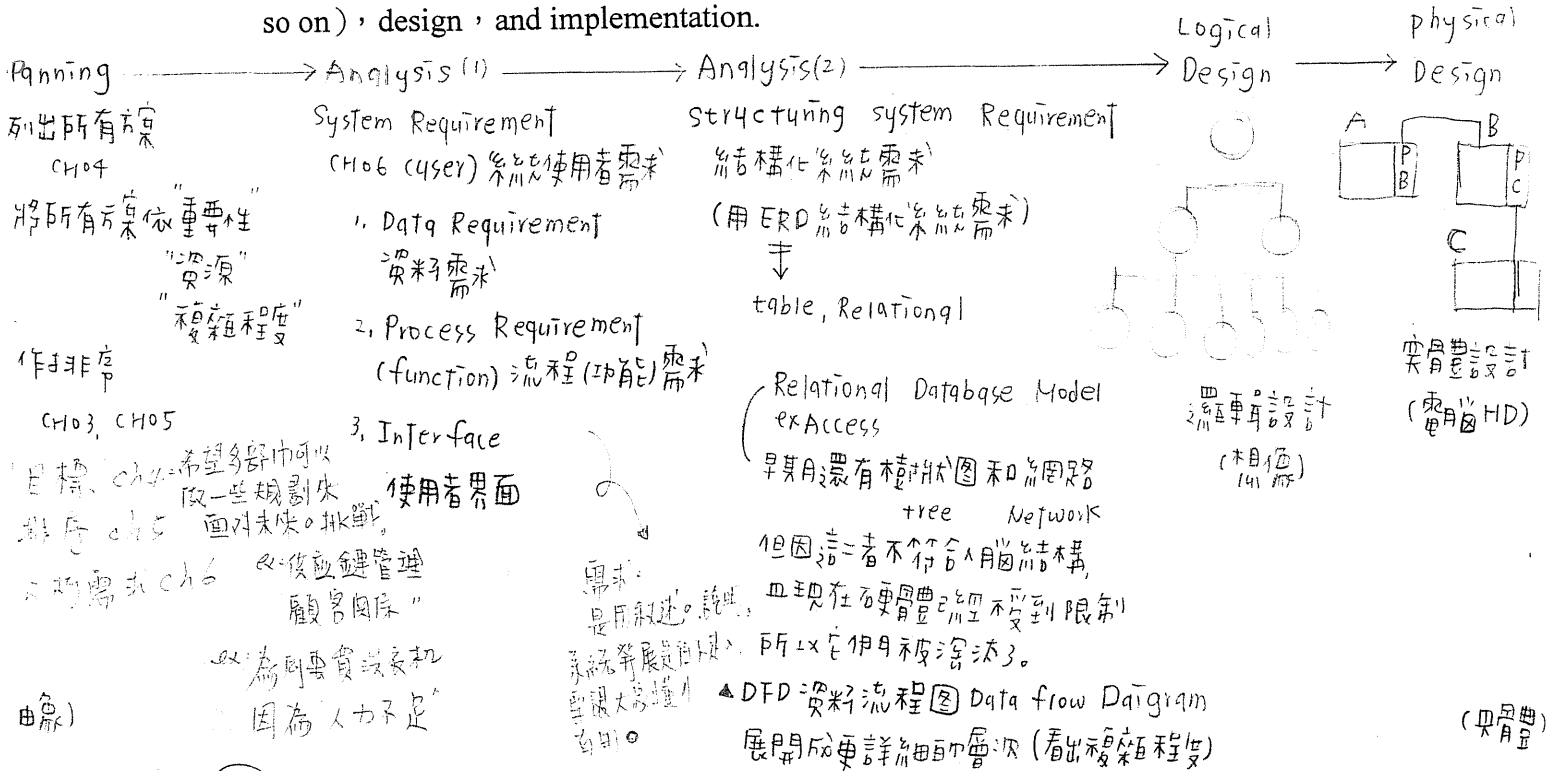
CH1

1. Please briefly draw and discuss the whole picture/framework for system development process based on the content of the textbook, including planning, analysis (three types of system requirements, structuring system requirements and so on), design, and implementation.



(曲線)

(要畫)

2. Please discuss the roles of system development methodology and application domain knowledge in building application software by a simple in an individual and integrated manner. Please answer it in English.

