

## Section II

**60 marks**

**Attempt Questions 21–23**

**Allow about 1 hour and 50 minutes for this section**

Answer each question in a SEPARATE writing booklet. Extra writing booklets are available.

If you include diagrams in your answer, ensure that they are clearly labelled.

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	<b>Marks</b>
<b>Question 21</b> (20 marks) Use a SEPARATE writing booklet.	
(a) Identify TWO important project management techniques. For each technique you have identified, discuss its importance in ensuring the successful completion of a software development project.	<b>4</b>
(b) A particular software development project has serious implications for the working conditions of an organisation's employees. There will be job losses and significant changes in people's roles.  In this situation the employees may have negative feelings towards the project and could be quite obstructive as the project team tries to do its work.  Both management and the project team must consider this problem. Discuss TWO strategies that might be adopted.	<b>4</b>

**Question 21 continues on page 11**

## Question 21 (continued)

- (c) The ABC Motel is a small country motel that has recently been taken over by a large administration company, the XYZ Company. You are a systems analyst who has been employed by XYZ to review current operations at the ABC Motel with a view to upgrading and expanding its current computer system.

At present the ABC Motel has a small computer-based system (ABC Motel System) that handles the following:

- reservation of rooms;
- issuing of bills to guests;
- recording of payment; and
- issuing of receipts for payment.

The motel does not accept credit card payments, nor provide EFTPOS facilities. Payment is by cash or cheque only. All money taken is banked daily.

Each week a room occupancy report and a financial report are forwarded to the XYZ Company.

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| (i) Draw the context diagram for the existing ABC Motel System as described above.   | <b>3</b> |
| (ii) Draw a data flow diagram (DFD) showing the main processes of the existing ABC Motel System. This diagram should show any relevant data storage. | <b>5</b> |
| (iii) Explain how the motel employees might assist you in your review of the motel operations and the production of such data flow diagrams.         | <b>4</b> |

**End of Question 21**