



Information Systems Unit 4 Outcome 2 2004

Name:

Zoom Merchandise was founded in 1979. The company distributes a range of competition merchandise for Formula One, Indy, Nascar, V8 Supercars, Street Machines and a few other automotive events. As part of the overhaul of their information system, Zoom will move from a catalogue/mail-based ordering system to a Web-based (on-line) ordering system. One of the main reasons for this is the growing interest from overseas customers, particularly in China and Brazil. Catalogues that have previously been available at the various meets around Australia, and posted to interested interstate and overseas customers will be phased out.

Question 1. List one project management tool that the Systems Analyst employed by Zoom might use, and explain how that tool might be used.

(2 marks)

Question 2. Identify two important technical hardware specifications of the Zoom **fileserver** and explain why these are important features.

Hardware specification 1 of the fileserver	Why this is important
Hardware specification 2 of the fileserver	Why this is important

(4 marks)

Question 3. Identify **two** important software functions of the **fileserver operating system** that will ensure that the customer data is securely stored. Explain why these are important functions.

Fileserver – operating system function 1	Why this is important
Fileserver – operating system function 2	Why this is important

(4marks)

Question 4. The Systems Analyst recommends that the company use an open source software package consisting of a PHP front end and MySQL back end. She says that such a system can be downloaded from the Internet and customized to suit the company's needs. List one advantage and one disadvantage of this option.

Advantage: _____

Disadvantage: _____

(4 marks)

Question 5. Given that Zoom will be operating in a global market, list two factors that the web site designer would need to consider.

(2 marks)

Question 6. Describe the key steps that will need to be taken when implementing the changeover to the new system

(5 marks)

Question 7. The Systems Analyst recommends implementing the new system through a phase-in method. What would be an advantage of using this method, and how might this work in the case of Zoom?

(3 marks)

Question 8. Describe the types of documentation that will be required to effectively use the new system.

(5 marks)

Question 9. Discuss two possible security issues that might arise with the new system, and how Zoom might address these issues.

Issue	How to address

(4 marks)

Question 10. Zoom's Head of Media is Jae McLachlan, who has a Bachelor of Marketing and Advertising. Her current job involves her managing all public relations, magazine advertising, and the coordination of the catalogue. How will her job change? What new skills will she need?

(4 marks)

Question 11. After a month of operation the newly employed web technical staff want to test the following aspects of the system.

- system performance
- the disaster recovery plan

They have proposed taking the system off line during a weekend. They intend to overload the system to deliberately crash it and then attempt a data recovery. Zoom's CEO, Loreena Wild, is very nervous about this proposal and has described it as unnecessary because 'Everything is working just fine . . . do not try to fix something that is not broken'.

a. Identify one aspect of system performance that this proposal will test.

b. Explain two important aspects of the disaster recovery plan that will be tested.

Aspect 1

Aspect 2

Question 11 continued

c. Do you agree with Loreena's comments? Justify your answer.

(5 marks)

Question 12. After a year of operation, Zoom wants to evaluate the success of the new system. They are undecided about how to approach this so they have asked the Systems Analyst for some advice. She has recommended involving management, customer-order processing staff, web technical staff and customers in the evaluation process.

a. i. Describe the data each type of person could provide.

ii. Describe how this data could be collected.

	Data provided	How data collected
Staff who process the on-line orders		
Customers		
Web technical staff		
Management		

(8 marks)

End of task