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| Requirements Engineering    **Objectives**     1. Ability to identify problems that resulted in an IT project failure. 2. Ability to identify functional and nonfunctional requirements from a specification.   **Instructions**    Complete Tasks 1 and 2.  **Deliverable**    Report file with the answers to task 1 and task 2  **Task 1**    Read the case study London Ambulance Service Software failure[ available under case studies] and answer the following questions in your own words.   1. What is LAS?   The London Ambulance Service   1. What were the three main phases of the manual system that was used by LAS?   Call taking, Resource Identification and Resource Mobilisation.   1. Using a diagram, illustrate the LAS manual operation? 2. List the problems associated with the manual system.  * Incomplete software. * Inability of the CAD software to identify and allocate the   nearest available resource.   * The AVLS not being able to identify all the ambulances   in the fleet.   * Communication problems among the CAD system,   AVLS and Mobile data system.   * Slow operation of the system. * Locking up of workstations. * Inaccurate status reporting by ambulance crew when   wrong buttons were pressed.   * Use of different vehicle by the crew from the one   assigned by the system.   1. Identify main components of the CAD.  * CAD hardware and software * Gazetteer and Mapping software * A communications interface * A radio system  1. What were the functional requirements of CAD?  * Taking calls about incidents * Automatic resource allocation * Communication of incident details to the chosen ambulance * Management and location of suitably equipped and staffed vehicles in order to minimise response times * Production of MIS reports to support longer term resource planning  1. What were the implications of the CAD system failing?  * Preconditions of the CAD contract * Management Problems * Staff Training * Testing * System Specifications and Design  1. Give a brief description of the reasons behind the project failing?   Emergency calls were responded to over a period of many hours; ambulance communications broke down, and some ambulances disappeared from the system. The system's acquisition, design, execution, and introduction all involved a number of mistakes.      Mary Davin & Nauman Qureshi P a g e | **1** |

Requirements Engineering

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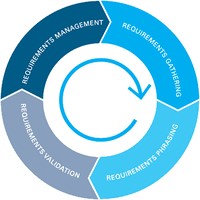
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**2**



**Task 2**

Read the case study

Odd Shoe Company

[

available under case studies

]

and answer the

following questions.

1.

What process

used by the Odd shoe company

is an IT solution required

?

2.

Identify the requirements for the proposed

IT

system.

List

your requirements

in a table

using the format provided below

.

3.

The

requirement type will be Functional or one from th

e taxonomy of non

-

functional.

4.

For each functional requirement identify

the user

role that would

requires it.

Requirement Number

Requirement

Requirement

Type

User Role

