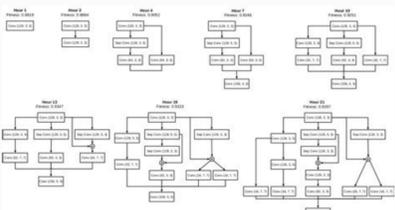


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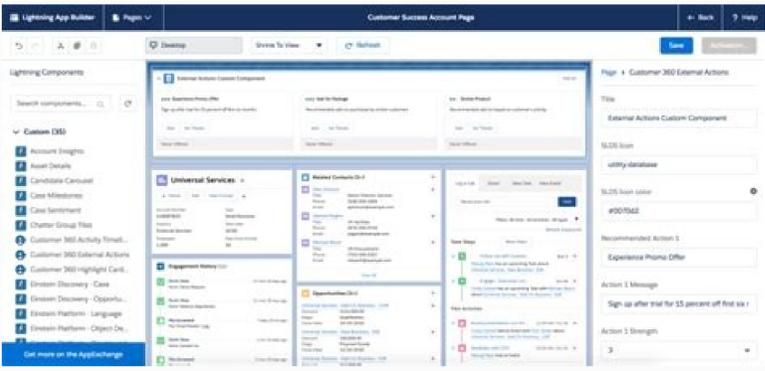
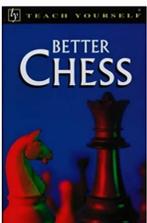
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Systems analysis and design 11th edition answers sheets answers answer



Marissa Mayer was the final CEO of Yahoo, until selling the company's internet assets to Verizon. Previously Google, Marissa Mayer led the product management and engineering efforts of Google's local, mobile, and contextual products including Google Maps, Google Maps for Mobile, Local Search, Google Earth, Street View, Latitude and more. At 36 she was also the youngest member of Google's executive operating committee. During her 12 years at Google, product management and design efforts for Google web search, images, news, books, products, toolbar, and iGoogle started at Google in 1999 as Google's 20th employee and first woman engineer. Marissa's contributions have been recognized by numerous publications including the New York Times, Newsweek, and BusinessWeek. Fortune magazine ranked her for the past 3 years on their annual Most Powerful Women's list, and she was the youngest ever to appear on the list. Marissa was honored by the New York Women in Communications, Inc. with a Matrix Award. She also been named a Young Global Leader by the World Economic Forum and Woman of the Year by Glamour Magazine. Marissa sits on the board of various non-profits, including the Smithsonian National Design Museum, the New York City Ballet, and San Francisco Museum of Modern Art. Prior to joining Google, Mayer worked at the UBS research lab in Zurich, Switzerland, and at SRI International in Menlo Park, California. Marissa received her B.S. in Symbolic Systems and her M.S. in Computer Science from Stanford University. For both degrees, she specialized in artificial intelligence.

employee or member of Google
all organization locations Menlo Park, California
academic degree B.S.



Because MRE offers services and does not engage in manufacturing, they don't rely heavily on manufacturing control or inventory control systems. Identify the primary entity. Some corporations have the Web development done by a consulting firm and some have a third party host the Web site. The results from this exercise will vary from group to group, and with the product selected. Refer to the organizational chart found in the MRE Web site, found on the computer on the reception area coffee table. Refer to the diagram as illustrated on the next page. Traveler selects hotel 5. There are many different ways to draw the diagram since the data flow names may vary and external entities may be placed anywhere around the diagram. With your group, draw a context-level data flow diagram of your school's or university's registration system. Those who feel unappreciated might be called gophers, cogs in the wheel, and so on. Draw an entity-relationship diagram of a patient-doctor relationship. Review each primary use case to determine possible variations of flow through the use case. Comprehensive information Web page Preconditions: Employee has logged on to the Human Resources Web site Postconditions: Employee has received financial information Assumptions: Employee has successfully registered for the service and all permissions have been received by the service providers Success Guarantee: Employee has been able view their benefit information Minimum Guarantee: Employee was able to logon Objectives Met: Allow employees to view updated personal financial information Outstanding Issues: How should information be transmitted securely to and from providers? The steps performed and information for the steps are: Software is keyed into the new system and validated Software received from Software is added to the Software Master Software Master The Software Installation List is produced Software Master. Order The software user is notified about installed software Order E. Chapter 2 Understanding Organizational Style and It's Impact on Information Systems 2-20 Copyright © 2011 Pearson Education, Inc. Fundamental entity, describing a person, place, or thing. FACULTY actor in the lower left side of the use case diagram. Talk to the author! neckdock Part I: Emerging Trends in Business Part I Case: The FBI's Virtual Case File Chapter 2 Data, Information, and Knowledge Flow in Business Processes Chapter 3: Return on Investment in Technology Part II: Understanding Business Processes Part II Case: DoD's Software Procurement From CSC Chapter 4: The Past, Present, and Future of Business Process Redesign Chapter 5: Business Process Modeling Approaches and Diagrams Part III: Changing Business Processes Part III Case: IBM Global Financing's Credit Issuance Process Chapter 6: Selecting a Target for Successful Business Process Redesign Chapter 7: Representing Information and Knowledge in Business Processes Chapter 8: Redesigning Business Processes Part IV: Technology-Based Business Process Implementation Part IV Case: Investors, Inc.'s Outsourcing of Programming to Belarus Chapter 9: Using IT to Enable New Process Designs Chapter 10: Redesigning Little Italy Restaurants