

# Investigating System Requirements



UNIVERSITY  
OF WOLLONGONG  
AUSTRALIA





# Outline

The New RMO CSMS Project

Systems Analysis Activities

What Are Requirements

Stakeholders



# Overview

- The previous weeks introduced the system development lifecycle (SDLC) and demonstrated its use for a small project
- This week expands Core Process 3 in the SDLC to cover a wider range of concepts, tools and techniques
- Core process 3: Discover and understand the details of the problem or need—is the main focus of systems analysis
- A larger Ridgeline Mountain Outfitters (RMO) project is introduced that will be used throughout the text to illustrate analysis and design



# Ridgeline Mountain Outfitters (RMO)

- RMO has an elaborate set of information systems that support operations and management
- Customer expectations, modern technological capabilities, and competitive pressures led RMO to believe it is time to upgrade support for sales and marketing
- A new Consolidated Sales and Marketing System (CSMS) was proposed
- This is a major project that grew out of the RMO strategic planning process



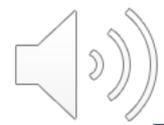
# The RMO IT Architectures

- **Technology architecture**—the set of computing hardware, network hardware and topology, and system software employed by the organisation
- **Application architecture**—the information systems (i.e., software applications) that support the organisation

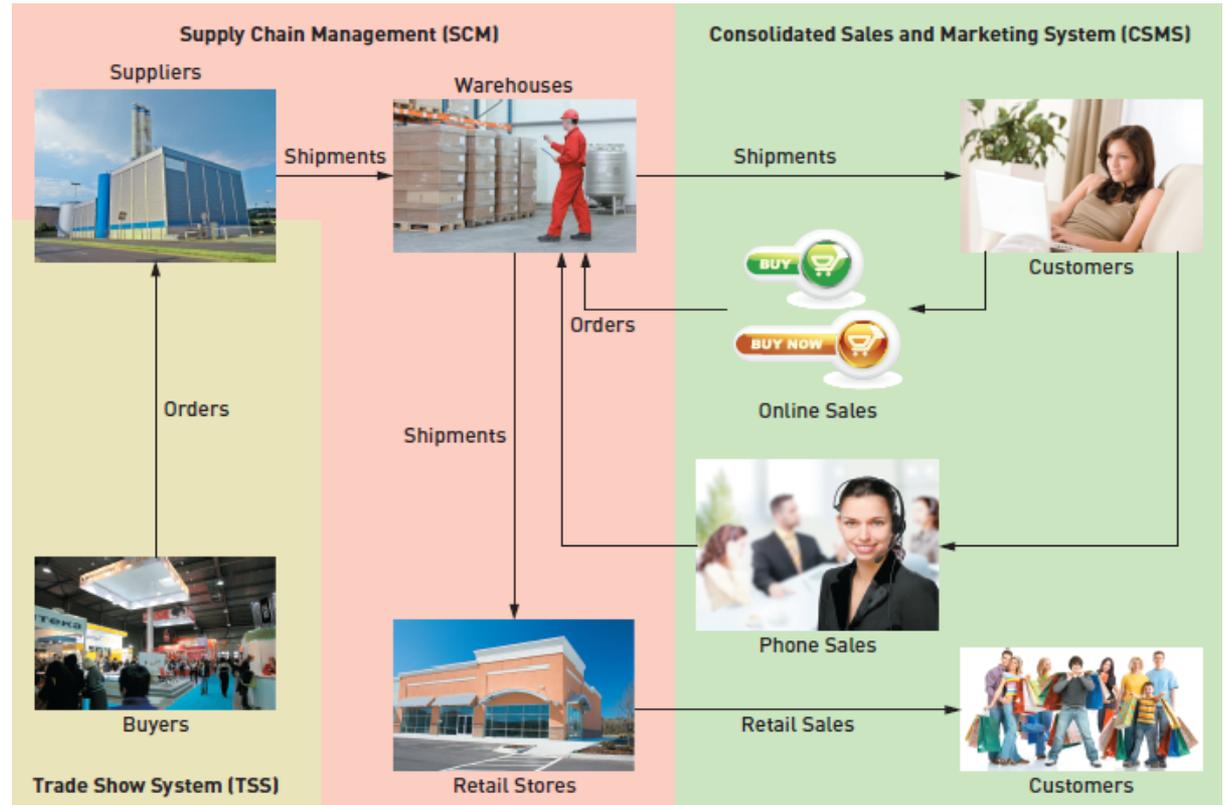


# RMO's Existing Application Architecture

- Supply Chain Management (SCM)
  - 5 years old; Java/Oracle
  - Tradeshow system will interface with SCM
- Phone/Mail Order System
  - 12 years old; Visual Studio/MS SQL
  - Reached capacity; minimal integration
- Retail Store System (RSS)
  - Older package solution; minimal integration
- Customer Support System (CSS)
  - Web based system; evolved over the years, minimal integration



# Proposed Application Architecture – Integrate SCM and New CSMS





# New Consolidated Sales and Marketing System (CSMS)

- Sales Subsystem
  - Integrates online, phone, and retail stores
- Order Fulfillment Subsystem
  - Track shipments, rate products and services
- Customer Account Subsystem
  - Shopping history, linkups, “mountain bucks” rewards
- Marketing Subsystem
  - Promotional packages, partner relationships, more complete merchandise information and reporting