CONTENTS

Preface v

Chapter 1
Introduction to Systems Analysis and Design 1

Introduction 1
The Systems Development Life Cycle 2
  Planning 3
  Analysis 3
  Design 4
  Implementation 4
Systems Development Methodologies 5
  Structured Design 6
  Rapid Application Development (RAD) 8
  Agile Development 12
  Selecting the Appropriate Development Methodology 15
Typical Systems Analyst Roles and Skills 17
  Business Analyst 18
  Systems Analyst 18
  Infrastructure Analyst 18
  Change Management Analyst 19
  Project Manager 19
Basic Characteristics of Object-Oriented Systems 19
  Classes and Objects 19
  Methods and Messages 20
  Encapsulation and Information Hiding 20
  Inheritance 21
  Polymorphism and Dynamic Binding 22
Object-Oriented Systems Analysis and Design (OOSAD) 23
  Use-Case Driven 24
  Architecture-Centric 24
  Iterative and Incremental 24
  Benefits of Object-Oriented Systems Analysis and Design 25
The Unified Process 25
  Phases 26
  Workflows 28
  Extensions to the Unified Process 30

The Unified Modeling Language 34
applying the concepts at Patterson Superstore 36
Chapter Review 36

Chapter 2
Project Management 41

Introduction 41
Project Identification 43
  System Request 44
Feasibility Analysis 45
  Technical Feasibility 45
  Economic Feasibility 46
  Organizational Feasibility 51
Project Selection 53
Traditional Project Management Tools 54
  Work Breakdown Structures 55
  Gantt Chart 56
  Network Diagram 57
Project Effort Estimation 58
Creating and Managing the Workplan 63
  Evolutionary Work Breakdown Structures and Iterative Workplans 63
  Managing Scope 67
  Timeboxing 68
  Refining Estimates 69
  Managing Risk 70
Staffing the Project 71
  Characteristics of a Jelled Team 71
  Staffing Plan 73
  Motivation 75
  Handling Conflict 76
Environment and Infrastructure Management 76
  CASE Tools 77
  Standards 77
  Documentation 78
Applying the Concepts at Patterson Superstore 80
Chapter Review 80
PART ONE
ANALYSIS MODELING  85

Chapter 3
Requirements
Determination  86

Introduction  86
Requirements Determination  87
  Defining a Requirement  87
  Requirements Definition  89
  Determining Requirements  89
  Creating a Requirements Definition  91
  Real-World Problems with Requirements
    Determination  91
Requirements Analysis Strategies  92
  Problem Analysis  92
  Root Cause Analysis  92
  Duration Analysis  93
  Activity-Based Costing  94
  Informal Benchmarking  94
  Outcome Analysis  95
  Technology Analysis  95
  Activity Elimination  95
Requirements-Gathering Techniques  95
  Interviews  96
  Joint Application Development (JAD)  100
  Questionnaires  104
  Document Analysis  106
  Observation  108
  Selecting the Appropriate Techniques  108
Alternative Requirements Documentation
  Techniques  110
  Concept Maps  110
  User Stories  112
The System Proposal  113
Applying the Concepts at Patterson
  Superstore  114
Chapter Review  114

Chapter 4
Business Process and
Functional Modeling  119

Introduction  119
Business Process Identification with Use
  Cases and Use-Case Diagrams  121
  Elements of Use-Case Diagrams  121
  Identifying the Major Use Cases  126
  Creating a Use-Case Diagram  127
Business Process Modeling with Activity
  Diagrams  129
  Elements of an Activity Diagram  131
  Guidelines for Creating Activity
    Diagrams  136
  Creating Activity Diagrams  137
Business Process Documentation with Use
  Cases and Use-Case Descriptions  140
  Types of Use Cases  141
  Elements of a Use-Case Description  141
  Guidelines for Creating Use-Case
    Descriptions  145
  Creating Use Case Descriptions  146
Verifying and Validating the Business
  Processes and Functional Models  153
  Verification and Validation through
    Walkthroughs  153
  Functional Model Verification and
    Validation  154
Applying the Concepts at Patterson
  Superstore  157
Chapter Review  157

Chapter 5
Structural Modeling  163

Introduction  163
Structural Models  164
  Classes, Attributes, and
    Operations  164
  Relationships  165
Object Identification  166
  Textual Analysis  166
  Brainstorming  167
  Common Object Lists  169
  Patterns  169
CRC Cards  172
  Responsibilities and Collaborations  172
  Elements of a CRC Card  173
  Role-Playing CRC Cards with
    Use Cases  174
Class Diagrams  176
  Elements of a Class Diagram  176
  Simplifying Class Diagrams  184
  Object Diagrams  184
Creating Structural Models Using
  CRC Cards and Class Diagrams  185
  Campus Housing Example  187
  Library Example  187
Chapter 9
Data Management Layer Design  326

