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## System Analysis and Design

### Chapter 11

1. Some of the objectives that an analyst pursues in designing a system include
  - a) Designing output to serve the intended purpose thus, the output must be made in such a way that it meets the objectives of the company.
  - b) Design output that fits the user – different users have varied needs, and therefore, the output must meet their specific needs. For example, there should be output for internal users and one for external users
  - c) Delivering the desired quantity of output – each organization has specific techniques used which also requires varying amounts of outputs. Therefore, the designer should provide the right amounts of output
  - d) Providing the output on time analysts must provide the output on time to help the users meet the goals and objectives for which it was intended.
  - e) Making sure the output is in the location or place where it is needed
  - f) Choosing the right output method (Kendal and Kendal 306)
2. The difference between internal and external output is that people such as the employees, management, and other stakeholders operating within the organization use the internal output (Kendal and Kendal 312). Thus, the internal output only serves people within the firm. It makes it possible for them to network and interact with each other. They can share information easily. The employees and managers within an organization also use the internal output to share information between them.



Moreover, internal outputs make it possible for the people within the institution to have full access to the technology in their environment. Internal output only serves people working in the particular organizational environment. The information stored in internal output technology cannot be accessed by those working on the outside perimeter of the company. On the other hand, people such as customers, vendors, suppliers, and other stakeholders operating in outside the organization use external output. The external output is the type of technology that makes organizational data available to specific people who operate from out of the organization. It may include files of a company that is tailor-made to suit the needs of the varied category of external users (Kendal and Kendal 312). For example, clients may only have access to information such as available products that a company offers and their respective prices. They may also have an opportunity to place orders and pay only and nothing else. Suppliers may only have access to general organizational information and can only receive information concerning their supply activities. Therefore, external output has varied types of information aimed at helping different category of people. Thus, each output should be made to suit the needs of their intended users.

3. Some of the drawbacks of electronic and web based outputs include the fact that web based output may be made in a language that others cannot understand. For example, some people speak various languages and may end up availing the website in their formal language. The other problem is that some web designers create websites that are hard to navigate. When such situations occur, outside users, such as clients, may fail to get the information they are looking for and might migrate or decline from using the services provided by the firm. Some web and electronic based outputs do not provide a user-friendly interface to be utilized by their intended recipients.



Unfriendly user interfaces make it hard for people to find the information they are looking for.

The electronic output may be made in a way that makes it possible for the clients and other users to immediately award some levels of bias to them. For example, is system analyst using large graphs to represent information then the users may tend to think that it has some important information. On the other hand, system analyst usually used alphabetical letter when making electronic outputs. This present one level of bias to the users in that electronic output has a tendency of overemphasizing the letters A and B (Kendal and Kendal 297). When this happens, users usually take a long time looking for information for they have to skim through many letters before they get to the exact information they are looking for (Kendal and Kendal 324).

20. The first guideline for creating websites include structure - thus the web designer needs to effectively consider the structure of the website (Kendal and Kendal 313). They also need to come up with effective planning that makes it possible for them to come up with a website structure that serves the needs of the organization and their clients. The structure should also consider the goals and objective of the organization.

The other factor to consider is the content of the website. Thus, the web analyst must ensure that they create a website provides something for the users. For example, is the website if meant for selling the products of the organization, then they must ensure that they put all the necessary information that the clients might want to have.

The other objective is to have quality text on the website. It is important for the web designer to use effective words that have to mean to them. The other factor to consider using the most common types of graphic such as JPEG, GIF or PNG (Kendal and Kendal 313). They also need to ensure that the website is attractive to the clients and the users it is intended for in any company. Moreover, the website should provide the necessary information and make it easy



for users to navigate. The presentation style used for the website should also be considered as it acts in attracting many people to the site. Moreover, the web designers need to ensure that the use pictures, icons, images, and letters that are legible and attractive to the clients.

21. The seven ideas that web designers need to adopt in improving the presentation of a corporate website include the fact that the web designer must be able to differentiate between corporate objectives and the objectives of key stakeholders (Kendal and Kendal 317). The ability to differentiate the necessity of the two groups makes it possible for the designer to come up with a single website that serves the goals and objectives of the key stakeholders and corporate members.

The designers also need to serve as the voice of the customers to the client organization. The ability of the designer to put himself in the shoes of the clients makes it possible for him to understand what the clients would want the website to look like and even contain. As such, the designer will be able to create a website that meets the needs and desires of corporate clients.

The site maker also needs to understand the importance of visual page design to effectively display collaborative tool. This requires the designer to create a page that allows clients, employees, and stakeholder to contribute to corporate activities through liking their web page, making comments concerning business, and even making suggestions and recommendation that pertains to business activities within the corporation. The designer should not just stop at the completion of the corporate web.

However, they need to take part in the improvement and maintenance of the website. The upgrade of the web should take place as things keep changing in the company. They also need to be able to conform to modern webs and business activities. They must also aim to integrate other web technologies with the existing website to make it possible for the people



in the firm to be up to date with technological advancement in the web (Kendal and Kendal 318). Originality is an important factor that the web designer needs to have in mind. It is important for them to create a unique website for the corporation.

The web makers can achieve this by looking at the unique factors about the corporation and include them in their website, uniqueness is important because it makes the web to stand out among the rest and even increases traffic to the corporate site. Finally, the web designer also needs to choose a unique icon and an appropriate name for the website. The name also needs to reflect the objective and core values of the organization if possible.

22. The three clicks rule is the rule that allows the users to navigate from the current page they are viewing to the next by clicking the mouse three times (Kendal and Kendal 316). The rule is beneficial in moving from one page to the next when getting information on the website. The three clicks rule also make it possible for the user to switch from one page to the next and find information with ease.

