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### Week One Individual Assignments

The system development life cycle (SDLC) was used in determining the type of problem tracking software to be acquired for Sierra College. The first part of the SDLC was the determination of the scope and objectives. The scope of the project was to keep track of computer problems at Sierra College and uses the data to find trends we are not currently aware of having. The feasibility report part of the SDLC was a verbal report and the report was we need this type of software because the current system is not working. The system analysis part of the SDLC was used to determine what the proper steps we needed in the application we select. What we wanted was software that gave us the ability to enter a work order and then have that work order sent to the technician for completion. Once the work order was completed the tracking software would send out a message to the user saying the work order has been completed. The system design in SDLC was to put the software and the database the software was to use all on to one server. The detailed design part of the SDLC is where we choose the software and we decide on Track-It. With the Track-It software we had to install SQL server onto the server the software was going to be loaded onto so to keep the database and the tracking software on one server. The implementation part of the SDLC was the most difficult part and the most simplest. There was no need for a new procedure to be created because the current procedures work. The next step in the SDLC was the change over. The change over we choose was to just start to use the new software and forget about the old way of doing problem tracking. The last step in the SDLC is evaluation and trouble tickets. The evaluation part is strait forward you get what you pay for. The trouble ticket part is simple as well, we have had a few problems but the patches from the manufacture have fixed most of the problems.