**Overview of IT Requirements for a System to Improve the Process at UMUC Haircuts**

For your Case Study Stage 1 assignment, you performed a Five Forces Analysis and justified Myra's chosen **strategy for competitive advantage** and the **business process** that she would like to improve through the application of technology.

For your Stage 2 assignment, you identified the **inputs, processing,** and **outputs** of Myra's selected **business** **process.** Those inputs, processing, and outputs form the functional (business) requirements for an IT system to improve the process.

In Stage 3, you will define the **IT requirements** by evaluating their applicability and importance in a new system to be implemented to improve the identified business process for UMUC Haircuts. The requirements that are identified as relevant to the business process will form the IT (technical) requirements for a system. I**n evaluating and selecting an IT system, both the functional (business) requirements and the IT requirements need to be considered. The areas that need to be considered in developing the IT requirements are listed below in the Table of IT Requirements. Depending on the specific process being improved and the data it uses, the areas listed will vary in both relevance and importance. For example, in a system to handle applications for Social Security, security and privacy are extremely important; but for a system to list what movies are being shown, privacy is not applicable at all. Your analysis must relate to the process Myra seeks to improve.**

**When both the functional (business) and technical (IT) requirements are identified, the system requirements are complete enough that you can then begin looking for a specific solution to meet the needs of UMUC Haircuts. Researching and finding an appropriate system to improve the process at UMUC Haircuts will be done in Stage 4.**

Analysis of IT Requirements:

• IT Requirement**: The areas to be considered are listed in the table. Be sure to research each term to ensure understanding as to whether and how it would apply to the UMUC Haircuts process being improved and the data it uses. A table of sources of the definitions of the requirements is provided below to assist you. Be sure you use a definition that applies to IT and this assignment, and not a generic definition of the term.**

• Rankings**: High/Medium/Low Importance or Relevance or Not Applicable (N/A):** You will rank each requirement as to how important or relevant it is to the process being improved and the data it uses. Each will be ranked as High, Medium or Low, or Not Applicable to the process and its data.

• Explanation of Ranking: **Using the definition of the term you researched and the ranking you selected, provide an explanation and tell how this requirement applies to the UMUC Haircuts process and the data it uses, or why it does not apply. All requirements must be ranked and a thorough explanation that demonstrates understanding of the topic must be provided. Please note that even N/A items require an explanation. A minimum of three good sentences should be used for each explanation.**

**The responses that you enter into the table for each requirement must be aligned to the specific business process to be improved and the data it uses, and must be appropriate to the UMUC Haircuts business. Be sure to** consider the type of data **(inputs and outputs – from Stage 2) that the system will handle as you determine the applicability and importance of each consideration. If a requirement is not relevant to the process, mark it "N/A." Remember to provide a thorough explanation for every item under consideration, including those marked N/A.**

Do not try to create a reason if there is none, but carefully analyze each requirement and determine whether it applies and how. Explanations must provide enough information to convey the reasoning behind the ranking and to demonstrate that you understand the requirement. **DO NOT** copy definitions into the table; use your own words to explain the terms.

**Example:** If the process to be improved is the method for customers to use to pay for their haircuts or salon visits, then for the requirement of Usability, the following might be entered. Note the thorough explanation of the ranking that demonstrates an understanding of usability.

**Requirement**

**High/Medium/Low Importance or Relevance or Not Applicable (N/A)**

**Explanation for Ranking**

Usability

Medium

Since the customers will use a system to make their payments, it must be easy to understand and easy to use.  It would be inappropriate to require any training for customers.  If it is too complicated, customers will not use it. In addition, front desk staff should be able to easily learn the system without extensive training.  That is an entry level job with frequent turnover.so having a system that is intuitive and easy to navigate is critical. It is ranked “Medium” because it is important for any customer who chooses to use the system to be able to do so quickly, easily and intuitively; however, it is not “High” since there are other methods of paying.

**Course Resources (for Weeks 1-5)**

**Where to find the definitions of IT Requirements**

**Usability**

The 7 Software “-ilities” You Need to Know (Week3)

**Maintainability**

The 7 Software “-ilities” You Need to Know (Week 3)

**Scalability**

The 7 Software “-ilities” You Need to Know (Week 3)

**Reliability/Availability**

The 7 Software “-ilities” You Need to Know (Week 3)

**Extensibility**

The 7 Software “-ilities” You Need to Know (Week 3)

**Portability**

The 7 Software “-ilities” You Need to Know (Week 3)

**Security**

The 7 Software “-ilities” You Need to Know (Week 3)

**Data Accuracy**

DoD Guidelines on Data Quality Management, p. 3 (Week 4)

**Data Completeness**

DoD Guidelines on Data Quality Management, p. 3 (Week 4)

**Authentication**

Chapter 6 (Week 4)

**Enterprise Systems (ERP, CRM, SCM)**

Chapter 3 (Week 3), various Week 5 readings

**Networks**

Chapter 5 (Week 3)

**Database**

Chapter 4 (Week 4)

**Data Warehouse**

Chapter 4 (Week 4)

**Data Mining**

Chapter 4 (Week 4)

**Business Intelligence**

Chapter 4 (Week 4)

**Decision Support System**

Chapter 7 (Week 1)

**Business-to-Business eCommerce**

Various readings (Week 2)

**Business-to-Consumer eCommerce**

Various readings (Week 2)

**Assignment: UMUC Haircuts Stage 3: Create a document that includes:**

• Introduction

At the top of your paper, show the generic strategy for competitive advantage that Myra selected and the business process she has chosen to improve (see the Stage 1 assignment), using the following format:

Generic Strategy for Competitive Advantage: xxxxxxx (just name the strategy)

Business Process to Be Improved: xxxxxxxxx (just name the process)

**• Table of IT Requirements**

• Copy the table below into your paper.

