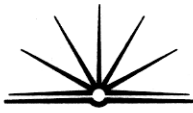


Question 2/

(a) A Gantt chart is an important project management technique.

The Gantt chart is a tool that is used in the scheduling of tasks and is essentially a method of time allocation. It assists in a successful project by ensuring that firstly the programmer identifies all the tasks to be undertaken ^(beforehand) and that these tasks are completed within time constraints.

Another important technique is the project diary. The project diary contains all the requirements as gleaned from the user (the needs, objectives and boundaries) as well as all technical documentation that is developed. It assists in a successful project by ensuring

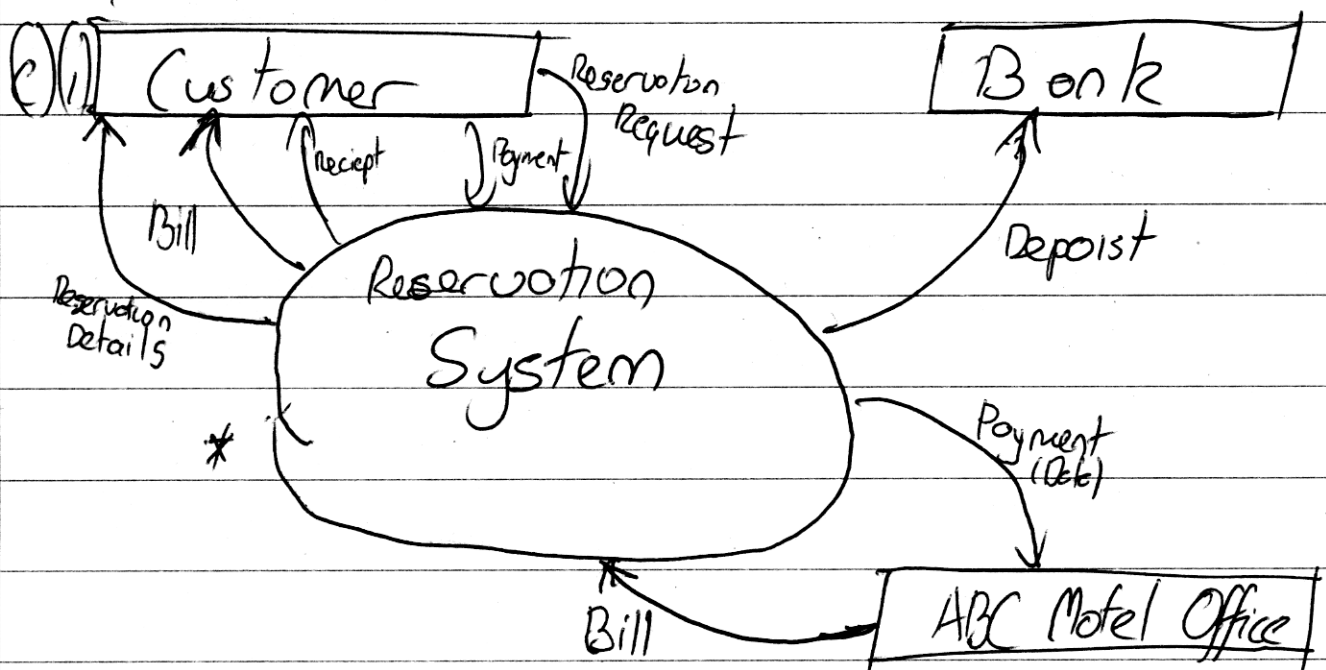


that all needs and design tools are created and recorded, and will eventually be available during maintenance.

