

Solved Question Paper December 2013

System Analysis And Design

Explain : Cost Benefit Analysis(2marks)

Cost benefit analysis is done in economic feasibility. There are two types of costs associated with a project : the costs involved with development of the system and costs associated with operation and maintenance of the system.

System development cost can be estimated at the time of planning of the system and it should be refined in different phases of the project. Maintenance and operation costs are to be estimated before hand. These estimations are bound to changes as the requirements change during the development process. After the implementation, these costs may increase or decrease depending on the nature of the updates done to the system. System development cost is one time cost, but maintenance and operating costs are recurring costs. Different costs involve the following :

Cost of human resource : It includes the salaries of system analyst, software engineers, programmers, data entry operators, operational, and clerical staff. In short, it involves the amount going to be spent on the people involved.

Cost of infrastructure : This includes the cost of computers, cables, software etc.

Cost of training : Training on new technologies must be given to both the developing staff and operating staff. This must also be considered for calculating the cost of the system.

There are two components in economic feasibility : costs and benefits.

The cost includes tangible hardware, software costs, cost of human resources and some intangible costs. Tangible costs are saved by the system. Intangible costs are saved by the quality of the system. Application of the system should lead to efficiency. When the quality of system is high, then the effectiveness of the services provided by the organisations increase. Tangible benefits are those which can be quantified easily. They can be measured in terms of savings or profits. Intangible benefits are difficult to quantify. Intangible benefits include improving company goodwill, improving employee moral, better decision making etc.

4.a) Explain the difference between a structured interview and an unstructured interview ? When is each type of interview appropriately used ?(6marks)

Structured Interview	Unstructured Interview
Structured Interview is a type of personal interview, in which the questions are prepared in advance.	Unstructured Interview is a type of interview, in which the questions are not beforehand.
As the structured interview is a pre-planned and same set of questions are put to all the candidates, so the data collected is quantitative in nature.	Different questions are put to different candidates, and so qualitative data is collected.
In descriptive research, the structured interview is used to collect information, because it is relatively economical and the inferences can be drawn easily.	In exploratory research unstructured interview is used as the basic tool for collecting information.
Structured interview the questions are close-ended.	Unstructured interview the questions are open-ended
The characteristics evaluated are explicit	The characteristics evaluated are implicit