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LaGrange College PBX Case

1. **Performance**
   1. The development team at LaGrange College excelled in several areas. They actively engaged with users to gather detailed requirements, ensuring that the new PBX system would meet the diverse needs of the campus community. They also thoroughly created a detailed system specification, which served as a comprehensive guidebook throughout the project. This thorough documentation facilitated accurate hardware purchases and helped vendors submit well-informed proposals. Lastly, the team effectively executed a parallel cutover method, which allowed for seamless transition from old systems to the new PBX with major issues, demonstrating their ability to manage change effectively.
   2. The development team was inexperienced and leaked formal training in SDLC or system analysis. Although they followed SDLC standards effectively, their lack of formal training could have led to gaps in their understanding or execution, potentially impacting the project’s efficiency.
2. **Approach in Design**
   1. The LaGrange College PBX project followed the SDLC methodology. To effectively meet their requirements, it was necessary to identify the exact specifications in the design phase. This phase is crucial because it serves as the backbone for the system to help it remain infallible. The team periodically documented information of the system for the later phases of the SDLC so it can be utilized and reviewed by vendors and the project team.
   2. The Private Branch Exchange (PBX) was a large impact of the LaGrange College project. This affected various aspects of the process, the success of the upgrade for telecommunications, and the operation of the college. One of the biggest questions that the team faced for the architectural design for the PBX was deciding between a centralized or decentralized approach. However, the team understood their limitations and chose a modified centralized design for the system because the requirements for a decentralized approach could not be met.
3. **Impact**
   1. LaGrange College’s approach was systematic and well-structured, despite the team’s lack of formal SDLC training. Their strategy was characterized by a thorough analysis to determine precise system requirements and evaluate different PBX designs. They meticulously developed detailed system specifications that guided the project from vendor proposals through to installations. Also, by employing a parallel cutover method they effectively minimized risks and ensured continuity of service during the transition. This organized and careful approach was instrumental in the successful implementation of the new PBX system.
4. **Building Specifications**
   1. Building system specifications is essential for successfully navigating the later stages of the SDLC and ensuring the overall success of a project. Detailed specifications serve as a comprehensive blueprint that guides the design, acquisition, and installation phases. By providing a clear and precise framework, they reduce uncertainty and align stakeholders, facilitating a more cohesive and organized approach. These specifications are also instrumental in accurate budgeting, as they allow for precise estimation of cost and resources, which enhances financial planning and prevents unexpected expenditures. Furthermore, well developed specifications play a crucial role in ensuring proper implementation of the system. They enable effective evaluation of vendors, ensuring that proposals meet all requirements and align with system integration, ultimately leading to a successful deployment that meets the project’s objectives and delivers desired outcomes.
5. **LC PBX vs. Rich-Con**
   1. In contrast, the Rich-Con project encountered failure due to several critical shortcomings. A significant issue was the lack of comprehensive planning, which resulted in incomplete or inadequate system specifications, affecting the ability to meet project requirements and manage vendor proposals effectively. Poor vendor selection or management have contributed to failure, as ineffective evaluation or choice of vendors could have led to unsuitable solutions or misaligned expectations. Implementation issues also played a role, with potential problems in the cutover approach or insufficient user training causing disruptions or failing to address user needs. In summary, The success of the LaGrange College PBX project can be attributed to its thorough planning, effective management, and clear communication, where as the Rich-Con project suffered from significant gaps in these crucial area.