Q21.

a. One project management technique is the use of a Gantt chart. A Gantt Chart allows the developing team to set out there various tasks over the given period of time. The tasks can overlap and the Gantt chart can be changed throughout the development process. The Gantt Chart allows the development team to see if they are within schedule.

Another project management technique is the use of a resource allocation table. A resource Allocation table allows the development team to ~~set out~~ organise where there ~~is~~ resources can used and when.

Both the ~~Gantt~~ Gantt chart ~~can be~~ and Resource Allocation table can be used ~~set out they set~~ together to see how the overall project is going. They
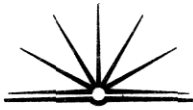
are very important in the success of
of development project as ~~they the~~ they
both show ~~to~~ how and when and ~~at~~
in which way the development will
accomplish its task

b. ~~~~ strategies that may be
adopted include:
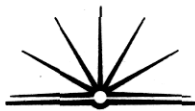• Management ~~training~~ re-training
staff to fill new jobs which
will be needed to be filled ~~in~~ by
the time the new solution ~~is~~ is implemented.
Management must ~~~~ ~~~~ bargain
new contracts with employees &
as roles ~~~~ on their contracts will
become obsolete.
• Another strategy that may be
~~~~ adopted is that management
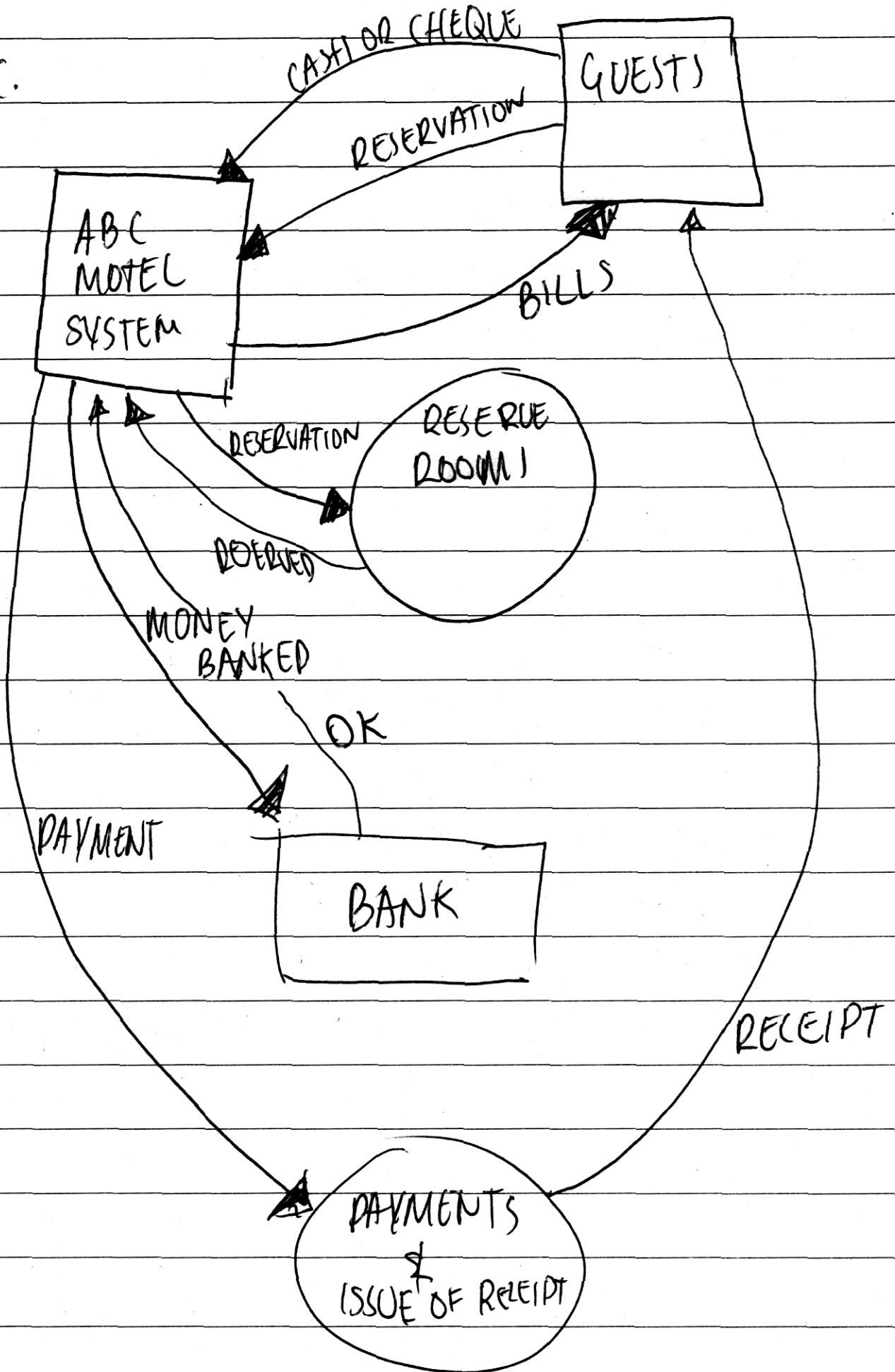select a handful of workers
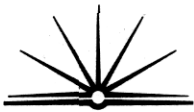who will still retain their jobs

after the implementation of
the new system to work alongside
the project team and help ~~them~~
them in ~~the~~ anyway, such as giving
them their own user perspectives.
• If there is going to be significant
job losses then the management and
project team may ~~to~~ create a
new alternative to the ~~the~~ software
implementation which will reduce
the number of job losses.

C.

A hand-drawn data flow diagram.

- **GUESTS** (external entity, top right)
- **ABC MOTEL SYSTEM** (process box, top left)
- **RESERVE ROOM 1** (process, circle)
- **BANK** (external entity, box)
- **PAYMENTS & ISSUE OF RECEIPT** (process, circle, bottom)

Data flows:
- CASH OR CHEQUE — GUESTS → ABC MOTEL SYSTEM
- RESERVATION — GUESTS → ABC MOTEL SYSTEM
- BILLS — ABC MOTEL SYSTEM → GUESTS
- RESERVATION — ABC MOTEL SYSTEM → RESERVE ROOM 1
- RESERVED — RESERVE ROOM 1 → ABC MOTEL SYSTEM
- MONEY BANKED → BANK
- OK — BANK → ABC MOTEL SYSTEM
- PAYMENT — ABC MOTEL SYSTEM → PAYMENTS & ISSUE OF RECEIPT