Part V: Advanced Technology Issues Part V Case: Denver International Airport's Baggage Handling System Chapter 11: Database Design Concepts and Issues Chapter 12: Object-Oriented Design Concepts and Issues Chapter 13: Business Process Automation With ASP Appendix A: Complete ASP Code Example Appendix B: Answers to Review Questions Chapter 1 Chapter 3 Chapter 5 Thank you for your participation! Loading PreviewSorry, preview is currently unavailable. Explain why the entities MANAGEMENT and FACULTY are found on both sides of the process on the context-level diagram. Some of the other functions of the e-commerce may be outsourced as well. Jammie Hyatt looks like a legend over the entire organization, and his influence seems to pervade the company (we find his model planes and magazines scattered all over MRE). Write up a use case scenario for the use case diagram you constructed for Cho Manufacturing. Discuss why there appear to be different ways to draw the diagram. The level is blue because it is for a user goal. The benefits of a virtual organization are: reduced costs of physical facilities, a more rapid response to customer needs, and flexibility for employees to care for children or aging parents. By using a business process redesign approach, author Ned Kock enables readers to understand, in a very applied and practical way, how information technologies can be used to significantly improve organizational quality and productivity. Key Features: Breaks new ground in the teaching of systems analysis and design. Use case scenarios are text descriptions of the use case, and may contain the following: A. The diagram name is Computer System First Draft. Do you find this to be better or not as good at explaining the system to Alice than the use case and use case scenarios? H. Permission forms Preconditions: Employee has logged on to the Human Resources Web site Postconditions: Employee has successfully registered to receive financial information Assumptions: Employee has been added to Employee database Success Guarantee: Employee has been able to register Minimum Guarantee: Employee was able to view the register Web page Objectives Met: Allow employees to view updated personal financial information Outstanding Issues: How do the insurance and retirement providers want legal permissions sent? (Continued on the next page.) 14. A traditional organization is one that has a physical location, whereas a virtual organization has parts of the organization in different locations, connected electronically. Advantages of a virtual organization are: A. This was done to slim down the organizational structure and increase operational efficiency. Applicant fills out Web form with personal information 2. Publishing as Prentice Hall Chapter 2 Understanding and Modeling Organizational Systems Key Points and Objectives 1. It can only exist between two entities. Outstanding issues are what if the software is older and is not currently installed on any machines, how should the report be produced: printed, on a PDF file, or should it really be a query for one software package. Use case name: Produce Employee Benefits Area: Human Resources Actors: Employee, Health Insurance Provider, Dental Insurance Provider, Retirement Company Description: Employee requests financial information about total amounts spent and remaining annual amounts for insurance and retirement benefits Stakeholder: Employee, Human Resources Level: Blue Triggering event: Employee requests financial information Trigger Type: X External Internal Steps Performed 1. The use case scenarios will vary from group to group. Draw a use case diagram representing the activities of the Employee Benefit system. 10. The Software Installation List is produced 4. A drawback is that it is difficult to meet the social needs of virtual workers. 4. Many to many 11. The corresponding Repository Web page name is Personal Computer System. Use the hardware record to print a line, accumulating totals. Openness refers to an organization with a relatively free flow of information within its boundaries. Use Microsoft Visio or Visible Analyst to view and print the use case diagram for the computer inventory system. Reservation database tables, Customer Record Preconditions: Traveler has logged on to travel site Postconditions: Traveler has multiple reservations Assumptions: Traveler has a valid credit card with a sufficient balance to cover travel cost Success Guarantee: Traveler has confirmed reservations Minimum Guarantee: Traveler was able to view Web site Objectives Met: Allow travelers to make a comprehensive reservation Outstanding Issues: Should tour packages or cruise packages be included? Chapter 2 Understanding Organizational Style and It's Impact on Information Systems 2-16 Copyright © 2011 Pearson Education, Inc. Hardware Master database table 2. What are the two symbols on a use case diagram and what do they represent? Assign one person to be the Web site designer, one to write copy for a company's product, one to keep track of customer payments, one to worry about distribution, and one to satisfy customers who have questions about using the product. Black (or claim): most