**COMP 2831 Week 7 Exercise - A01029917 Andrew Hewitson**

**1. Describe the concept of software as a service rather than a product. Is this an important trend?**

**Why or why not?**

**SaaS – Software as a service** - A model of software deployment where an application is hosted as a service provided to customers over the Internet. Functionality is delivered on-demand as a network-accessible service. Yes, this is an important trend. It is useful for both customer’s and vendors. From a customer point of view, you can see the benefits from the pro’s listed below (although there are cons). From a vendor point of view, it gives them a constant source of revenue from customer subscriptions and the ability to be constantly delivering newer and better solutions to customers.

**Pro:**

* It reduces the customer’s need for software maintenance, operation and support.
* Allows software vender’s to be constantly delivering newer and better solutions to customers.
* Limits in-house involvement.
* Easily scalable
* Can run on multiple hardware environments.

**Con:**

* They open more complex security issues.
* Require additional layers to communicate with existing software and legacy systems.
* Requires good quality and secure network access
* May not fit all the companies needs in one neat package

**3. What are three typical reasons why companies develop their own information systems?**

* Satisfy unique business and/or security requirements
* Minimize changes in business procedures and policies
* Meet constraints of existing systems and existing technology.

**5. What are main steps in the software acquisition process?**

1. Evaluate the system requirements –
2. Identify Potential Vendors or Outsourcing Options -
3. Evaluate the Alternatives –
4. Perform Cost-Benefit Analysis –
5. Prepare a Recommendation –
6. Implement the Solution –

**6. What is an RFP, and how does it differ from an RFQ?**

* **Request for Proposal** – A document that describes the company, lists the IT services or products needed and specifies the features required. It also spells out the service and support levels required. Based on the RFP vendors can decide if they have a product that will meet the companies needs and they submit a proposal they feel best suits that need.
* **Request for Quote –** More specific than an RFP. The specific product or service desired is already known by the customer. Only price quotations or bids are needed. Can involve outright purchase or a variety of leasing options and can include maintenance or technical support terms. The vendor submits a price for the service or product requested. Both an RFP and an RFQ have the same objective. They obtain vendor replies that are clear, comparable and responsive. They also give a clear outline for what the vendor is submitting so there is no confusion later about what the customer is purchasing.

**10. Explain the relationship between logical and physical design.**

**Logical Design –** The definition of an information system’s functions and features, and the relationships among it’s components. It defines what must take place, not how it will be accomplished. Logical designs do not address the actual methods of implementation.

**Physical Design –** A plan for the actual implementation of the system. Like a set of blueprints. It describes the actual processes of entering, verifying and storing data, the physical layout of data files and sorting procedures, the format of the reports, etc.

Logical design is more conceptual and abstract than Physical design. You begin with Logical design where you “sketch” out the Logical relationships among the objects. It gives you the requirements. Once you have the requirements mapped out in the Logical design you can focus on the implementation and the most effective ways of storing and retrieving the object.