採購
供應商

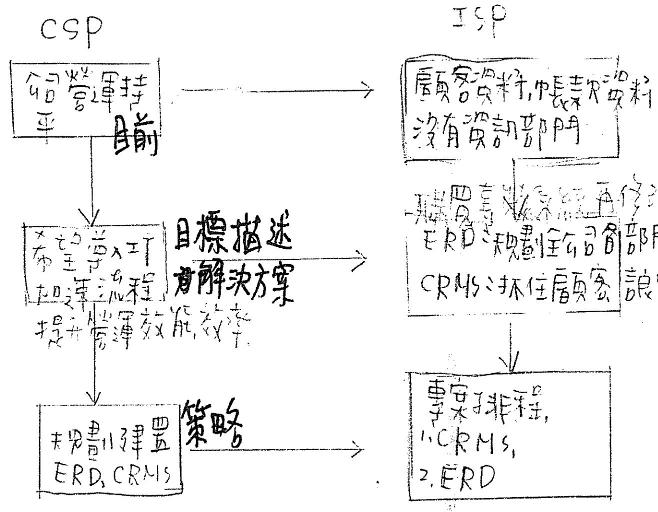
~~CSP~~ ch 4

3. Please choose an organization with which you are familiar, perhaps your employer or a university. Determine how information systems projects are identified in the organizational case. You may involve discussing corporate strategic planning(CSP) and information systems planning(ISP) together in order to make the decision, as discussed in our textbook. 先作SWOT分析, 再規劃CSP→ISP.

伊士邦健身中心SWOT

1.連鎖健身中心 (S)	1.據點分布在台北 桃園,高雄 2.收費 (W)
1.異業合作 以星巴克 間接 (O)	T 1.活動中心 其他健身 工廠進入市場

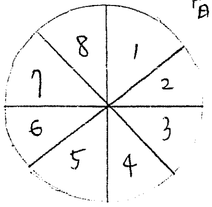
伊士邦健身中心目前營運狀況分析



Top-down 的方式較有效率
最好的方式是結合上對下和下對上
上位者可以綜觀大局
下位者的聲音可以被了解

4. Please describe Rapid Application Development(RAD) in system development, in particular for developing larger system projects, as our discussion in the class, how it greatly shortens the time of system development, and what is the major concern for using this method. 把大計畫切成小塊,才能快速執行。

RAD (減少時間)



把大計畫切成小計畫才能快速執行,
把1,2,3,4,5,6,7,8分別用SDLC做,會比直接做大計劃快,但會增加人力,分開完成之後再合併。

RAD方法的主要目標,是藉由使用者在系統開發的每一階段的參與來減少開發的時間和費用。
因為它是一個連續的過程,在設計演化中,RAD容許開發小組快速的做出必要的修改。
除了使用者之外,一個成功的RAD小組也必須要有IT資源,技術,和管理者的支持。
RAD的優點:系統可以在節省大量成本之下被開發出來。
RAD的缺點:(1) RAD強調系統本身的機制,而不重視公司策略需求,其風險在於短期內系統可能運作良好,但是不見得能滿足公司及系統的長期目標。
(2) 加速的週期時間可能無法兼顧品質,一致性及設計標準。
(3) 只能用在小計劃,沒清楚定義系統

Requirements planning → user design → construction → cutover

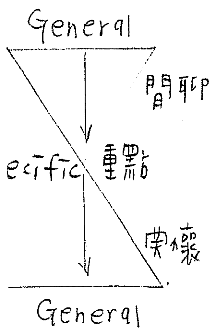
例如法 CASE, JAD是支援RAD的重要方法

個別訪談:

群体訪談:

CH 6

5. Interview method, including individual and group interview, is an important way to acquire user requirements in the SDLC. Please discuss how you effectively plan and design the interviewing procedure with a simple example.



