

QUESTION 21

(a) i: Punctuality: this is most important to ensure the customer is kept happy. If the customer is happy with the final product then there is a much greater chance they will come back for future programming tasks.

i: Maintenance: it is vital to offer customers continual help and maintenance to also keep them happy. Continual maintenance could result in ongoing business and satisfied clients.

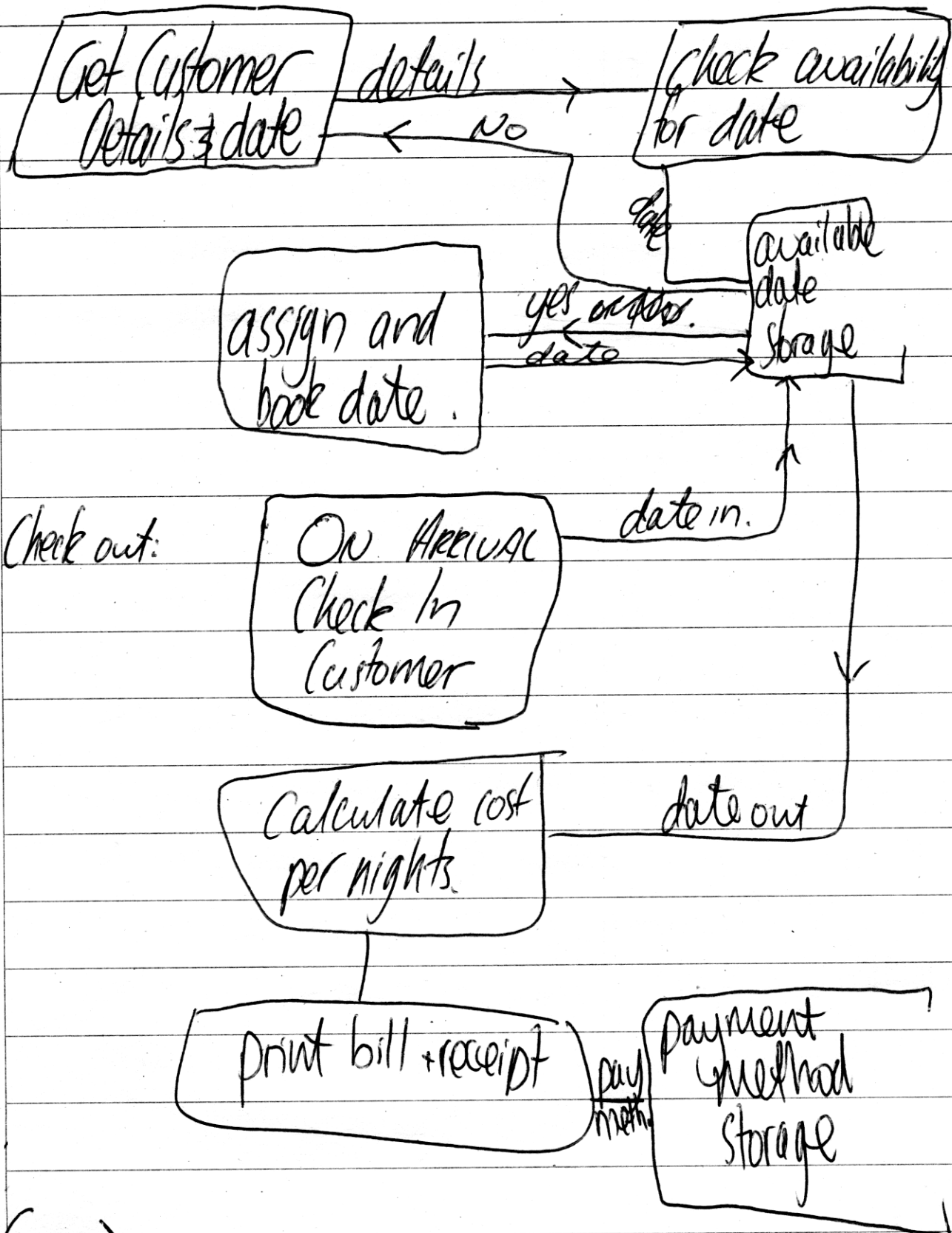
(b) i: The software development team could outline the good side of implementing the project outlining how much easier life would be with the introduction of computers.

ii - ~~They could~~ The team could avoid contact and ignore the input of those with derogatory comments from the clients, only work with enthusiastic ones and the manager. They could also help in ideas to reassign the employees with jobs relating to the new system.



(c) i-

Bookings.



(C) i - NEXT PAGE



(c)

CONTEXT DIAGRAM

Variable	Dimension
Booking date	date
Checkin date	date
Checkout date	date
Cost	currency
name	String
address	String
visa	String
eftpos	String
cash	String
cheque	String

iii - The motel employees could assist with construction data flow diagrams by sharing their broad knowledge of the current operation techniques for the motel. Also if changes were to be made they could input their preference as they are the end users who will be using the product.