detailed 19. There may also be airline meal selections. What type of organizational structure does MRE have? 5. Employee is sent comprehensive information for Steps 1. Effectively communicate systems requirements. The two symbols are an actor, the role of a user of the system, and the use case representing a sequence of transactions in a system. Validate the Web form information 3. The use case representing a sequence of transactions in a system 14. I'm pulled in so many directions I can't really settle on a strategy for our grocery store," admits Geoff Walsham, owner and manager of Jiffy Geoff's Grocery Store. However, if one looks at the Training and Management Systems department, you can see that a project structure begins to emerge, because project teams are central to the services provided by each unit. When the computer brand changes, produce subtotals 4. Employee requests financial amounts 2. These become system files or portions of the database. One machine is undergoing anywhere from zero to one scheduled maintenance. Connect the MANAGEMENT actor to the QUERY SOFTWARE EXPERT use case. Chapter 2 Understanding Organizational Style and It's Impact on Information Systems 2-26 Copyright © 2011 Pearson Education, Inc. 19. What are the two main purposes for feedback in organizations? The entity relationship diagram contains data entities, those that the system keeps track of. Dental Provider Number 4. Publishing as Prentice Hall F. Break up into groups of five. Accepting payments is better outsourced, using one or more of the many Web-based payment options or using a traditional credit card. A success guarantee would be the report has been successfully created. Entity-relationship diagrams help the analyst understand the organizational system and the data stored by the organization. Central Pacific University—Problems 1. Write the use case description for the QUERY TRAINING CLASSES use case. This depends on the nature of advertisement and other ways of attracting customers, a many-to-one relationship D. It provides an overview of the setting or environment in which the system exists within; which entities supply and receive data/information. The three levels of managerial control are: A. The same is true for radio, billboard, magazine, and television ads. Available hotel database table 5. The 9. Applicant is given an email address and password 4. Associative entity (also called a gerund, junctional intersection, or concatenated entity), joining two entities. Traveler confirms reservation 7. 14. Chapter 2 Systems Analysis and Design Instructor's Manual 2-9 Copyright © 2011 Pearson Education, Inc. What department(s) were involved, and why was the change made? There are three types of entities: A. Define openness in an organizational environment. This dissatisfaction results in some degree of resistance. Publishing as Prentice Hall 9. She would also like to obtain retirement amounts saved along with investment results. System and subsystem boundaries and environments impact on information system analysis and design. Includes—describes the situation where a use case contains a behavior that is common to more than one use case. An optional risk 18. The accommodations may include bed and breakfast establishments as well. A key factor in the power struggle is Evans' proposal for a computerized project tracking system for Training, which Ketcham is opposed to (either out of spite, fear of change and computer-phobia, or a combination of these). On what level of management is Neil working? Read the hardware record 4. Alice has a high regard for privacy and wants the system to have employees register and give permission to obtain financial amounts from the dental insurance and retirement companies. Think about the steps that are needed to ensure security. In a paragraph, apply the concept of permeable organizational boundaries to analyze Geoff's problem in focusing on organizational objectives. Ketcham seems to resent this decision (though he does not actually say that in words), and to some extent a power struggle is taking place (albeit a subdued one). Uncover any conflicting data collected through other data gathering methods. Retirement company returns financial amounts 8. What are the three groups of organizational fundamentals that carry implications for the development of information systems? 7. What major organization recently took place at MRE? B. Order Preconditions: Software has been received Postconditions: Software has been added to the database Assumptions: User has successfully logged on with access to Add Software screen Success Guarantee: Software has been successfully added to the database Minimum Guarantee: Software is available to add Objectives Met: Add software to the Software Master Outstanding Issues: Does the old software have to be retained Priority (optional): High Risk (optional): Medium 24. What does a process represent on a context-level data flow diagram? Write the use case description for the PRODUCE HARDWARE INVESTMENT REPORT use case. The context diagram shows external entities, those that supply data or receive information from the system. 