VCE INFORMATION TECHNOLOGY

**SOFTWARE DEVELOPMENT**

CHAPTER 4 – ANALYSIS TOOLS

**DATA FLOW DIAGRAMS**

**Darcy’s Computers**

Darcy run’s a business located in Chelsea selling, repairing and maintaining computer equipment and supplies.

**Customer Details**

When a customer rings Darcy’s initially the receptionist collects the customer’s details and saves these to the Customer\_File.

**Quotation**

If the customer requires a quote, the customer then speaks to the Sales department. The Sales department retrieves the customer’s details from the Customer\_File, and then the a list of the items required from the customer. The Sales department then use this information to prepare a quote. This quote is saved to the Quote\_File and a printed copy sent to the customer.

**Sales**

If the customer decides to accept the quote they then send an acceptance email to the Sales department. Once received the Sales department retrieve the quote details from the Quote\_File, and these items are then sent to the customer.

**Accounts**

After the order is sent the Sales department passes on the order details to the Accounts department, who prepare an invoice (requesting payment), a copy of the invoice is saved to the Accounts\_File while a printed copy is sent to the customer. When payment (by cheque) is received, by the Accounts department, the invoice is marked paid in the Accounts\_File.

**Required:**

**1.1 Complete** a Context Diagram for the above information system

**1.2 Complete** a Level 1 Data Flow Diagram for the information system