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| TRINITY INTERNATIONAL COLLEGE |
| CASE STUDY 3 |
| ANALYSIS |



**ANALYSIS**

* First SDLC phase where we begin to understand in depth about need for system changes.
* Divided into two phases:

1. Requirement Determination
2. Requirement Structuring

**DETERMINING SYSTEM REQUIREMENTS**

* Collection of information is the most important thing for system analysts
* Accurately understanding the user requirements will help the developers to give a perfect system design within limited budget and time.

**CHARACTERSTICS OF GOOD SYSTEM ANALYST**

* Impertinence: asks question about what exists and what might exist too in future
* Impartiality: finds best solution to a problem or opportunity
* Relax constraints: eliminates feasibility, assuming everything is possible
* Attention to detail: fitting everything together for proper functioning of system
* Reframing: every system is different and needs a creative approach

**TRADITIONAL METHODS FOR DETERMING SYSTEM REQUIREMENTS**

1. INTERVIEWING AND QUESTIONAARIES

* The personal interview is generally recognized as the most often used fact-finding technique. Interviews are the fact-finding techniques whereby the systems analysts collect information from individuals through face-to-face interaction.
* There are two types of interviews: unstructured and structured. Unstructured interviews are conducted with only a general goal or subject in mind and with few, if any, specific questions. Structured interviews on the other hand are conducted with a set of specific questions to ask the interviewee.
* Questionnaires are special purpose documents that allow the analyst to collect information and opinions from the respondents. The document can be mass-produced and distributed to respondents, who can then complete the questionnaire on their own time.
* There are two formats of questionnaire, free-format and fixed-format. Free-format questionnaire offer the respondent to record the answer in the space provided after the questionnaire.