6. Use Visio or Visible Analyst to view and print the entity-relationship diagram for the computer inventory system. In a paragraph, persuade your team member that early use of E-R diagrams is worthwhile. Draw a use case and write up a use case scenario for getting two or three email accounts. Fred would like to accept new ideas from the outside, and change for better service to his customers. Students will doubtless supply a menagerie of colorful descriptions. Can describe nonfunctional requirements. Assumptions are that all the information on the database tables is correct. Even though he cannot predict when ingredients will become available at a particular price, his ordering of supplies can be considered routine. Consulting Opportunity 2.2 (p. Both diagrams present a useful view of the system. The superior/subordinate issue will most likely crop up in granting access rights (who gets to see/change what information). All information comes from the Hardware Master database table. Chapter 2 Systems Analysis and Design Instructor's Manual 2-15 Copyright © 2011 Pearson Education, Inc. Use agile stories, problem definition objectives, user requirements, or a features list. In a sentence or two, explain why the patient-doctor relationship is diagrammed in this way. Which of the types of E-R diagrams is it? a. The area of the business C. The description should be: add new software to the Software database table and print an installation listing. There needs to be consideration for the superior-subordinate relationships involved, but it may be more crucial here that a system capture the project structure in allowing many users (project team leaders and members, unit managers, and top management) to access and use the system. Identifies new and innovative business processes for organizations. There may be alternate scenarios representing conditions that produce variations on the primary scenario. Actual context-level data Use case name: Create Travel Reservation Area: Reservations Actors: Traveler, Airline, Hotel, Car Rental Description: Traveler makes an airline, hotel, and car rental reservation Stakeholder: Traveler, Airline, Hotel, Car Rental Companies Level: Kite Triggering Event: Submits Reservation Web form Trigger Type: X External Internal Steps Performed 1. Use case name: Produce Hardware Investment Report Area: Computer System Actors: Clerical Support Description: Produce a report showing the dollar amount invested in computer hardware Stakeholder: Management Level: Blue Triggering Event: Reports: Hardware Investment Report menu item clicked Trigger Type: X External Internal Steps Performed 1. Instead, this suggests that they need information systems to facilitate project management and help top management monitor progress and trends in client needs and opportunities for new consulting services. Each employee is assigned to one and only one office. Define closeness in an organizational environment. 25. Use case name: Produce Hardware Software Cross Reference Report Area: Computer System Actors: Management Description: Produces a report showing what software is included on which machines Stakeholder: Management, Faculty, Staff Level: Blue Triggering Event: Reports: Software Cross Reference Report menu item clicked Trigger Type: X External Internal Steps Performed 1. One systems analyst is assigned to anywhere from zero to many projects. Elements 4, 5, 7, and 6: completing transactions, accepting payments, arranging for delivery of goods and services, and supporting customers after the sale. Permission forms 4. Arranging for delivery of goods and services is better done by an outside shipping company (unless the corporation has its own shipping line). Write seven sentences explaining the right-to-left relationships in Figure 2.8. The left to right relationships in Figure 2.8 are: A. Flexibility for employees to care for children or aging parents 5. MRE offers consulting services (see corporate travel). The three main parts of a use case scenario are the use case identifiers and initiators; the steps performed; and the conditions, assumptions, and questions. There are two kinds of use cases: A. Do not depend on a special language. Each project will be developed by one and only one systems analyst. She would like a Web system that Who is involved and what are some of the main issues? 21. More rapid response to customer needs C. They may vary from student to student. Email Account Web page 4, 3, 15. Evans has strong support from division VP Hill, and Ketcham has his company experience and support from the Training staff. A use case scenario is a text description of the flow of events in a use case. Performing the work in-house allows management to quickly change the information used and presented to the customers, as well as providing control over the system. 