Lagrange College PBX Case Study Questions

9/9/24

**Group #2: Carly Copley, Erika Beasley, Emily Price, and Laura Lemoine**

* 1. **Name three aspects/areas in the case where the development team performed well.**

The first area in which the team performed well would be in their thorough development of the system’s specifications. The team put a notable amount of effort and thought into the creation of their system specifications, including extensive planning, communication with users, and examination of the project’s respective requirements. I feel that this played a significant part in the team’s success.

The second area of significance would be their efficiency. The team did well in advancing the project in an effective and timely manner. The fact that the team sorted out and finished the phases ahead of the given schedule demonstrates their overall capability to successfully coordinate, manage and undertake a project plan.

The third area in which I feel the team performed well was the approach to transitioning from the old system to the new system. This is evident in their decision to continue to use the old system while concurrently introducing and implementing the new one. I feel that this made the transition easier for users, as they could fall back on the old system they were already acquainted with while familiarizing themselves with the new one.

* 1. **Name at least one aspect/area in the case where the development team needed improvement.**

I feel that the most apparent potential disadvantage or weakness of the development team was simply their lack of training or background in telecommunications and information systems. While the project still had success, having prior knowledge in the mentioned fields could have furthered their efficiency and helped the team avoid hinderances during the process. This could have also allowed them to have a familiar framework or approach to undertaking a project of that magnitude.

1. **What do you think about LaGrange College’s approach in designing and implementing a new PBX system?**

LaGrange College’s approach to designing and implementing the new PBX system made excellent use of extensive analysis and research before seeking to start the design process. The project's success can be largely attributed to such analysis. For example, the team took the time and effort to interview users and see what they needed and wanted, so they knew what they needed to implement. You cannot implement a new system without knowing what it needs to accomplish.

1. **Discuss the impact that developing accurate and complete system specifications played in this project.**

Because LaGrange College developed such an extensive and accurate guidebook full of system specifications and requirements, they successfully implemented the new system almost perfectly. If they had not done extensive research on system specifications, then the project certainly would have run into numerous issues. For one, the project team gathered the system specifications through interviewing end-users and thus curated a system that accurately fits its users' needs. If they had not developed specifications based off user input, then they could have ended up with disgruntled and resistant users when they replaced the old system. Additionally, the project team was successfully able to avoid miscommunication among vendors and themselves due to everyone having the system requirements on-hand. Another significant benefit of determining accurate and extensive system specifications early in the SDLC process was that LaGrange College could stay on budget and ahead of their original schedule. They knew exactly how much hardware to buy, which vendors met their specifications while at the same time being cost-effective and were able to save time by avoiding mistakes along the way. Overall, developing accurate and detailed system specifications is the most crucial step in the SDLC process. LaGrange College understood this inherently and therefore was able to successfully and wonderfully implement the new system.

1. **The author of the paper asserts that, “...building the system specifications... is critical to completing the later stages of the SDLC and to the overall success of the project.” Do you agree or disagree? Discuss.**

I absolutely agree with this assertion. Without accurately and extensively building system specifications the project is almost guaranteed to run into numerous issues, if not fail altogether. System specifications help determine what exactly end-users want from the project. If it is known ahead of time what the end-users want, then the system designers can avoid issues later down the road such as user complaints and resistance. Additionally, if system designers understand what is needed, they can avoid ordering too much or too little, allowing them to stay on budget. Specifications also help reduce risk for system designers and stakeholders by fixing issues before they even arise. In this case, the system specifications were crucial to the outstanding success of the new system’s implementation.

1. **Why do you think the LC PBX project was successful while the Rich-Con project was a failure. Discuss.**

The LC PBX project was more successful than the Rich-Con project because the team spent much more time planning and testing before using the new system. The Rich-Con project used the cold turkey approach and just switched to the new system without much training and testing. However, the LC PBX project was prepared with more thought. They took many steps including investigation, analysis and general design, detailed design, procurement, and installation, implementation, evaluation and review, and last maintenance and change. By going through these steps, the team narrowed down any issues and fixed them. The LC PBX team also kept the old system for one month while also using the new system. This meant that if there were any problems, employees could still use the old system that they are familiar with.