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Question 21

21

(a) ~~Gaant~~ Gantt Charts

- Are used to distribute tasks between team members and to set time frames for certain tasks. They help to keep the project running on time. They also tell each team member when each of their tasks are due and ensures that each team member keeps up with dead lines. A a Gantt Chart is a graphical representation of the ~~project~~ project with horizontal bars denoting time frames

(b) Log Books / Progress Diaries

- Used to record the activities of each team member. The use of these help a project manager to assess a team member's ability to do their job, and make changes if necessary to ensure a successful completion of a project.

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(b) The project can make steps to ensure that the solution at hand involves the user as much as possible. If, ~~forums~~ for instance, the system is to reduce the employees' role to that of an observer that only steps in once a fault occurs, steps can be made to involve the user more and not make them feel as if they are only an observer and improve their pride in their work.

Another strategie would be conduct ~~two~~ interviews with the employees themselves, the people who will be using the new solution, with the development of the project. Their involvement will help allow the employees to give input to the new system and make suggestions. If the employees feel empowered with some choices concerning the new project, it will make them more accepting of the new system.

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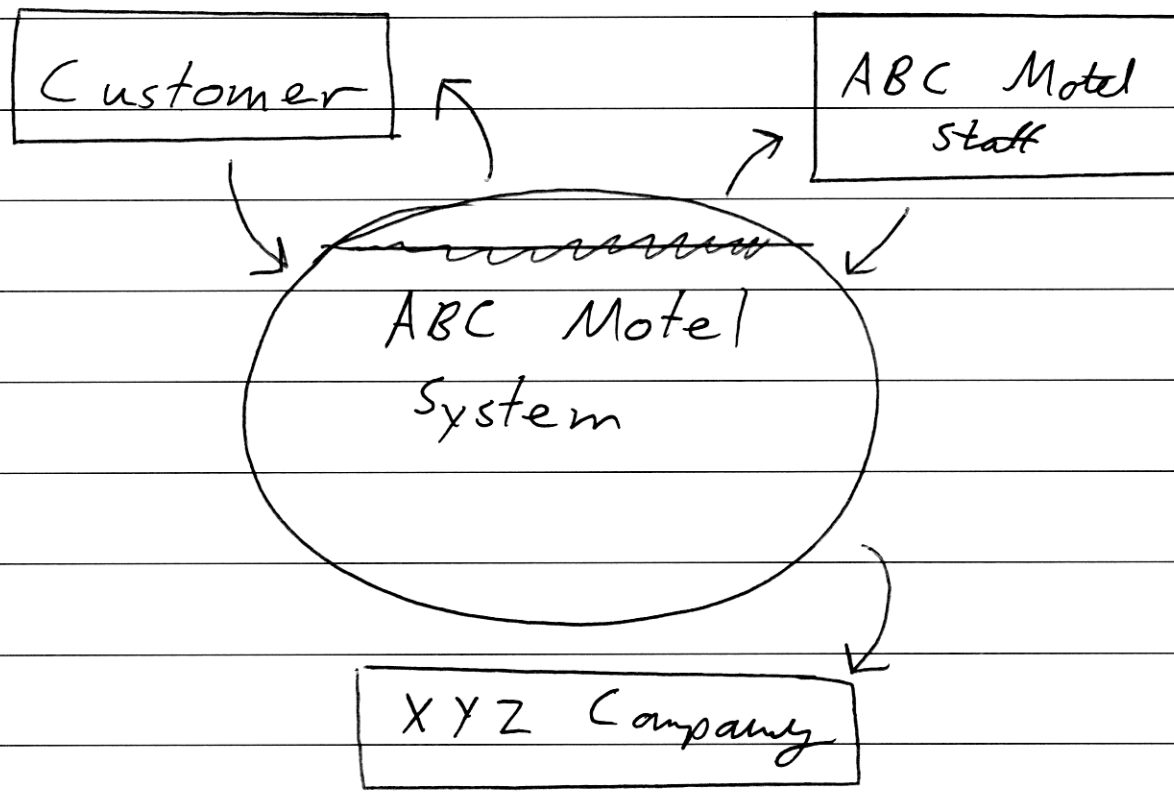
(c)

(i)



