Complete the following exercises from Chapter 1 in the Hughes/Cotterell book:  3, 4, and 5. [MLO 1, 2, 4] and the additional exercise noted below.

***Problem #1:* (Chapter 1, Exercise 3):**A public library is considering implementation of a computer-based system to help administer book loans at libraries.

1. Identify the stakeholders in such a project.
2. What might be the objectives of such a project?
3. How might the success of the project be measured in practical terms?

***Problem #2:* (Chapter 1, Exercise 4):** A software house has developed a customized order processing system for a client.  You are an employee of the software house that has been asked to organize a training course for the end-users of the system.  At present, a user handbook has been produced. but no specific training material.  A plan is now needed for the project which will set up the delivery of the training courses *(assume that there are 6 training courses planned over a period of 4 months).* The project can be assumed to have been completed when the first training starts.  Among the things that will need to be considered are the following:

* *Training materials need to be designed and created.*
* *A timetable will need to be drafted and agreed upon.*
* *Dates for 6 course offerings will need to be arranged.*
* *The people attending the course will need to be identified and notified to enroll.*
* *Rooms and computer facilities for the course offerings will need to be made.*

1. Identify the main stakeholders for this project.
2. Draw up the objectives for this project.
3. For the objectives, identify the measures of effectiveness (MOEs).
4. For each objective, develop sub-objectives or goals and the stakeholders who will be responsible for achieving the objective / goal.

***Problem #3:*** *(Chapter 1, Exercise 5)****:***  A manager is in charge of a sub-project of a larger project.  The sub-project requires the transfer of paper documents into a computer-based document retrieval system and their subsequent indexing so that they can be accessed via keywords.  Optical character readers are to be used for the initial transfer, but the text then needs to be clerically checked and corrected by staff.  The project is currently scheduled to take 12 months using permanent staff.  A small budget is available to hire temporary staff in the case of staff absences through the holidays, sickness or temporary transfer to other, more urgent, jobs.  Discuss the control / monitoring system that will need to be placed to control the development of the sub-project.

***Problem #4:  (****Additional Exercise Problem):* Compare and contrast the pros/cons of using the waterfall development methodology vs an agile methodology to develop the software for a new product that handles applying for and making scholarship awards at the University of Arizona. [MLO 5]