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difference between a traditional organization and a virtual one? An entity-relationship diagram is a graphical depiction of organizational system elements and the association between elements. It is of interest to the users and written for a business analyst. Flight Seats database table 4. Operations management B. Others feel the company is behind the times and should use more sophisticated production systems, information systems, and supply chain management to make the company more competitive. a one-to-many relationship C. Use the use case diagram to define the header information. Elements 3 and 8: allowing customers to customize products online and personalizing the look and feel of the Web site may be done at a later date. Retirement company is sent a request for employee amounts 7. Publishing as Prentice Hall Consulting Opportunity 2.1 (p. Publishing as Prentice Hall Group Exercise 1. Publishing as Prentice Hall 12. They use project teams predominantly to offer consultation to clients. In general, system boundaries that are too large or too small will result 5. 19. Envisioning system boundaries is not a trivial pursuit. It is likely that Jimmie will not interfere with many of the details of running MRE due to his "laid-back" nature, but that he will occasionally step in and use his authority, so having his support on major and controversial proposals (like the project tracking system) may be crucial for Evans. Then select a simple product (one that does not have too many different versions). Software is added to the Software Master 3. It goes significantly beyond what one would normally find in similar texts in terms of business process redesign, as well as related emerging trends in business. Indigo (or fish): functional or subfunctional E. Kite: business unit or department level C. A use case diagram has symbols for: A. List the types of E-R diagrams. Chapter 2 Understanding Organizational Style and It's Impact on Information Systems 2-4 Copyright © 2011 Pearson Education, Inc. Permissions are sent to insurance and retirement companies Information for Steps 1. What are the three main parts of a use case scenario? New Account Web form 2. The activity is started (triggered) when the user clicks the Add Software menu item. One-time decision nature g. Each office is occupied by one and only one employee. Publishing as Prentice Hall The use case scenario is on the next page. The elements that should be outsourced are 1, 5 and 7: attracting customers, accepting payments, and arranging for delivery of goods and services. Chapter 2 Systems Analysis and Design Instructor's Manual 2-19 Copyright © 2011 Pearson Education, Inc. Set of alternatives which are difficult to articulate f. 2. Sometimes external entities, such as the customer, become data entities because a file of customers is maintained. Management and faculty are found on both sides of the context-level diagram because they are supplying and receiving information from the system. Primary, the standard flow of events within a system that describe a standard system behavior B. Now, working with your group's members, follow the appropriate steps for developing an E-R diagram and create one for your school or university registration system. Black (or clam): most detailed 18. 6. The first screen is shown on the next page. Please note that the solutions provided below are intentionally brief. Add two new use cases below the QUERY TRAINING CLASSES use case: QUERY SOFTWARE EXPERT and below it, QUERY SOFTWARE INFORMATION. Some of the Training staff also are concerned about being forced to accept changes to suit the Systems unit (see Blandford interview linked from Ketcham). The students should realize that the customer service, the inventory control system, shipping, and the accounts receivable system are interrelated with the operation of the Web site. They did not realize that systems and subsystems are interrelated and interdependent. Those behind the times may be called ancient, dinosaurs, and so on. Use the Repository feature to view the entry for the central process. Nature of problems become mainly semi-structured e. The items that are critical for initial development are elements 1, 2, 4, 5, 6, and 7, mentioned above. Allow people to tell stories. 44) Where There's Carbon, There's a Copy Richard and Harry had failed to consider the impact of tossing out the pink forms on the rest of the system. Label each entity and process. Closedness refers to an organization with relatively little flow of information within its boundaries. Use case scenarios that describe variations of the primary use case 15. Use case levels describe how global or detailed the use case description is. The central point here is that each user will have different reasons for using the system (updating project status, querying client or budget information, checking progress toward project completion, etc.) and access privileges. Publishing as Prentice Hall in systems being designed without realizing the impact of decisions on other parts of the organization. Boundaries exist on a continuum, from extremely permeable, whereby Fred would change his store to function like those of his real competitors or super grocery stores as depicted in the trade journal, to almost impenetrable, whereby the store would remain exactly as it is. The context-level data flow diagram provides more information as a diagram, but may be too complex for Alice. What is meant by saying that organizational