(符合一般模式)
若時間不夠
尤剩半套。

所謂的訪談是一個有計畫性的會談，在過程中，你可以從其他人口中獲得資訊。

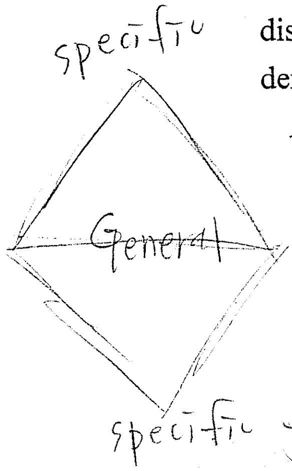
每個訪談都會有七大步驟：假設情境為 BEC 要重建CRM系統。

1. 訪談對象（資訊部主管：karen）部長）.
2. 訪談目標（瞭解顧客資料蒐集，整合之分類，瞭解系統的整体功能）
3. 訪談問題（目前CRM流程是如何執行的？為什麼？）→開放性問題，找需求
4. 準備訪談工作（在訪談前一天發mail或打一通電話提醒karen）
5. 實際從事訪談（首先向karen自我介紹並描述本專案）
6. 紀錄訪談結果，（統整訪談記錄並與karen確認）
7. 評估訪談成效（除了記錄之外，也要試著找出是否有所偏頗）

6. Given an example of fast food restaurant (Like McDonald) as indicated in the textbook, it is planning to build a simple customer relationship management system (CRMS).

CH 6

SDLC is then used to build this information system. You are system analysts and responsible for the important task. What is the JAD (Joint Application Design) session for eliciting (引出) the user requirement of this information system? Your discussion includes the definition of this approach (→ JAD定義) and some specific questions for deriving functional and data requirement from their users or managers. (→ 問題)



