COMP 2831 Week Two Exercise A01029917 Andrew Hewitson

**2. What is a SWOT analysis? Prepare a SWOT analysis of your school or your employer.**

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| **Strengths**   * Control a large portion of local market * Experienced employees * Good reputation in industry | **Weaknesses**   * Poor online presence * Outdated marketing material * Several key employees are getting ready to retire or are looking to leave company |
| **Opportunities**   * Current lack of E-Commerce (add to website) * Several smaller competitors ripe for acquisition * Recently purchased new equipment that will allow us to break into new markets when it’s up and running | **Threats**   * Bigger companies not from Vancouver marketing heavily into region * Industry is in decline * Several big clients are facing bankruptcy |

**3. What is an effective way to assess user requests for additional features and functions?**

Perform a Feasibility Study. Go on an initial fact-finding mission to determine feasibility. More fact finding will follow during Systems Analysis.

**4. What are four types of feasibility? Which type focuses on total cost of ownership? Which type do**

**users primarily influence.**

1. Operational – does it make sense from an operational perspective? This is primarily influenced by the users as it may affect the workplace. Managers may have to adjust staff, employees may have to learn new skills, are the managers and employees even onboard and accept the changes as positive? If they aren’t then moral may be affected.
2. Economical – is the project economically desirable? Do the benefits outweigh the total cost of ownership (TCO)
3. Technical – is the proposal technically feasible?
4. Schedule – Can the project be completed in an acceptable timeframe

**5. Describe the six steps in a typical preliminary investigation. Why should an analyst be careful when using the word *problem*?**

1. Understand the problem or opportunity – A surface problem once it has been researched may expose a deeper problem which the surface problem is only a symptom of
2. Define the Projects Scopes and Constraints – the specific boundaries of the project
3. Perform Fact Finding – gather as much data as possible on the projects usability, costs, benefits and schedules
4. Analyze Projects Usability, Cost, Benefits and Schedule – Before feasibility can be evaluated the information gathered during the fact-finding process must be organized and analysed closely.
5. Evaluate Feasibility – After analyzing the information the Analyst must determine whether the project is Operationally feasible, technically feasible, Economically Feasible and has a feasible schedule
6. Present Results and Recommendations to Management – At this point a report which is usually written and includes an oral presentation is prepared for management. The report would include the systems request, an estimate of costs and benefits, and a case for action, which is a summary of the projects request and specific recommendation.

**7. Identify and briefly describe five common fact-finding methods.**

1. Analyze Organizational Charts – helps the analyst understand which people to interview by understanding the reporting hierarchy and functions of the people within the affected departments.
2. Conduct Interviews – Primary source of information. Analyst must determine the people to interview, establish objectives for the interview, develop interview questions, prepare for the interview, conduct the interview, document the interview and evaluate the interview
3. Review Documentation – investigate current systems documentation
4. Observe operations – watch the current system to see how users handle tasks. Trace paths taken by user input or by output reports. Sampling input and output can be useful to determine nature or frequency of problem.
5. Conduct a user group survey – Not as time consuming and costly as one on one interviews but also not as flexible. Can be useful to get a specific set of data from a broad cross section of people.