



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	School of Consumer Intelligence and Information Systems
DEPARTMENT	Applied Information Systems
CAMPUS(ES)	APB
MODULE NAME	Business Analysis 3A
MODULE CODE	BAY03A1
SEMESTER	First
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	Final Summative Assessment Opportunity June 2019

ASSESSMENT DATE	04 June 2019	SESSION	2
ASSESSOR(S)	Dr Elizabeth Mkoba		
MODERATOR(S)	Mr. Mandlakayise SJ Thabethe		
DURATION	3 hours (180 min)	TOTAL MARKS	100

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	5
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INFORMATION/INSTRUCTIONS:

- This is a closed-book assessment.
- There are 4 questions. **Answer ALL questions**
- Read the questions carefully and answer only what is required.
- Number your answers clearly and correctly as per the question paper.
- Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.

Please read the case study **carefully** and answer **all** the questions below the case study.

Case study: CAR RENTAL PROCESS

The process of hiring a car is not always the easiest; there are hundreds of companies on the market all vying for attention. These companies continue to offer various attractive incentives and services. For the consumer however, there are a number of different factors that should be involved when making a decision. The following car hire process shows how customers would embark on looking for that perfect car hire experience.

When trying to find a company there are three main options. It is worth remembering at this stage that the earlier the car to be hired is booked the cheaper the price will be. Another important piece of advice is for the customer to seek a range of quotes, and then consider the best value by comparing prices and services.

The first of the three options for customers is to go directly to a large multinational agency. This can be done by the customer him/herself, using the Internet; a phone book to lookup a number; or in person. The second option is to utilise the services of a car hire broker. This can result in a good price although information on the company being used can be limited. The final option is to wait until you arrive on the day you want to hire the car and then decide on a suitable car. This is by far the poorest option and could result in a far higher price.

Car hire companies offer a number of extras to the original rental agreement. One of these is additional drivers; it can be beneficial to add another driver if you are travelling a great distance, but this will however cost extra. Child seats are available from the majority of car hire companies. In Europe it is now illegal for a child under twelve not to have a special seat. When travelling in snowy areas it can be worth hiring some snow chains - not only will they make travelling safer but in some countries they are mandatory. One of the most important extras for the customer to buy is the excess waiver; fundamentally this will prevent you having to pay an astronomical excess should the vehicle be damaged. When collecting the hired car, it is important to have all of the relevant documentation with you. This includes both parts of your license; a copy of the rental contract; and in most cases a credit card. When actually picking up the vehicle it is vital to check it for damage and to report this before you leave to ensure that you are not stung with a repair bill on your return. Similarly, when returning the car, check it for damage once again, try to return the vehicle during working hours and check the car carefully to make sure that you haven't left anything behind.

By following this advice, it should be possible for customers to hire a car and have an enjoyable trip. With the right approach to finding an effective service and understanding what extras you require, a fun, entertaining and relaxing journey should be attainable.

QUESTION 1 (CASE STUDY QUESTIONS)

- 1.1 Draw a use case diagram for the car rental process as explained in the case above. Marks will be awarded for: (10)
- a) The use of <<includes>> and <<extends >>
 - b) Identification of the boundary
- 1.2 Generate a requirements list of at least **TEN** functional requirements and **TEN** non-functional requirements for a car rental company should it consider automating the car-rental process. (10)
- 1.3 Select one of these requirements (either **functional requirements** or **non-functional requirements**) and present it in the requirements catalogue given below. (8)

Requirements Catalogue		
Project ID:		
Project Name:		
Author:	Date:	Status:
Requirement ID		
Requirement Name		
Business area/ Domain		
Source		
Owner		
Type of Requirement		
Requirement Description		

Acceptance criteria	
Justification	
Additional Comments	

[28]**QUESTION 2**

- 2.1 What is the difference between traditional view of the organization and system view of the organization? (6)
- 2.2 Organizations or companies define performance levels. These levels help organizations to determine whether they make profit or loss, they are competitive in the market and they have business growth. Describe **three levels** of performance framework. (6)
- 2.3 Business processes are always dynamic due to competition in the market. Business Analyst is supposed to be aware of changes happening in the organization's business environment. Describe **five** drivers of business process change. (10)

[22]**QUESTION 3**

- 3.1 Describe **five** processes for requirements engineering and **motivate your answer** by **drawing a diagram** showing those five processes. (18)
- 3.2 Discuss at least **ten** problems with requirements that have been identified by studies of information system project failures. (10)

[28]**QUESTION 4**

- 4.1 Describe **four** types of requirements. (8)
- 4.2 There are multiple investigation techniques available to business analysts to gather requirements. Discuss **three** investigation techniques for gathering requirements. (6)
- 4.3 Use case diagrams have been used in modelling IT system functions. Explain **four** elements found in the use case diagram. (8)

[22]**Total: 100 Marks**