## Chapter 9

- a. It is clear that users, like Norma, are used to the application of character-based user interface in their daily operations. Therefore, one interface that would be beneficial for HR is to apply the use of character user interface (CUI). This design will help Norma and those like her who prefer using CU because it makes it possible for them to interact easily with computer programs. Since she is in the order re-entry section, she needs to interact and make of various computer programs to serve the clients' rights. Therefore, such an employee will benefit greatly from using an interface that allows them to move from one program to the next. The case also shows that she is able to use this interface in solving even problems that seem unrealistic and difficult at any given time. Therefore, using CUI will allow Norma to perform such function



with ease. The other advantage of using CUI is that it allows the user to create programming scripts that allow them to run various programs at the same time.

Moreover, such an interface also provides an easy way of creating programs aimed at specific functions in the organization. Therefore, allowing Norma to use CUI will also make it possible for her to interact with and create programs meant for the different duties she is charged with (Dennis, Wixom, and Roth 310). Character-based user interface is important for Norma because she is able to come up with specific characters that denote specific programs and actions. Since she has not moved from the use of commands to use of icons and images, she will be better placed using the interface she is used to. On the same note, CUI allows the user to come up with various commands that provide room for easy navigation while at the same time performing other functions in the computer.

- b. A user like Cindy will greatly benefit from using an interface that applies the use of icons and buttons. An interface that as icons are important in helping people who are not used to working in the new organization to find programs with ease (Dennis, Wixom, and Roth 316). A user interface that used icons is one that conforms to the use of pictograms to represent various programs in a computer. Pictures are easy to memorize and are unique for every program. Therefore, using them make it easy for users like Cindy to navigate from one program to the next. Moreover, icons provide users with a less complex way of finding the programs they want to use. What a user interface with an icon is also important in helping the user to know what to use and how not to use the programme. Similarly, user interfaces that use icons also provide the users with a clean, presentable and attractive system and programs to work with thus making it possible for them to achieve high performance and do more with the computers they are using. At the same time, having an interface that has buttons is



also convenient in helping the users to navigate from one function to the next. They are also capable of communicating with others in a timely manner and hence solve various issues that might arise firm.

2. It is clear that many interface designers usually have a hard time choosing one method that they can use to evaluate their user interfaces. Therefore, one method that the designers in case two can use to evaluate the interface for their programs is to look at the functionality of the interface. It is important for designers to ensure that the interface they have designed works appropriately. They can decide to come up with a given type of software for evaluating the usability and functionality of the interface they have designed. On the other hand, they designers need to ensure that they do not have to rely on the use of an expensive product. However, they can assign two designers to find out some of the testing tools that fall within their budget and use it to evaluate the interface design. The other method that the designers can use to evaluate the effectiveness of their design is to evaluate it themselves. Since they have complained about the price and how expensive the functionality-testing tool proposed by one of their colleagues is, then they need to come up with their most appropriate method of evaluating the functionality of the interface. Alternatively, they can employ the use of a known interface designer who is an expert at testing the design to make possible for them to conduct the evaluation and analysis effectively. On the other hand, if they choose to use their method then they need to be honest and less biased in their procedures because he most important thing is to ensure that the user interface provides the functions for which it was designed and allow the organization to meet their goals and objectives.

## Chapter 8

1. System analysts are usually better placed in providing the user with the right information. They know and understand the needs of the users and can provide the



client with the right system to use for their different needs. If the analysts believe that it is not necessary that they provide source documents, then they must have discussed the need for source document with the client and found out that the client does not need them. However, it is usually important for system analysis to provide source documents to make it possible the client to make a decision on whether or not to use the source documents. It is important for system analyst to make their client understand that they need to use source documents for verification purposes. For example, if an organization requires a report to be printed for any use, then they will need to know the source of such a report. This stems from the fact that source documents are beneficial in the corroboration of the information being presented to the people in the organization.

On the other hand, using source document is also important in allowing the firm to ensure data security within the company. Moreover, having source documents provide the leaders with the ease of identifying the source of the information used in the organization. They are able to monitor the flow of such data from one point to the next in the firm. Should security issue arise, the source document will be beneficial in helping the leaders to know the origin of any information and if possible prosecute the people who leaked such data in the organization. Using source document is also beneficial in helping the people to trace the movement of input and put data in the firm. They can also be used in tracing any issues arising in the company and help in coming up with appropriate solutions to the problems in the firm. Source documents also help in improving the security

2. System analysts are the professional charged with the design of the given system than an organization need to utilize. Therefore, they should take their time to explain to the



users the benefits of using the system they have designed for them. This includes the fact that they need to educate users on the advantages and disadvantages of having too much data. It is true that some user may feel that the analysts are not giving them what they want.

However, it is important for the analyst to take the educational role and teach the users on the advantages of having limited data that they can easily. The analyst needs to educate the users and let them know how having small and manageable data is effective for them in their lines of duty. They also need to especially to the users that using large amounts of data is not the only sure way that they have been provided with the right information.

On the other hand, the system analysts who believe that users must be trained on the type of information to use and that some of them do not know where and how to obtain information are right to some extent.

Not all users know how to use systems, especially ones that have been newly designed. Therefore, analysts should play the role of educating the user on how to go about using the newly designed and existing system. On the other hand, the notion that listening to users will derail an analyst is not true. The users are the most important people to rely on when designing the information system.

Users know and understand the type of a system that works well for their organization. They also know the type of a system that they would like to adopt in their organization to make their work easy. Moreover, users are the people who understand the problems they have faced while using the current system or even when working without one.

An analyst should not state that users do not know what they want because it is the users who call the analysts to design the system in the first place. Users always know



when they want in a system and must be given a chance to work with the analyst as much as possible as long as they do not interfere with the jobs of the professionals.



## Works Cited

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