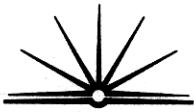




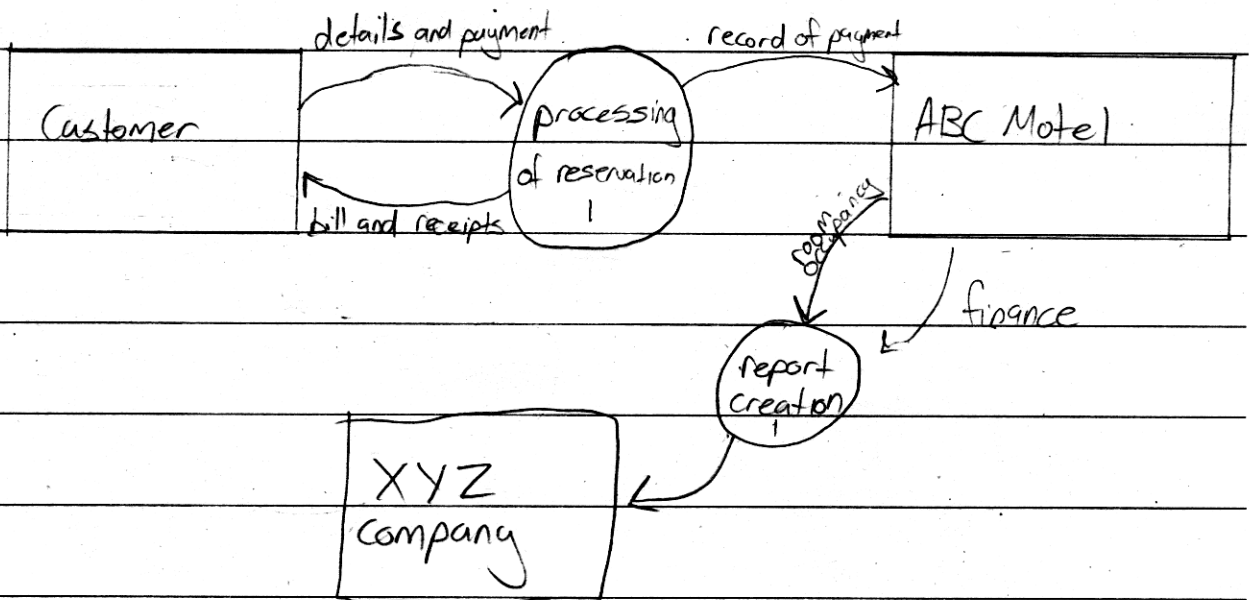
- a) • Time management through the use of ~~gantt~~ gantt charts, process diaries and other time management techniques, is important to keep the software development project on track of its schedule so that the software will be completed by the due date that ^{the} customer and developer has negotiated. ~~What~~ Without time management the project may fall largely behind schedule and the ~~so~~ customer may seek legal action.
- Documentation is one of the most critical management techniques since it allows multiple team members to program effectively and efficiently on the same project. It also allows for future development ^{and in less} to be undertaken with less problems ⁱⁿ time compared to poorly documented projects, since concepts forgotten can be easily revisited. Documentation may come in the form of a process diary, different charts and diagrams (IPO, system diagram, structured diagram etc.) User documentation etc...



b The inclusion of the employees in meetings concerning the development and design of the new system as well as the ongoing consultation by management and the project team with the employees will help ease their minds about the unknown aspects of the project. It will make the employees also feel empowered and part of the project. Hence creating positive notions for the project because they are a part of what could significantly change their jobs. The management could issue surveys to ask what concerns the employees have about the project and in their power, solve the concerns/problems. As well as including the employees in the whole process of the project, management and the project team could educate the employees so they understand what will be happening - ~~people always say~~ that it is always said that people who don't understand fear and refuse to be a part of the project. Hence education is an invaluable tool.