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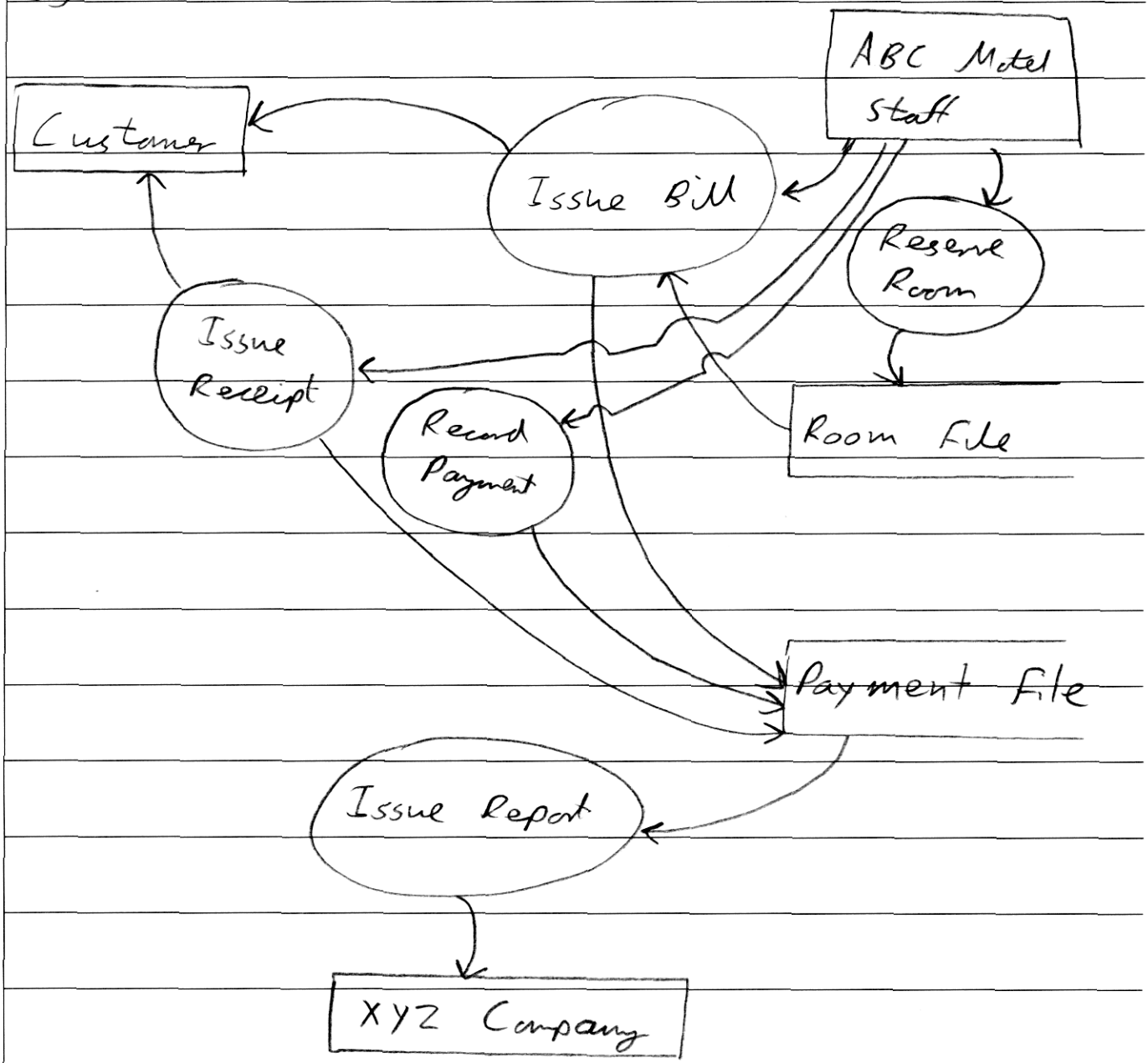
(ii)



(iii) By intervening motel employees, factors ~~concerning~~ concerning the operation of the motel, as well as areas in their opinion that need improvement

A lot often happens around an existing system that is not documented at all. By intervieining the motel employees, system ~~enough~~ analysts gain a broader picture of the system. This is provided by the actual users of the system who ~~use~~ use it day in day out. As the actual users have the most experience with the system, what they put into it and expect to get out of it, their perspective on motel operations as well as the operation of the system ~~only~~ helps the system analyst gain invaluable knowledge about the system.

Using such knowledge, the analyst will then be in a far better position to understand the inputs and ~~outputs~~ of expected outputs of the system, and thus will have a ~~clearer~~ clearer understanding of the system. With this, they will be able to more easily

produce a data flow diagram that very accurately represents the existing system.