• Rank each requirement as High, Medium or Low in Importance/Relevance or Not Applicable (N/A) to a system to improve the process,

• Explain each ranking, as described in the table, including explanations for N/A.

• Definitions of the IT requirements are listed in Course Resources table above.

**IT Requirement**

**Importance/  
Relevance**

**High,  
Medium,  
Low, or**

**Not Applicable (N/A)**

**Explanation for Ranking**

(Write a minimum of 3 good sentences for each; both the process to be improved and the case study should be mentioned in each explanation; the data used in the process should be included in the explanation where applicable.)

1

Usability

2

Maintainability

3

Scalability

4

Reliability/ Availability

5

Extensibility

6

Portability

7

Security

8

Data Accuracy

9

Data Completeness

10

Authentication

11

Enterprise Systems (ERP, CRM, SCM)

12

Networks

13

Database

14

Data Warehouse

15

Data Mining

16

Business Intelligence

17

Decision Support System

18

Business-to-Business eCommerce

19

Business-to-Consumer eCommerce

**Formatting:**

For academic writing, the writer is expected to write in the third person. In third person, the writer avoids the pronouns I, we, my, and our. The third person is used to make the writing more objective by taking the individual, the “self,” out of the writing. This method is very helpful for academic writing, a form in which facts, not opinion, drive the tone of the text. Writing in the third person allows the writer to come across as unbiased and thus more informed.

• Submit one document that includes the Table of Requirements.

• Table entries should be single spaced.

• Use APA formatted citations and references for any external sources used.

• Include a title page, and a reference page if references are included.

• Compare your final work to the rubric to be sure you have met content and quality criteria.

• Submit your paper as a Word document, or a document that can be read in Word.

• Your submission should include **your last name first in the filename:**  **Lastname\_firstname\_Stage \_3**

**GRADING RUBRIC:**

**ISFM-300 Case Study, Stage 3 Rubric: IT Requirements**

Criteria

**90-100%**

**Far Above Standards**

**80-89%**

**Above Standards**

**70-79%**

**Meets Standards**

**60-69%**

**Below Standards**

**< 60%**

**Well Below Standards**

**Possible Points**

**High/**

**Medium/**

**Low or N/A Rankings**

**18-20 Points**

Rankings all demonstrate a strong understanding of course concepts, analysis and critical thinking; and are appropriate for the business in the case study and the process.

**16-17 Points**

Most rankings demonstrate an understanding of course concepts, analysis and critical thinking; and are appropriate for the business in the case study and the process.

**14-15 Points**

Rankings are designated and demonstrate a basic understanding of course concepts or analysis.

**12-13 Points**

Rankings are provided but selection may be lacking in demonstration of understanding of course concepts or analysis.

**0-11 Points**

Few, if any rankings provided or rankings are not appropriate for the process and/or the case study.

**20**

**Explanations for Rankings**

**54-60 Points**

Explanations are at least three good sentences which use course vocabulary to clearly and convincingly justify rankings; demonstrate a strong understanding of course concepts, analysis, and critical thinking; and are focused on the business in the case study and the process and its data.

**48-53 Points**

Explanations are at least three good sentences which use course vocabulary to clearly justify most rankings and demonstrate an understanding of course concepts, analysis, and critical thinking; and are focused on the business in the case study and the process and its data.

**42-47 Points**

Explanations are at least three good sentences that justify rankings and refer to the case study process and/or its data.

**36-41 Points**

Several explanations are less than three good sentences, and/or do not adequately justify rankings; may be lacking in demonstration of understanding of course concepts, analysis, and/or critical thinking; or are not focused on the business in the case study.

**0-35 Points**

Few, if any explanations are provided; explanations are incomplete or not compatible with rankings; or little effort demonstrated.

**60**

**Table Format**

**18-20 Points**

Information is professionally presented, clear and easily understood; is written in third person and uses course vocabulary, correct sentence structure, grammar, and spelling. Any references used are listed and cited using APA style.

**16-17 Points**

Information is presented well; is clear, and uses correct sentence structure; written in third person, and has few grammar, and spelling errors. Any references used are listed and cited using APA style.

**14-15 Points**

Information is presented with some grammar and/or spelling errors. Any references used are listed and cited using APA style.

**12-13 Points**

Information is not professionally presented, may not be clearly written, and/or contains several grammar and/or spelling errors, or errors in use of APA style for references/ citations.

**0-11 Points**

Information is extremely poorly written; has many grammar and/or spelling errors; and/or does not convey the information adequately.

**20**

**TOTAL Points Possible**

**100**