Seat No.: _____   Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA – SEMESTER –III-EXAMINATION – WINTER-2022

Subject Code: 4539252   **Date:31/01/2023**
Subject Name: Systems Analysis and Design
Time:10:30 AM to 1:30 PM   **Total Marks: 70**

Instructions:

1. **Attempt all questions.**
2. **Make suitable assumptions wherever necessary.**
3. Figures to the right indicate full marks.
4. **Use of simple calculators and non-programmable scientific calculators are permitted.**

Q.1		**Define following terms briefly:**	**14**

    (a) COCOMO
    (b) JAD
    (c) BPP
    (d) CASE
    (e) Value Chain
    (f) RFP
    (g) Disruptive technology

Q.2	**(a)**	Explain the different phases of SDLC and discuss what are the problems associated with traditional waterfall approach.	**07**
	(b)	What is "System Analyst (SA)"? Discuss skills & responsibilities of SA.	**07**

OR

	(b)	What do you mean by "DFD"? Explain Gane & Sarson's symbols for drawing DFD. Take any practical example & draw its Context & Level 0 DFD.	**07**

Q.3	**(a)**	What do you mean by "Prototype"? Explain various types of prototype in detail.	**07**
	(b)	What do you mean by decision table? Explain the steps in creating a decision table.	**07**

OR

Q.3	**(a)**	List down various methods of interacting with a system. Explain the common hardware devices for interacting with an information system.	**07**
	(b)	What are the different approaches to installation? Discuss how does an organization decide which approach to be used.	**07**

Q.4	**(a)**	Write down short note on: Balanced DFD vs. Unbalanced DFD	**07**
	(b)	What do you mean by "System"? Discuss "Real" system & "Distributed" system in detail.	**07**

OR

Q.4	**(a)**	Explain "Traditional" methods for determining System requirements.	**07**
	(b)	Discuss software testing in detail. What is acceptance testing and give your thoughts regarding why should this testing be done?	**07**

Q.5   **Discuss the given case study with answers of following questions.**

ABN Amro's Smart Move

ABN Amro the Netherlands' largest bank with a goal to be one of Europe's Top 5 banks underwent massive IT restructuring programs to consolidate their back off with a goal of saving $300 million per year. ABN had previously outsourced infrastructure and software maintenance and development, and hadn't been completely satisfied. With this round, the biggest change was that ABN Amro took a year to evaluate proposals and prepare, eventually choosing two vendors, IBM and Tata, with a mix of onshore and offshore delivery.

ABN felt that a two vendor strategy provided negotiating leverage. Additionally, the combination of onshore and offshore provided the right mix of business familiarity and technical expertise. Administration costs, obviously increase with two vendors, two sets of SLA's and contracts to manage.

ABN put significant effort into managing the employee transition approach, despite considerable staff cuts and transferring of employees to the vendor, ABN created a message that made sense for the retained IT organization. They would have a better career and more interesting work in the post outsourced organization. ABN has realized substantial cost savings.

Questions: **14**

(a) Evaluate case in terms of benefits those may be observed by ABN?
(b) If you were a manager of this firm how you can handle transition? Discuss.

OR

Q.5   **Questions:**   **14**

(a) What is an "Outsourcing"? Explain various types of outsourcing. Discuss what types are used in above given case study?
(b) What are the merits & demerits of doing outsourcing? Explain.

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