~~CRMS — M 麥當勞~~

JAD

先評估現今M對於顧客群的定位，可先做市場調查，看未常到M消費的客群年齡層為何，再來找CRMS的需求

JAD團隊：協調者，店長，員工，總公司的 品管部門，人資部門。

問題：是否採取會員制？

願意給會員什麼優惠 or 折扣？

① 你希望你的CRMS，針對哪些顧客群使用

② 採取會員制，問M願意給顧客什麼優惠，而這種優惠，又將用什麼方法表達 ex 寄E-mail，那就可…

上人用CRMS做結合，做好顧客區隔

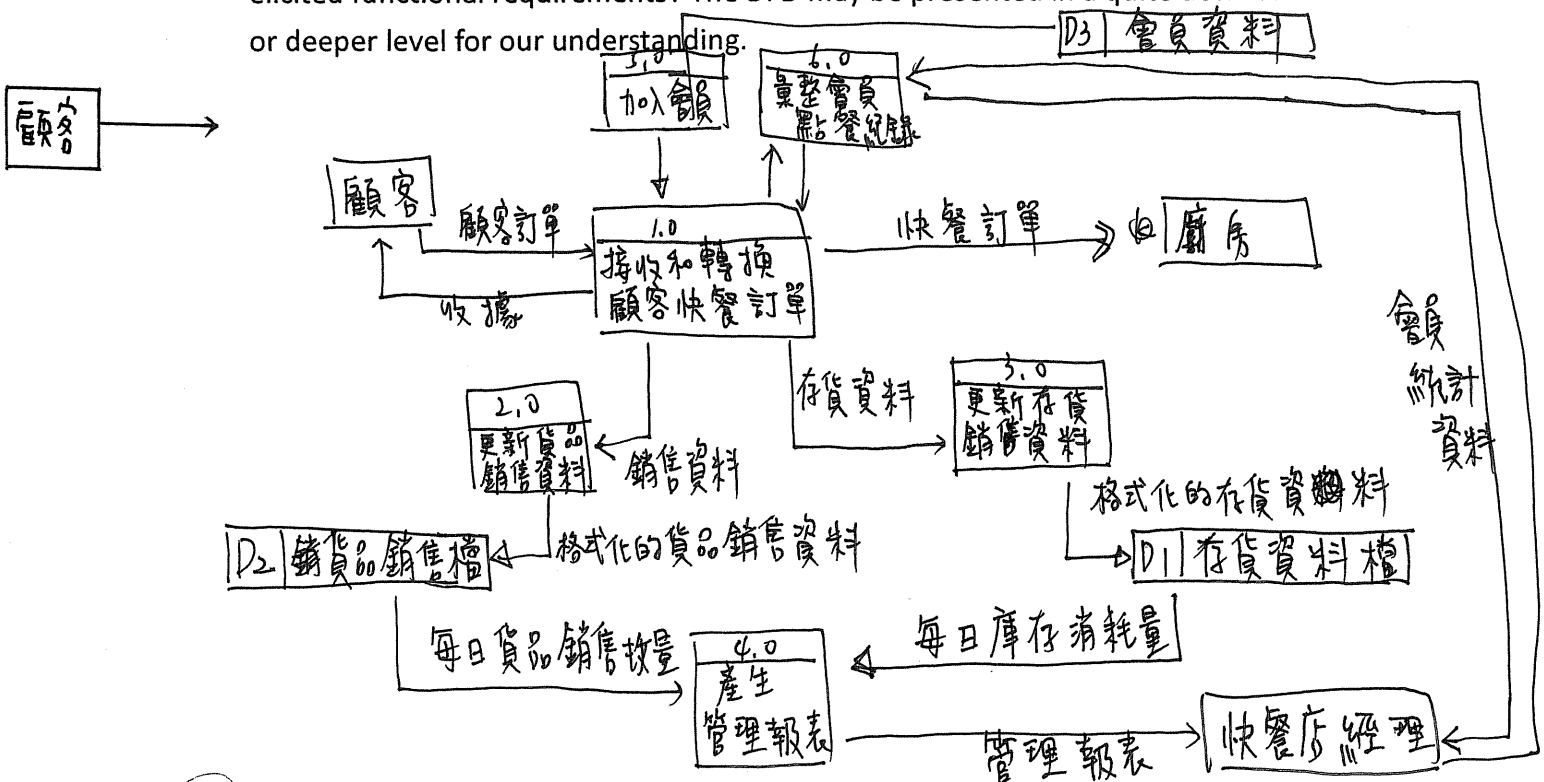
③ 忠誠度

④ 要怎麼去維持舊顧客，提高顧客忠誠度。

⑤ 客訴管道，處理，追蹤

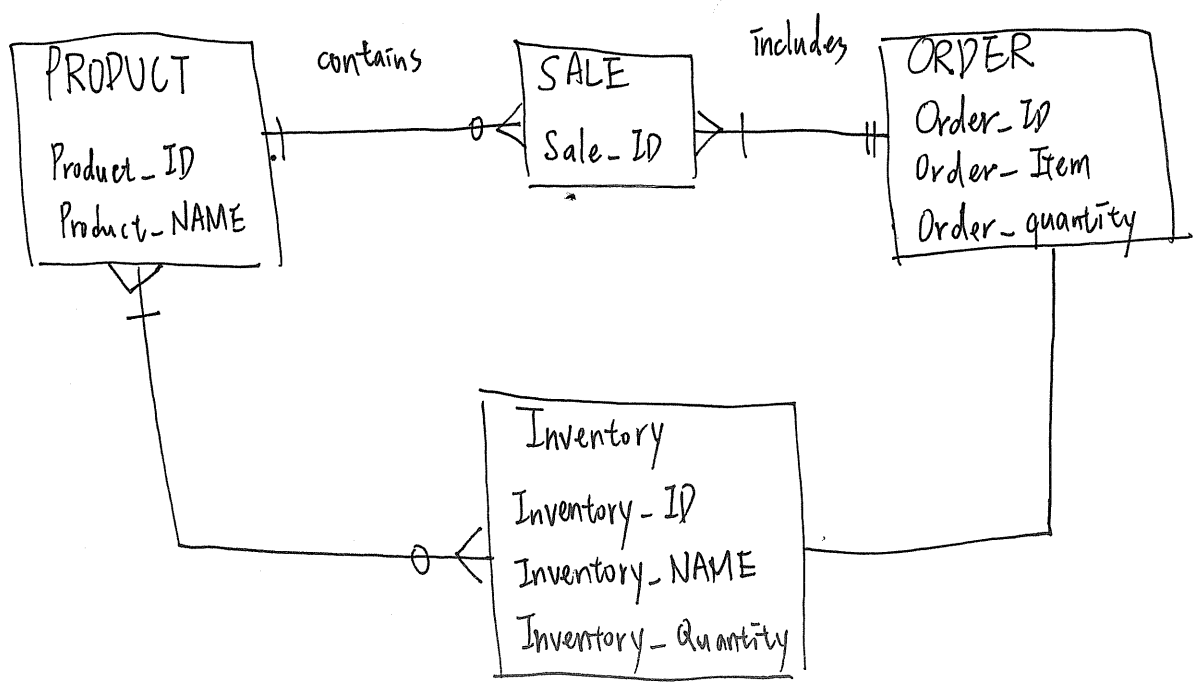
CH 7

7. Continuing from the previous question, please discuss the process of structuring user requirements using Data Flow Diagram (DFD) in terms of the previously elicited functional requirements? The DFD may be presented in a quite detailed or deeper level for our understanding.