Introduction  326
Object Persistence Formats  327
Sequential and Random Access Files  327
Relational Databases  330
Object-Relational Databases  332
Object-Oriented Databases  332
NoSQL Data Stores  333
Selecting an Object Persistence Format  335
Mapping Problem Domain Objects to Object Persistence Formats  337
Mapping Problem Domain Objects to an OODBMS Format  338
Mapping Problem Domain Objects to an ORDBMS Format  341
Mapping Problem Domain Objects to a RDBMS Format  344
Optimizing RDBMS-Based Object Storage  346
Optimizing Storage Efficiency  347
Optimizing Data Access Speed  351
Estimating Data Storage Size  356
Designing Data Access and Manipulation Classes  357
Nonfunctional Requirements and Data Management Layer Design  360
Verifying and Validating the Data Management Layer  361
Applying the Concepts at Patterson Superstore  362
Chapter Review  362

Chapter 10
Human–Computer Interaction Layer Design  367

Introduction  367
Principles for User Interface Design  368
Layout  369
Content Awareness  369
Aesthetics  370
User Experience  371
Consistency  371
Minimizing User Effort  372
User Interface Design Process  372
Use Scenario Development  373
Navigation Structure Design  375
Interface Standards Design  376
Interface Design Prototyping  377
Interface Evaluation  380
Common Sense Approach to User Interface Design  382
Navigation Design  383
Basic Principles  383
Types of Navigation Controls  384
Messages  386
Navigation Design Documentation  387
Input Design  387
Basic Principles  387
Types of Inputs  390
Input Validation  391
Output Design  392
Basic Principles  392
Types of Outputs  394
Media  394
Mobile Computing and User Interface Design  395
Social Media and User Interface Design  398
Games, Multi-Dimensional Information Visualizations, and Immersive Environments  400
Games, Gamification, and User Interface Design  400
Multidimensional Information Visualization Design  402
User Interface Design and Immersive Environments  404
International and Cultural Issues and User Interface Design  406
Multilingual Requirements  406
Color  407
Cultural Differences  407
Nonfunctional Requirements And Human-Computer Interaction Layer Design  410
Applying The Concepts At Patterson Superstore  411
Chapter review  411
Chapter 11
Physical Architecture Layer Design 418

Introduction 418
Elements of the Physical Architecture Layer 419
  Architectural Components 419
  Server-Based Architectures 420
  Client-Based Architectures 420
  Client–Server Architectures 421
  Client–Server Tiers 422
  Selecting a Physical Architecture 424
Cloud Computing 426
Ubiquitous Computing and the Internet of Things 428
Green IT 431
Infrastructure Design 432
  Deployment Diagram 432
  Network Model 434
Hardware and System Software Specifications 438
Nonfunctional Requirements and Physical Architecture Layer Design 440
  Operational Requirements 441
  Performance Requirements 442
  Security Requirements 444
  Cultural and Political Requirements 447
  Synopsis 448
Verifying and Validating the Physical Architecture Layer 449
Applying the Concepts at Patterson Superstore 450
Chapter Review 450

PART THREE
CONSTRUCTION, INSTALLATION, AND OPERATIONS 455

Chapter 12
Construction 456

Introduction 456
Managing Programming 457
  Assigning Programmers 457
  Coordinating Activities 458
Managing the Schedule 458
Cultural Issues 460
DEVELOPING DOCUMENTATION 462
  Types of Documentation 463
  Designing Documentation Structure 463
  Writing Documentation Structure 465
  Identifying Navigation Terms 465
DESIGNING TESTS 467
  Testing and Object Orientation 468
  Test Planning 469
  Unit Tests 471
  Integration Tests 475
  System Tests 476
  Acceptance Tests 477
Applying the Concepts at Patterson Superstore 478
Chapter Review 478

Chapter 13
Installation and Operations 481

Introduction 481
Cultural Issues and Information Technology Adoption 483
Conversion 485
  Conversion Style 486
  Conversion Location 486
  Conversion Modules 487
  Selecting the Appropriate Conversion Strategy 488
Change Management 489
  Understanding Resistance to Change 490
  Revising Management Policies 491
  Assessing Costs and Benefits 492
  Motivating Adoption 493
  Enabling Adoption: Training 495
Post-Implementation Activities 497
  System Support 497
  System Maintenance 498
  Project Assessment 500
Applying the Concepts at Patterson Superstore 502
Chapter Review 502

Index 507