subsystems are interrelated and interdependent? Enter information on the Web form 2. Chapter 2 Understanding Organizational Style and It's Impact on Information Systems 2-22 Copyright © 2011 Pearson Education, Inc. Because the computers may have software installed for a specific computer lab, the clerical support staff may be responsible for installing software on the computers. Neil is working at the operations management level. Members of a third group feel that what they do is unappreciated. What kind of "products" does MRE "produce." Suggest how the type of industry MRE is affects the information system it uses. Use the use case diagram to determine the heading information, making any reasonable assumptions. What is ERP, and what is its purpose? Use case name: Query Training Classes Area: Training Actors: Faculty, Management Description: Produce a Web query of all training classes offered Stakeholder: Faculty, Staff, Training Staff Level: Blue Triggering Event: The Training Class Offering link has been clicked Trigger Type: X External Internal Steps Performed 1. Training Request Web form 2. Traveler selects rental car 6. A process represents the whole system on a context-level data flow diagram. What are the four steps in creating a use case description? Each cargo aircraft will serve from one to many distribution centers. Neil is a decision maker for Pepe's Atlantic Sausage Company. Decision horizon of long range b. The elements that should be handled in-house are: Elements 1, 2, 3, 4, 6, and 8: attracting customers, informing customers, allowing customers to customize products online, completing transactions with customers, supporting customers after the sale, and personalizing the look and feel of the Web site. Preconditions are that all the information must have been previously added to the appropriate database tables. Make any reasonable assumptions about preconditions, postconditions, assumptions, success guarantee, minimum guarantee, objectives met, outstanding issues, priority, and risk. Traveler submits a Web form with departing and arriving destinations, dates, and number of travelers 2. 17. However, Hyatt seems difficult to predict and has not clearly chosen sides in the Evans-Ketcham power struggle. What are the goals of the Training and Management Information Systems department? The context diagram should have external entities of Student, Registration, an entity that collects the student fee, and so on. Choose one of the four altitude metaphors and explain why you chose it. The five altitude metaphors and what they represent are: A. Other external entities, such as management, are not stored in a file (there would be no series of records for management). If software is handling more decision-making situations, there is less need for interdepartmental communication. Make any assumptions about the data to and from the central process. Alice wants the system to interface with health and dental insurance companies to obtain the amount remaining in the employee's account for the year. Early use of E-R diagram will help to: A. Publishing as Prentice Hall 23. Chapter 2 Systems Analysis and Design Instructor's Manual 2-23 Copyright © 2011 Pearson Education, Inc. Publishing as Prentice Hall 10. Then a hundred customers come in, and I listen to each of them, and they say we should keep our little store the same, with friendly clerks and old-fashioned cash registers. What problems do analysts often encounter when they try to implement an ERP package? Any outstanding issues O. Model Solution: The Management Information Systems and Training departments were merged into a single department. Traveler receives email confirmation Information for Steps 1. Middle management C. The steps would be to read a software record, use that information to read the hardware-software relational table, then read the hardware record. What level are you creating your use case at? The three groups of organizational fundamentals include: A. Create a context-level data flow diagram for the Employee Benefit system in Problem 7. Notice that attracting customers falls into both categories. In summary, Evans seems to be a "mover," working his way up through the ranks with new ideas and directions, while encountering opposition from the "old guard" like Ketcham. A suggested use case diagram is on the next page. Chapter 2 Understanding Organizational Style and Design Instructor's Manual 2-21 Copyright © 2011 Pearson Education, Inc. His responsibility is to manage inventories, a basic task of the organization, which must be accomplished on time and in accordance with organizational constraints. They don't "produce" material goods, but they do "create" plans for things like new buildings and computer information systems. Priority (optional): 9 (out of 10) Risk (optional): 8 (out of 10) 18. Level of management B. Read a software record 2. Chapter 2 Systems Analysis and Design Instructor's Manual 2-25 Copyright © 2011 Pearson Education, Inc. Training Request Web form 3. Rental Car database table 6. Chapter 2 Systems Analysis and Design Instructor's Manual 2-21 Copyright © 2011 Pearson Education, Inc. The objectives met are to produce information about what software is found on which machine. A success guarantee is that the software has been added to the database and required report printed. 