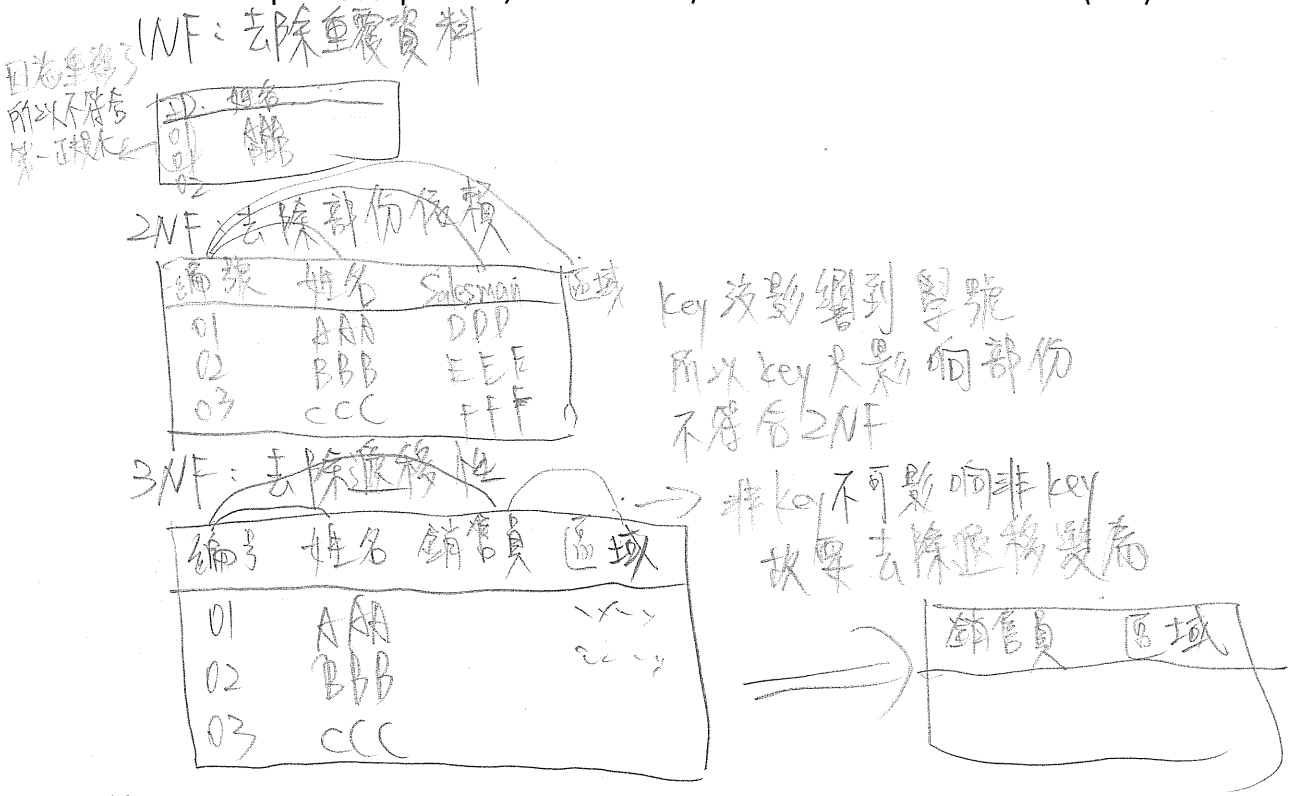
8. Continuing from Question 6. Please discuss the process of structuring user requirements using Entity Relationship Diagram (ERD) in terms of the previously Elicited data requirements, including cardinalities(1:1, 1:N or M:N relationship and attributes?

CH 8



CH 9

9. Continuous from Question 8, please transform the ERD, which you just found out from the previous question, into relations/Tables with the normal form (3NF).



10. In practice, what is the most difficult step in the SDLC for building an application system based on your judgment? Please discuss it in terms of the comparisons among these different steps in the SDLC. Please answer it in English.

Based on my judgment, user Analysis systems Requirement is the most difficult step in the SDLC for building an application system, Because it have deeply domain knowledge, To understand the details of the work of the workers, the demand for workers and in accordance with their needs analysis, system analysis can really meet users needs,

Including three type of users system requirement: data requirement, Process requirement, and Interface,