal to have the support of the user's staff.

What is SRS? Briefly explain any three characteristics of SRS.
A Software Requirement Specification (SRS) document, which specifies the software, hardware, functional, and network requirements of the system is prepared at the end of this phase.

Unambiguous
SRS is unambiguous when every stated requirement has only one interpretation
This implies that each requirement is uniquely interpreted
In case there is a term used with multiple meanings, the requirements document should specify the meanings in the SRS so that it is clear and easy to understand

Complete
SRS is complete when the requirements clearly define what the software is required to do
This includes all the requirements related to performance, design and functionality

Correct
SRS is correct when all user requirements are stated in the requirements document
The stated requirements should be according to the desired system
This implies that each requirement is examined to ensure that it (SRS) represents user requirements
Note that there is no specified tool or procedure to assure the correctness of SRS. Correctness ensures that all specified requirements are performed correctly.