24. Publishing as Prentice Hall 8. Assign them a name based on their emotions. Chapter 2 Understanding Organizational Style and It's Impact on Information Systems 2-24 Copyright © 2011 Pearson Education, Inc. Health insurance returns financial amounts 4. The use case scenario is on the next page. A use case model partitions the way the system works into behaviors, services, and responses that are significant to the users of the system. Hardware Master database table 3. An entity represents a person, place, or thing. Dental insurance is sent a request for employee amounts 5. G. Chapter 2 Systems Analysis and Design Instructor's Manual 2-17 Copyright © 2011 Pearson Education, Inc. Multiple currencies may be used if the traveler is flying to different countries. Levels are: A. Use Microsoft Visible or Analyst to view and print the context-level data flow diagram for the computer inventory system, as Chip and Anna did. Chapter 2 Understanding Organizational Style and It's Impact on Information Systems 2-6 Copyright © 2011 Pearson Education, Inc. They could have been included only once with arrows wrapping around the sides of the diagram, but that would present a cluttered drawing. What are the five altitude metaphors for describing use case on different levels? Enterprise systems, often referred to as Enterprise Resource Planning systems, is a term used to describe an integrated organizational (enterprise) information system. The solution is on the next page. 11. Extends—describes the situation where one use case possesses the behavior that allows the new use case to handle a variation or exception. Software Master 3. 7. Connect the FACULTY actor to the QUERY SOFTWARE EXPERT and QUERY SOFTWARE INFORMATION use cases. Hotels may have room selection pages as well. The use cases are illustrated below. Publishing as Prentice Hall 3. Define the term organizational boundary. They use computer networks and communications technology to work on projects. Mainly heuristic decision style 6. The three levels of management in organizations are (a) operations management, (b) middle management, and (c) strategic management. White (like clouds): enterprise level B. Explain why the external entities on the context-level diagram are not found on the entity-relationship diagram. Each distribution center is served by one and only one cargo aircraft. This is a medium priority, low risk activity. Model Solution: Market leadership is a main goal of the organization, and maintaining high quality is a key to attaining this (see Hill). Dental insurance returns financial amounts 6. Chapter 2 Systems Analysis and Design Instructor's Manual 2-5 Copyright © 2011 Pearson Education, Inc. Relationships are shown with a zero or circle representing none, a vertical line representing one, or crow's foot representing many and can be: A. List the three broad, horizontal levels of management in organizations. The use case scenario may change in the language that is chosen as well as currency conversion. b. Store the data on the Training Request database table Information for Steps 1. Employee Record 2. Alice in the human resources department at the Cho Manufacturing plant is constantly being asked by employees how much is taken out of their paychecks for insurance, taxes, medical, mandatory retirement, and voluntary retirement. Traveler selects flights 3. Description Contents Reviews Features Preview Systems Analysis & Design Fundamentals: A Business Process Redesign Approach uniquely integrates traditional and modern systems analysis with design methods and techniques. The use case ends when the customer goal is complete. Organizational subsystems are said to be interrelated and interdependent when a change in one subsystem affects other subsystems. Strategic management 22. The steps involve entering information on the Web form, validating the information, and storing the data on a Training Request database table. How can understanding organizational subcultures help in the design of information systems? Describe in about three paragraphs what experience your group had in coordination. What are the potential benefits and a drawback of a virtual organization? Determine if there are any iterative or looping actions. The outstanding issue is how to determine which software to install on which machines. Make sure your group indicates whether the relationship you depict is one-to-one, one-to-many, many-to-one, or many-to-many. Offers a strong hands-on approach that is better aligned with what happens in the real world of organizations today than most traditional textbooks on the topic. Consulting Opportunity 2.3 (p. The level 3. Accumulated totals Preconditions: All the information must have been previously added to the appropriate database tables Postconditions: The report has been printed Assumptions: All the information on the database tables is correct Success Guarantee: The report has been successfully created Minimum Guarantee: The report could not be printed Objectives Met: