



SCHOOL OF DESIGN, ENGINEERING & COMPUTING

ASSIGNMENT – 2009/10

Course: Software Systems Framework
Year: Final Year (Level H)
Unit: Business Processes and Requirements

Assignment Number: 1 (Part Two)
Unit Leaders: Cornelius Ncube & Keith Phalp

Issue Date: 19/11/2009
Due Date: 18/12/2009

This is an individual assignment

This assignment forms the second part of the coursework for this unit, and covers (or partially fulfils) learning outcomes, 2, 3 and 5.

1. Appraise critically approaches to the principal requirements engineering tasks; elicitation, analysis, specification and validation.
2. Demonstrate a comprehensive understanding of relationships among client business processes, requirements and software systems.
3. Evaluate, select, and produce appropriate models of business process scenarios or problem domains, and matching requirements and specifications.
4. Evaluate critically requirements methods and research.
5. Understand the impact of professionalism upon the requirements phase.

Marks for this second part are given (out of 100).

However, parts one and two of the coursework will be weighted 70:30 to form your overall coursework mark.

Deliverables and Assessment Criteria / Marking Scheme

You have been given a brief description of a particular application domain, and have been asked to produce a number of deliverables, for the final requirements document.

Models of Processes

Produce Role Activity Diagrams for the given scenario(s). Marks will be awarded for:

- Appropriate separation of problem into constituent parts.
- Sensible choices for logic of process & appropriate level of abstraction.
- Appropriate (and correct) use of notation, e.g., state, actions, interactions & control constructs.

(50 marks)

Analysis of Processes

- Analysis of process. Describe any ambiguities that you have discovered from your analysis, relating this to the models you have produced.
- Describe, as a process modelling professional, any changes you might suggest to the process scenario, and any benefits and potential risks of such changes.

(20 marks)

Reflections on Method

Discuss the issues and solutions encountered in moving from analysis (the process models) to specification and design, and mechanisms that you would use to ensure alignment of the business process model (and business needs) and the IT system.

(Maximum 1000 words)

(30 marks)

Signature of Assignment Setter

Signature of QA

Poole House Holdings

Poole House Holdings is a typical small to medium sized enterprise (SME) that is looking to develop a software system to support a small scale mail order business.

Because of logistics of the enterprise system that is already in place, the new support system is to be interoperable with other systems and have a portable / reusable architecture. The following describes the activities of the mail order process.

The marketing department is responsible for the creation and despatch of all marketing materials.

Once a customer is ready to make an order, they fill out the order form and mail it into the company. Once received, a sales advisor processes the order. The customer details must be kept on file for future reference and credit checks are made to ensure the customer account is in credit before any order can be authorised.

The accounts advisors are therefore required to respond to any sales order request by providing them with an update on client credit worthiness. Sales advisors who are suitably trained may, if the accounts advisors are very busy, choose to do this themselves.

If a client has poor credit, the sales advisor notifies them of the situation, otherwise an order is created and sent to the despatch team; who pack and despatch the order, along with the required despatch note.

A copy of the despatch note is forwarded to the accounts advisors for billing purposes, which is already supported by the accounting system. There are usually two sales advisors and two accounts advisors available to the mail order enterprise at any given time.

The warehouse team number varies with seasonal demand and the company believe that they are unlikely to have any impact in the design of the new support system.