



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY

END OF SEMESTER EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: DICT0123

COURSE TITLE: SYSTEMS ANALYSIS AND DESIGN

CAMPUS: ROYSAMBU

EXAM DATE: FRIDAY, 6TH DECEMBER 2024

TIME: 6:00PM-9:00PM

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer All questions in Section **A** and any other THREE questions in Section **B**.
- Write only your **student number** on the answer booklet provided.
- None programmable calculators permitted
- Calculators on phones, tablets and computers are NOT permitted in Theory Papers

Section A (Compulsory)

Question One

- a) Explain two different ways of involving users in a development project. Comment on any problems that might arise with each of these.

[2 Marks]

- b) Discuss the purpose of a feasibility report, and when in the system development life cycle it should be produced.

[4 Marks]

- c) During the design and development of a computerized information processing system, various types of documentation are produced. Describe any two types these documentations.

[4 Marks]

Section B (Answer any 3 Questions)

QUESTION TWO

- a) Analyze two characteristics of a system.

[4 Marks]

- b) A group meeting sometimes is suggested as a useful compromise between interviews and questionnaires. In such a group meeting, one system analyst meets with and asks questions from a number of users at one time. Discuss the advantages and disadvantages of such a group meeting.

[6 Marks]

QUESTION THREE

- a) Differentiate between verification and validation in software evaluation. Give an example of a technique that can be used for each.

[2 Marks]

- b) It is possible for systems analysis involved in the introduction of new or upgraded computer systems to encounter resentment and opposition from existing employees. This may take many forms from outright opposition to active hostility toward the new system during fact finding interviews.

- (i) Examine four reasons for employees to react in this manner. **[4 Marks]**

- (ii) Discuss four measures that can be taken by the systems analyst to alleviate this resistance. **[4 Marks]**

QUESTION FOUR

- a) Explain two types of systems. **[2 Marks]**
- b) Systems analysts use a variety of techniques to search for requirements. Describe two of these techniques and explain strengths and weaknesses they may have. **[4 Marks]**
- c) Examine four reasons why an organization would undertake a system upgrade project. **[4 Marks]**

QUESTION FIVE

- a) Describe two guidelines for selecting appropriate tools used in structured analysis. **[4 Marks]**
- b) Pan Africa Christian University intends to put in place a new Library Information System because of increased students' population. The University has consulted you for expert views and advises. Your expert advice to them is to outsource the Information System. Discuss the reasons for outsourcing and potential risks that might be encountered by the University while outsourcing. **[6 Marks]**

QUESTION SIX

- a) Explain any two importance of a system design. **[2 Marks]**
- b) Examine why user education is an important aspect of system development. **[4 Marks]**
- c) Distinguish between waterfall and prototyping models. **[4 Marks]**

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