21) a) Invove the users of the system to be developed by asking them through interviews and questioairs on what they want out of the new system. Without this involvement, the requirements for the system being developed will not be fully understood, therefore to know what the users want out of the new system; this would be an effective technique.

~~Design~~ Develop a code of conduct which team members should agree too. This is important when considering the social and ethical issues raised in the development of the new system. This document will allow the members of the team to know what is and what is not acceptable during development. Without this document, issues such a plagerism may arise.
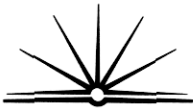
b) These problems have arisen from the issues related to the changing nature of work.

The retraining of the staff may make the staff who will stay on feel more comfortable with the new system. If they understand how the new system will work and feel confident with this they may not fear the change in the working conditions of the organisation.

The project team could undertake this by including the staff in the development of the new system.

People who do become redundant; the organisation could help to find new jobs. As they will know other companies in the same profession, they may be able to help in getting jobs for the people no-longer working at the organisation.
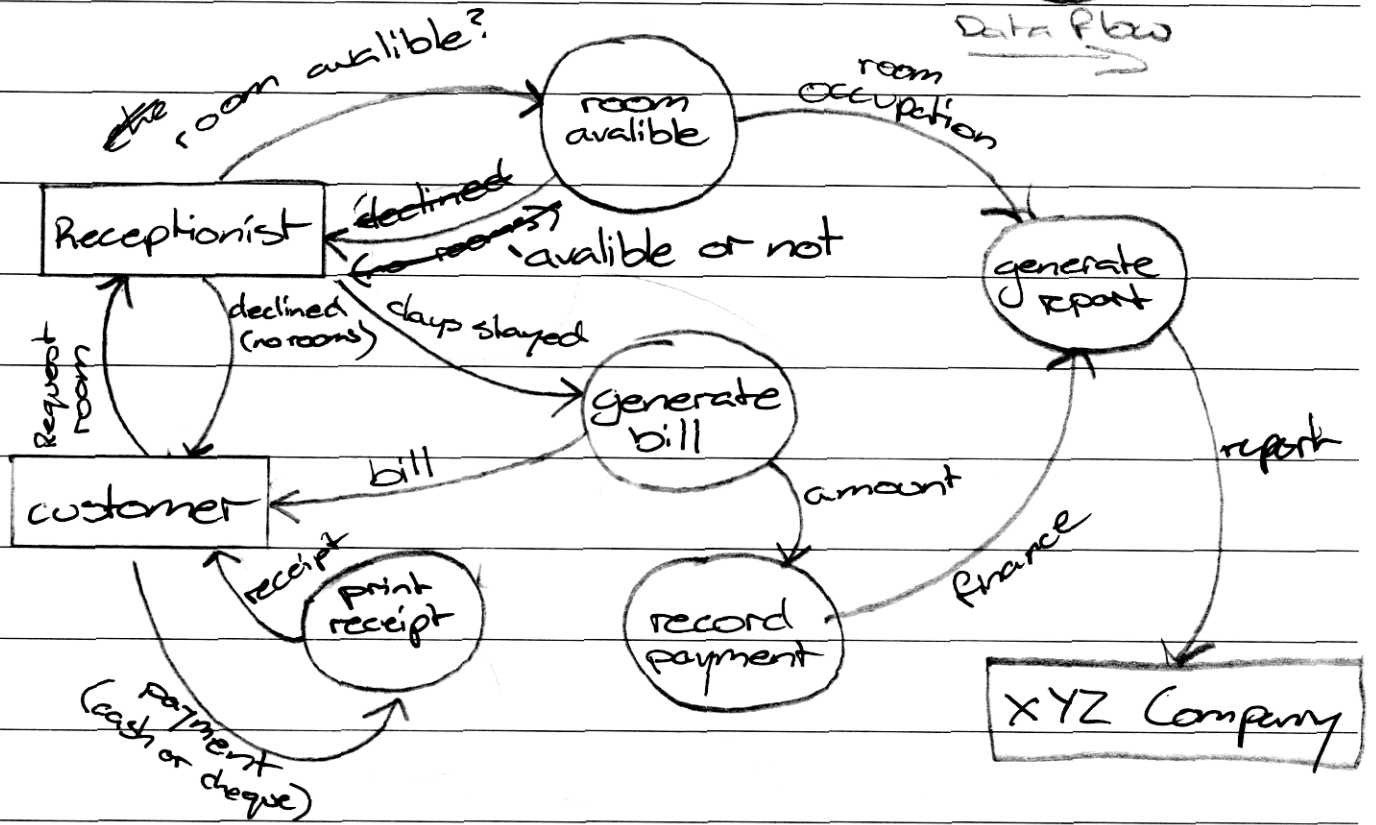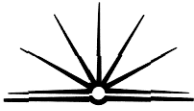
6) i.

external entity

Process

Data Flow

the room available?

room available

room occupation

declined (no rooms)

available or not

Receptionist

declined (no rooms)

days stayed

generate report

Request room

generate bill

amount

report

customer

bill

record payment

finance

receipt

print receipt

XYZ Company

payment (cash or cheque)

data store

ii.

