NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY

PRESCRIPTION: SR700 SYSTEM REVIEW & MAINTENANCE

AIM OF MODULE:	To enable students to be able to control the review and maintenance of an existing system.
CREDITS:	7
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	Pre 1996
PRESCRIPTION EXPIRY DATE:	Nov 2011

Level and Assessment Schedule

TOPICS	Highest Skill Level				Suggested Assessment Percentage
	R	C	A	P	
1. System Review				*	85
2. Change Management				*	15
					100

The student will:

1   SYSTEM REVIEW

C   1.1   Explain the reasons for post-implementation reviews and audits for:

-       system development
-       system operation

P   1.2   Given a fully developed system, prepare a post-implementation review report including as a minimum:

-       brief description of the system including its primary purpose
-       comparison of schedules showing planned versus actual, giving reasons
-       cost comparisons showing planned versus actual, giving reasons
-       problems encountered during the project, giving potential solutions
-       special concerns which should receive attention

P   1.3   Perform the tasks of the review team which should include:

-       user interviews
-       DP operations personnel interviews (data entry, control, operators and librarians)
-       examination of small project requests and maintenance requests affecting the system
-       interviews of programmers who have had responsibility for maintenance/modification since the system was implemented
-       analysis of production statistics
-       volume statistics
-       review of system documentation

P   1.4   Develop a checklist for a review team carrying out a routine periodic review of performance. This might include:

-       review objectives of the DP organisation and specifically the system under investigation
-       examine the internal organisation of the DP resources
-       review personnel selection
-       scrutinise philosophy and processes which made the system possible
-       examine the training programme of the organisation
-       review security

2   CHANGE MANAGEMENT

C   2.1   Describe a suitable hierarchy and procedure for the control, assessment, grading and implementation of approved changes, which might include:

- application support group
- work requests
- timing and sizing effort
- prioritisation
- management approval procedures

P   2.2   Prepare simple guidelines for version control and implementation of changes to:

- programs
- job control and operator's instructions
- documentation
- users' instructions