MGMT 1223 – Assignment #2
System Request + Feasibility Analysis – Complete Individually or Paired

Before beginning this assignment, you should have completed the following:

1. Completed reading pages 41 to 73 in the course textbook.
2. Accurately answer review questions 1 to 11, 14 to 16, 18 to 26 starting on page 88.
3. In-class activities and discussion.
4. Generative-AI is not permitted for use on this assignment.

Steps to Complete this Assignment:

1. Read this entire document carefully.
2. Download the rubric file and complete the self-assessment before you submit this assignment. Failure to submit a thoughtfully completed self-assessment will result in –25% of the achieved grade.

3. Use the template linked in DC Connect. Failure to use the template will result in a large deduction due to non-standard formatting.

4. Complete and submit the following using the provided template:

    a. **Create a System Request:** Based on your experience as a student at Durham College, identify something in our systems that could be improved in terms of fixing something up or adding a new feature to MyDC/MyCampus. You can, of course, choose something unrelated to the college as well. Create a system request to detail this improvement. *Before you get going, confirm with the professor that your chosen problem will work for this assignment.*

b. Before completing the template, make some notes based on the following prompts:

i. **Project Sponsor** (Who wants it?) – What department, group or manager is most likely to champion this project to the decision makers at Durham College. It's not you, and it's not your professor. You'll have to do a little bit of research to figure out which office/manager makes the most sense for the problem you are addressing.

ii. **Business Need** (Why do they want it?) – In this section you'll need to describe *why* this is needed. Typically, this is where the sponsor would briefly detail the problem that exists and its ramifications. In your notes it's a good idea to start this section with "This request needs to happen because…" and then give reasons why it's needed. Again, this is about clarifying the problem, the need. *Not* the final solution or proposed benefits. Just the reason why.

iii. **Business Requirements** (What will it do?) – This section should describe at a high level what the business requirements are. Meaning, what does the feature/edit need to *do*. Maybe it needs to record certain things, it needs to connect people or automatically email someone something.

iv. **Business Value** (Why is it worth doing at all?) – This section is *essential* to not only a system request but your own professional development. Understanding the business value of your work is a key element to grasp before you get started and as your work progresses. The fruit of our labour is measured by its value. Not being able to quickly grasp the value means you do not understand the problem well enough to make reliable and meaningful decisions. Practice getting

good at thinking about, identifying and communicating business values.

This section needs to consist of two separate lists, as noted below:

1. **Tangible Value** – This is the kind of value we can measure. Increases in profit, reduced wait times, increased productivity, less financial waste.
2. **Intangible Value** – This kind of value is the harder to measure kind. Things like customer or employee sentiment, public image in terms of reliability, trustworthiness, eco-conscious and things like that.

v. **Special Issues or Constraints** (Things out of our control that may impede us) – In this section you need to identify a few key factors that can/will influence this project that are outside out control. Whatever you mention here *must* be relevant to the stakeholders, and the project's intent. Things like considering integration compatibility, language or visual requirements, existing or new hardware and so on.

c. **Create a Micro-Feasibility Analysis**

i. Again, using the supplied template consider your chosen problem and provide thoughts/facts about the:

ii. Technical Feasibility – Can we build it?

1. *Describe your Familiarity with Functional Area*: Less familiarity generates more risk - In this section describe how familiar your team is with the business problem / area. Make connections to any previous work, volunteer work or other personal experience that would be relevant. If you have no prior experience, describe what you would do to gain some introductory knowledge to become more familiar.

2. *Describe your Familiarity with Technology*: Less familiarity generates more risk - In this section describe how familiar your team is with the existing and/or new technology required for this project. Things like servers, security, programming language and more should all be addressed in detail using a bulleted list.

3. *Project Size*: Large projects have more risk – For this section you want to communicate how *large* of a project this is. The more features, integrations, and people that are involved the larger it will be. Discuss with your professor.

4. *Compatibility*: The harder it is to integrate the system with the company's existing technology, the higher the risk – In this section, account for any existing technology including server hardware and networks, server software, security and especially existing software that your solution may need to integrate into or communicate with.

iii. Organizational Feasibility: If you build it, will people use it?
   1. *Strategic Alignment*: Is the project strategically aligned with the business? In this section, speak to the strategic goals of the business and make connections between those goals and the intended solution you are exploring. Decision makers need to know if this idea will support their goals with reasonable evidence. You can't just say "It is", rather, you must give reasons why it is strategically aligned with the goals of the organization.

   2. *Stakeholder Analysis: Consider the people who will benefit from this project and describe how/why the result will be valuable.* At a minimum, consider:

a. Project Champion(s) - Following an analysis, note who the project champion is or champions are and why they have a vested interest in seeing this project be successful.

b. Senior Management – Following an analysis, describe in detail why senior management should support and pay for this project. What benefit will they get from it?

c. Users – Following an analysis, identify each of the different types of users and describe in detail why those intended users will accept this new system.