**Exercise 2**

Consider the library, train control, and meeting schedule. For each of them, identify the types of document that would be worth consider for background study.

**Library System**

**a. Business organization**

- FU Strategic plan, Business Plan

- Organization chart of FU and Library

- Library policies

- Library business plan

- FU workflows document

**b. Application domain**

- Publish common practices

- Publish law and regulation

- Copyright law

- Publish standard

- Library standards and concepts documents

- Other library software

**c. System-as-is**

- Requirements, design, and other related documents

- Issue log, problem report... of current system

- Workflows and flaws and error analysis

**Exercise 4**

**Identify normal, abnormal, negative scenarios for library system.**

1. Patron asks Librarian for loaning book copy. The request includes a list of books with a loan period and book title.

2. The Librarian check that the Patron is authorized and the loan request (loan period and book title) is valid. It confirms with Patron that the request is valid.

3. Librarian check the availability of the requested book copies in bookshelves

4. Librarian return the book copies to the Patron enclosed with loan-form filled the Patron's information and the request information.

5. The Patron received the requested book copies

6. The Patron signs the load-form and return the Librarian.

**Exercise 7**

a) Identify the set of stakeholders, why?

b) For each stakeholder, determine the purpose of the interview and the type of information to be acquired.

c) Design a structured set of questions for that purpose and interviewee

d) identify open tracks that might be worth exploring at the end of the interview