Payments
generate receipt
calculate bill
amount
finance
XYZ company
Report generated
receipt
bill
payment
rooms charges
report
room occupancies
customer
availability
enter days stayed
request
amount paid
request room
rooms available
payment
receptionist
availability
Money banked
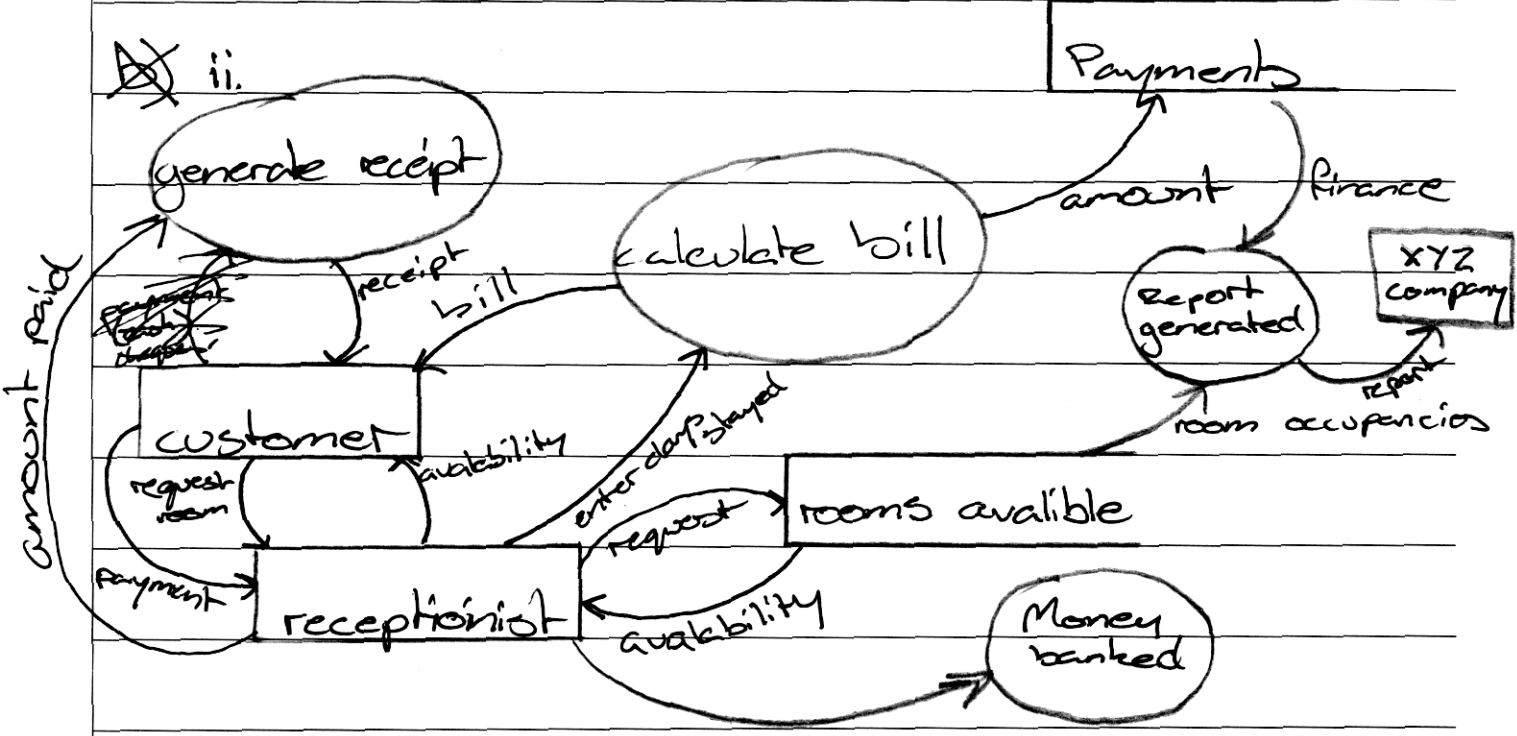
iii. As the motel employees have been using the system in place, they would therefore have a good understanding of it. This in turn, could be used to determine how the existing system operates through the use of interviews and other means of communication with the motel employees. This input would illustrate how personell and which personel interact with the system, therefore helping the development of the data flow diagrams.