Produce information about what software is found on which machine Outstanding Issues: What if the software is older and is not currently installed on any machines, how should the report be produced: printed, on a PDF file, or should it really be a query for one software package Priority (optional): Medium Risk (optional): Low 25. Priority (optional): 10 (out of 10) Risk (optional): 8 (out of 10) 20. "It's hard to focus on what we want to achieve. Hardware Master database table 4. Publishing as Prentice Hall 11. What do they represent? Training Request database table Preconditions: Software must have been purchased and training staff available Postconditions: Training class has been requested Assumptions: User has successfully logged onto the system Success Guarantee: Training class has been requested Minimum Guarantee: User can logon to the system Objectives Met: Allow faculty and staff to request training classes Outstanding Issues: None Priority (optional): Medium Risk (optional): Low Systems Analysis and Design 8th Edition Kendall Solutions Manual Full Download. This sample only. Download all chapters at: alibabadownload.com Employee registers for the benefits package program 2. Because there are several suppliers of ingredients and their prices fluctuate, he has come up with several different 12. A use case diagram reflects the view of the system from the perspective of a user outside of the system. The objectives met are to add and install new software. An associative entity can only join two fundamental entities. E. A. Now spend 20 minutes trying to explain to the Web site designer what to put on the Web site. Give an example of how systems analysts could work with users as a virtual team. Software Master, Order 4. The software helps the flow of information between the functional areas within the organization. Chapter 2 Understanding Organizational Style and It's Impact on Information Systems 2-18 Copyright © 2011 Pearson Education, Inc. Chapter 2 Understanding Organizational Style and It's Impact on Information Systems 2-14 Copyright © 2011 Pearson Education, Inc. Its purpose is to help the flow of information between the functional areas of an organization. F. This quality depends upon the ability of MRE to deliver training in a timely fashion and to be able to reasonably keep costs under control while delivering the promised product. Terms of use Web page 3. 22. 10. Generalizes—implies that one thing is more typical than the other thing. A virtual organization is one that has parts of the organization in different physical locations. There are four active behavioral relationships: A. The book is based on a retrospective analysis of dozens of real-world projects. Each salesperson is assigned to anywhere from one to many customers. Reservation database tables 8. 16. Chapter 2 Systems Analysis and Design Instructor's Manual 2-11 Copyright © 2011 Pearson Education, Inc. These are best done in-house using corporate data and corporate systems. Reach consensus as a group about the best way to draw the diagram and defend your choice in a paragraph. Use case name: Add Software Area: Computer System Actors: Software User, Clerical Support Description: Adds new software to the computer system Stakeholder: Faculty, Student, Staff Level: Blue Triggering Event: Add Software menu clicked Trigger Type: X External Internal Steps Performed 1. The elements that are interrelated or interdependent are: Elements 1 and 2: attracting customers and informing customers. The persons who are loyal to the organization might be called loyalists, best friends, or St. Bernards. Good examples are a disposable camera, a DVD player, a box of candy, and a specialty travel hat. Applicant agrees to terms of use 3. Publishing as Prentice Hall Model Solution: From the organizational structure charts in the case it appears that MRE follows a hierarchical structure. Reduced costs of physical facilities B. Use case descriptions are created with these four steps: A. The example provided in the text allows the analyst to see the software and hardware configuration of the user requesting help. Produce a grand total at the end of the report Information for Steps 1. Problems 1. Students select CPU Context Level from the Visible Analyst open diagram dialogue box or open the CPU Context Level from Visio. Help analysts define boundaries. Hardware-software relational table 3. Requirements met by the use case N. The problems that the analyst encounters when trying to implement an ERP package are the difficulty of trying to analyze a system currently in use and then fit an ERP model to the system. External entities may also appear on both sides of the central process. One to one B. In this case, boundaries must be large enough to encompass all affected subsystems. A brief description of the use case G. Identify the high-level events and develop the primary use cases that describe the events and how actors initiate them. The type of trigger, either external or temporal I. The context-level data flow diagram is one way to show scope, or what is to be included in the system. The actors D.

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