

Software Development

1. Choose two software applications (e.g. netscape, amazon, word, etc.) and describe whether you think they meet the criteria for being good systems (see lecture notes). What improvements, if any, would you make?
2. Write down all the stakeholders you think are associated with an ambulance despatch system. (You will need to refer to chapter 1 of Maciaszek to find out his definition of a stakeholder.) What are the typical complaints these stakeholders may have about the system, assuming it performs poorly?
3. Grady Booch states that when developing a new software system, the main problem is in dealing with the “inherent complexity of software”. Describe four ways in which software is complex, giving examples.
4. In system planning what are the three management levels? What is the focus of decision making in each level? Consider the following scenario describing a particular application. Which management level is addressed by this application? Justify your answers.

A bank offers a wide range of financial products, including bank accounts, mortgages, loans, investments, etc. The management team decided to commission a new software system aimed at supporting staff in designing new financial products. For this purpose the system should be able to analyse the sales of the various existing products and identify particular patterns in customer preferences. These patterns could then be exploited when introducing new financial products.