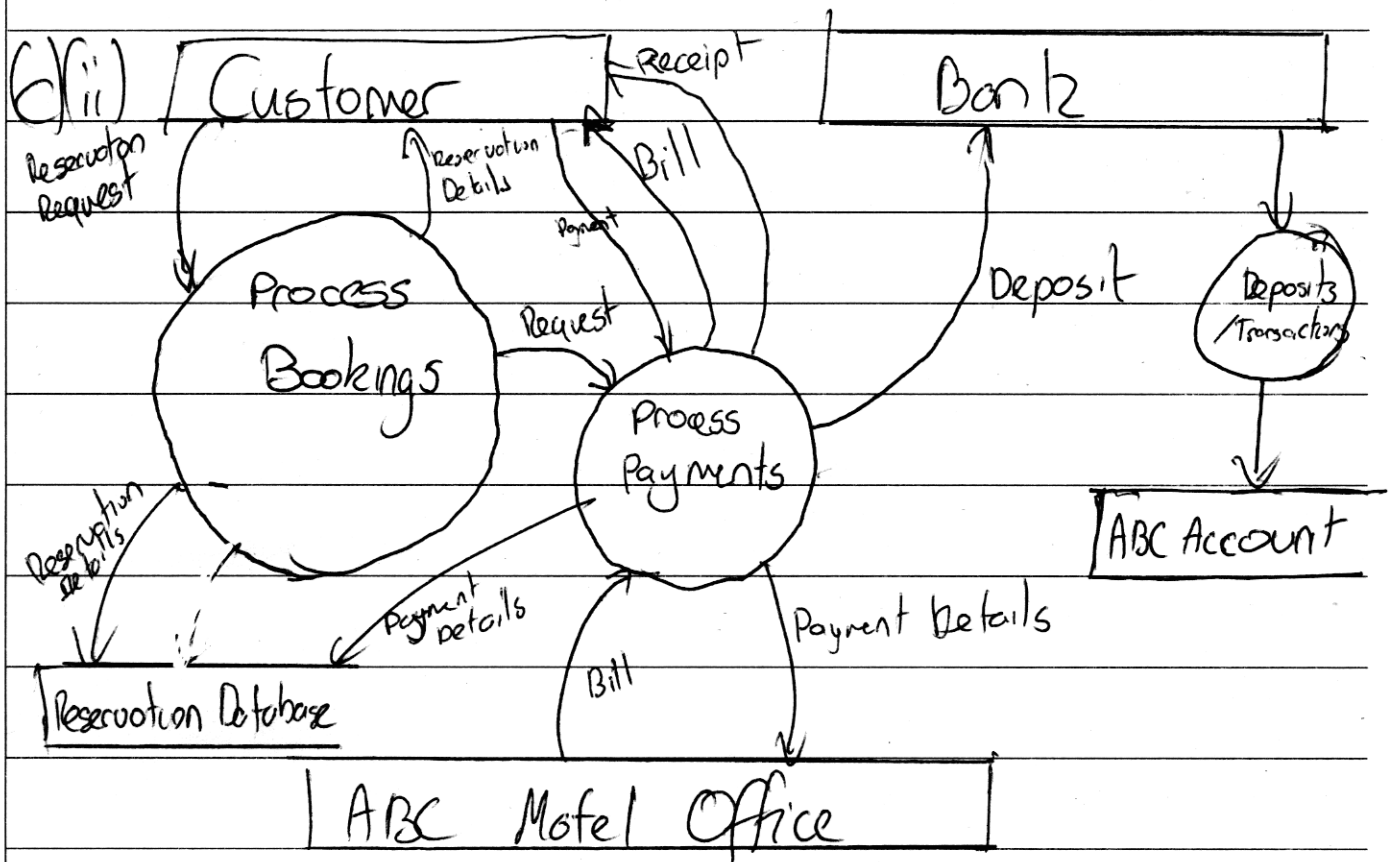
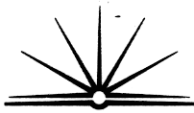
(b) The issue in this scenario is evidently the changing nature of work. As the likelihood of job losses is present this should be addressed. Training, during the implementation stage may prevent such job losses. Rather than replacing workers, they may be employed as the operators of the new system. In the case of inevitable job loss, or in the case of mis understandings about the new system, communication strategies could be utilised. This may involve a series of formal (questionnaire, interview, and measurement), and



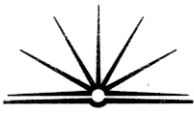
informal (meetings ect.) forms of communication targeted at clearing and reservations or misunderstandings that the employees may have as to the nature of the new system. By involving the employees in the needs and requirements definition it may help to further the project as well as further their understanding. (solving 2 problems?).



* this is meant to be a circle



(iii) The motel employees would assist in understanding the problem by providing the ^{defining} needs (a set of statements of the requirements), objectives (testable needs), and boundaries of the system. From these a set of processes and entities can be derived to produce the DFD's. This information is gleaned through formal meetings such as; interviews; where the ^{individual} employees are openly and closely questioned, and can't next book ...



Question 21 (Con't)

(iii) Questionnaires; where the employees are questioned on data processes as a whole. Informal communication would fill in subjective details (these may include lunch meetings or casual observations of the workers).