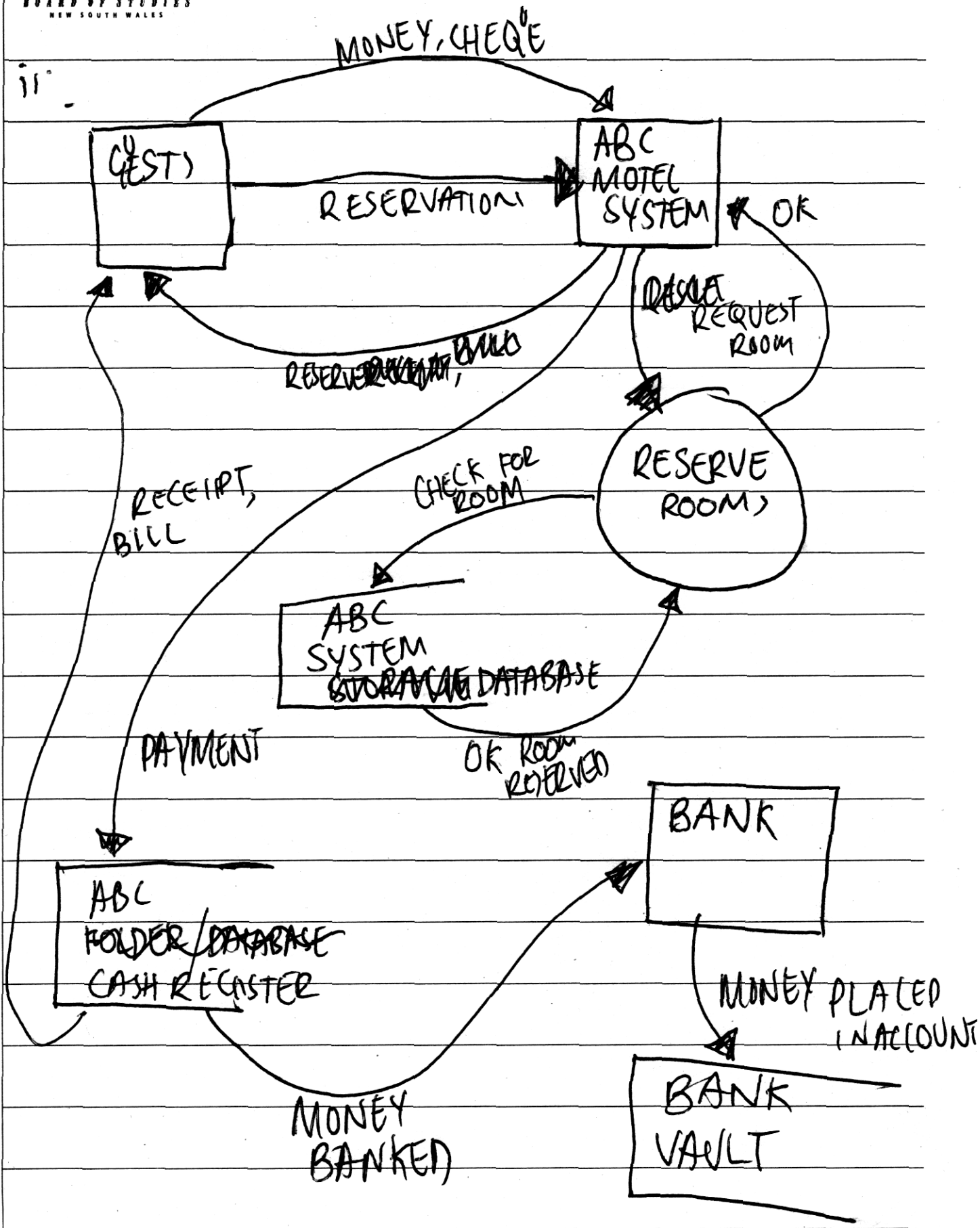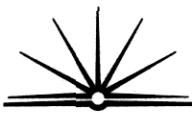- RECEIPT — PAYMENTS & ISSUE OF RECEIPT → GUESTS

iii. Motel employes can assist me in the review of motel operation, and production of DFD's by giving me an outline of how transactions take place daily in the ABC system. They should show me it working in real time. They should tell me what they find as inefficient parts of the system, what need to be added. I could either get this information from them by having a formal interview with them or making them do a questionaire.

Motel employes could show me exactly what they do manually and what they do online. They should also tell me the timing of events and when they occur,

ii.

MONEY, CHEQ'E

GUEST)

ABC
MOTEL
SYSTEM

RESERVATION

OK

RESERVE
REQUEST
ROOM

RESERVATION, BILL

RESERVE
ROOM)

CHECK FOR
ROOM

RECEIPT,
BILL

ABC
SYSTEM
STORAGE DATABASE

OK ROOM
RESERVED

PAYMENT

BANK

ABC
FOLDER/DATABASE
CASH REGISTER

MONEY PLACED
IN ACCOUNT

MONEY
BANKED)

BANK
VAULT

iii': CONTD.

such as BANKING.

They should tell me what parts of the ^{current} software do not perform, what need to be replaced and with what. ~~they~~

Finally they should tell me what parts of the system to keep, scrap, upgrade and include.

Motel emplo