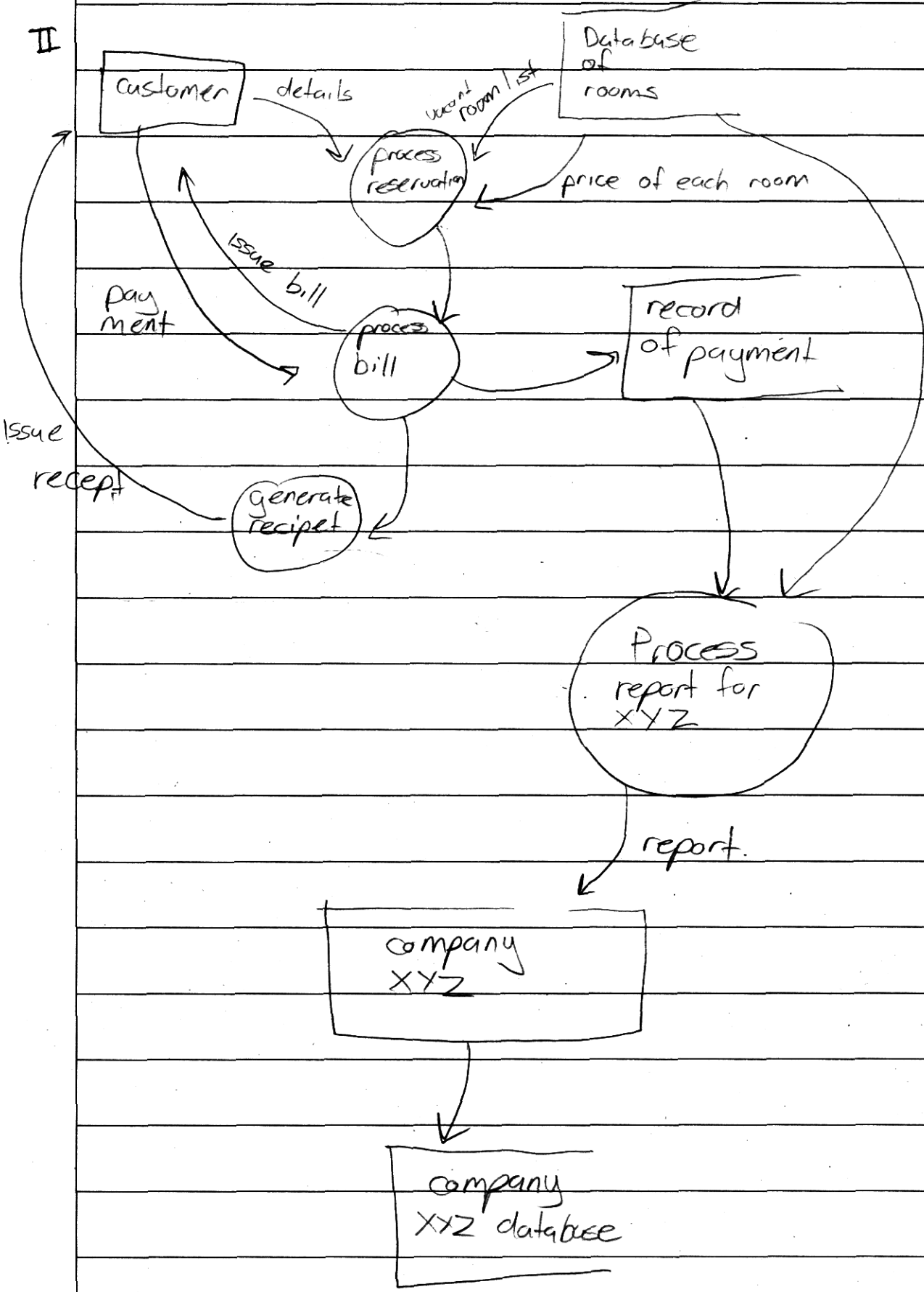


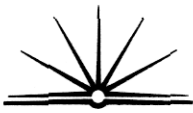
C
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II





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c) III

The motel employees would help the system analyst to familiarise themselves with the current workings of the processes involved in the current system. The employees could give advice on what works efficiently and effectively in the current system used by ABC Motel and any improvements that they think would be necessary. Receiving opinions from a range of employees would help to assess the over problems, and weaknesses and strengths since everyone has a slightly different opinion - the ability to determine what would be a high priority improvement or change and ones that are more cosmetic - don't hinder operation. Since the employees who are familiar with the workings have taught the system analyst he/she would then be able to confidently and successfully create the data flow diagrams and report.