No. of Printed Pages : 3

CS-05

04271

PGDCA / MCA (I Year)

Term-End Examination

December, 2011

CS-05 : ELEMENTS OF SYSTEM ANALYSIS AND DESIGN

Time : 3 hours *Maximum Marks : 75*

Note : *Question number **1** is **compulsory**. Answer **any three** questions from the rest.*

---

1. (a) Draw 0 - level, 1 - level and 2 - level DFD's depicting various processes, data flow and data repositories for an Automobile servicing centre. Follow the appropriate conventions/ symbols. **7**

(b) What are the ways in which, a *Mobile stores (sales and service)* could benefit by computerizing all the activities of it ? Suggest the hardware and software requirements for that system. **8**

(c) "A dialogue tree maps the static and dynamic messages that take place between the computer and the user". Illustrate a dialogue tree with the help of a suitable example and explain. **8**

(d) Explain what kind of fact finding techniques would you use for deciding the design of a new application for a customer care centre of any electronic gadgets enterprise. 7

2. (a) List and explain any four sources for s/w project requests. 8

(b) "One of the most difficult tasks of systems analysis is developing a clear, in - depth understanding of the problem being investigated, without which it becomes impossible to specify the requirements for a new project with any accuracy". In context of the statement, explain the significance of *Defining a problem* and *evaluating it.* 7

3. (a) "Warnier - On diagrams show the beginning, processing and ending parts of the detailed logic quite explicitly". Supporting this statement, illustrate Warnier - On diagram with a relevant example. 8

(b) List and explain the factors to be considered for a good form design. 7

4. (a) Describe various types of files and their respective contents used in a project. 7

(b) List and explain the areas that would be covered in a formal review plan of a system. 8

5. Write short notes on *any three* of the following : **5x3=15**

(a) System Maintenance

(b) Training Methods

(c) Criteria for Vendor's Selection

(d) Conversion Methods (Any two)
