



Sekolah Pendidikan Profesional dan
Pendidikan Berterusan
(SPACE)

FINAL EXAM / PEPERIKSAAN AKHIR
SEMESTER I – SESSION 2019 / 2020
PROGRAM KERJASAMA

COURSE CODE : DDWC 2453
KOD KURSUS

COURSE NAME : SYSTEM ANALYSIS AND DESIGN METHOD
NAMA KURSUS : KAEDAH ANALISA DAN REKABENTUK SISTEM

YEAR / PROGRAMME : 2 DDWC / DDWZ
TAHUN / PROGRAM

DURATION : 2 HOURS AND 30 MINUTES
TEMPOH

DATE : NOVEMBER 2019
TARIKH

INSTRUCTION :
ARAHAN

1. The question paper consists of 4 sections: A, B, C and D.
Kertas soalan terdiri daripada 4 bahagian: A, B, C dan D.
2. Answer **ALL** questions in the question paper.
*Jawab **SEMUA** soalan dalam kertas soalan.*
3. Candidates are required to follow.
Calon dikehendaki mematuhi semua arahan daripada penyelia peperiksaan.

(You are required to write your name and your lecturer's name on your answer script)
(Pelajar dikehendaki tuliskan nama dan nama pensyarah pada skrip jawapan)

NAME / NAMA PELAJAR	:
I.C NO. / NO. K/PENGENALAN	:
YEAR / COURSE TAHUN / KURSUS	:
COLLEGE KOLEJ	:
LECTURER'S NAME NAMA PENSYARAH	:

This examination paper consists of 15 pages including the cover
Kertas soalan ini mengandungi 15 muka surat termasuk kulit hadapan



PUSAT PROGRAM KERJASAMA

**PETIKAN DARIPADA PERATURAN AKADEMIK
ARAHAN AM - PENYELEWENGAN AKADEMIK**

1. SALAH LAKU SEMASA PEPERIKSAAN

1.1 Pelajar tidak boleh melakukan mana-mana salah laku peperiksaan seperti berikut :-

- 1.1.1 memberi dan/atau menerima dan/atau memiliki sebarang maklumat dalam bentuk elektronik, bercetak atau apa jua bentuk lain yang tidak dibenarkan semasa berlangsungnya peperiksaan sama ada di dalam atau di luar Dewan Peperiksaan melainkan dengan kebenaran Ketua Pengawas; atau
- 1.1.2 menggunakan maklumat yang diperolehi seperti di atas bagi tujuan menjawab soalan peperiksaan; atau
- 1.1.3 menipu atau cuba untuk menipu atau berkelakuan mengikut cara yang boleh ditafsirkan sebagai menipu semasa berlangsungnya peperiksaan; atau
- 1.1.4 lain-lain salah laku yang ditetapkan oleh Universiti (seperti membuat bising, mengganggu pelajar lain, mengganggu Pengawas menjalankan tugasnya).

2. HUKUMAN SALAH LAKU PEPERIKSAAN

2.1 Sekiranya pelajar didapati telah melakukan pelanggaran mana-mana peraturan peperiksaan ini, setelah diperakukan oleh Jawatankuasa Peperiksaan Fakulti dan disabitkan kesalahannya, Senat boleh mengambil tindakan dari mana-mana satu yang berikut :-

- 2.1.1 memberi markah SIFAR (0) bagi keseluruhan keputusan peperiksaan kursus yang berkenaan (termasuk kerja kursus); atau
- 2.1.2 memberi markah SIFAR (0) bagi semua kursus yang didaftarkan pada semester tersebut.

2.2 Jawatankuasa Akademik Fakulti boleh mencadangkan untuk diambil tindakan tatatertib mengikut peruntukan Akta Universiti dan Kolej Universiti, 1971, Kaedah-kaedah Universiti Teknologi Malaysia (Tatatertib Pelajar-pelajar), 1999 bergantung kepada tahap kesalahan yang dilakukan oleh pelajar.

2.3 Pelajar yang didapati melakukan kesalahan kali kedua akan diambil tindakan seperti di perkara 2.1.2 dan dicadang untuk diambil tindakan tatatertib mengikut peruntukan Akta Universiti dan Kolej Universiti, 1971, Kaedah-kaedah Universiti Teknologi Malaysia (Tatatertib Pelajar-pelajar), 1999.

SECTION A: TRUE/FALSE [10 MARKS]

BAHAGIAN A: BENAR/SALAH [10 MARKAH]

Instruction: Write your answer statement in the box given at page 4.

Arahan: Tulis pernyataan jawapan anda di dalam kotak pada muka surat 4.

1. Business information system is developed by people who are business oriented.
2. System analysis and design is a linear process for developing medium quality system.
3. System analyst needs to plan, develop and maintain information system.
4. Transaction processing system involve large amount of data and are mission critical systems.
5. The term business case refers to the reasons or justification for a proposal.
6. Main reasons for system projects is political factor.
7. Project management schedule and planning have similar attributes and meaning.
8. Most large companies use a system review committee to analyze systems requirement.
9. A successful project must be completed on time and within budget.
10. PERT Chart is called a bottom-up technique.



ANSWER SECTION / RUANGAN JAWAPAN

Answers for Section A [10M] <i>Jawapan untuk Bahagian A:</i>	
<i>Question / Soalan</i>	<i>Answer / Jawapan</i>
1	
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Answers for Section B [20M] <i>Jawapan untuk Bahagian B:</i>	
<i>Question / Soalan</i>	<i>Answer / Jawapan</i>
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SECTION B: OBJECTIVE [20 MARKS]

BAHAGIAN B: OBJEKTIF [20 MARKAH]

Instruction: Write the correct answer in the box given in page 4.

Arahan: Tuliskan jawapan yang paling tepat di dalam kotak di mukasurat 4.

1. Knowledge management system are called as following, **EXCEPT:**
*Sistem pengurusan pengetahuan dipanggil sebagai berikut, **KECUALI:***

- A) Expert Systems / *Sistem pintar*
- B) Decision Reasoning / *Penaakulan keputusan*
- C) Human Reasoning / *Penaakulan Manusia*
- D) Fuzzy Technique / *Teknik 'Fuzzy'*

2. A technology that improves productivity is called as:
Teknologi yang menambahbaik produktiviti dipanggil sebagai:

- A) User Productivity System / *Sistem produktiviti pengguna*
- B) User Interface System / *Sistem antaramuka pengguna*
- C) Productivity Inventory System / *Sistem inventori produk*
- D) Productivity Integration System / *Sistem produktiviti integriti*

3. The first step in evaluating feasibility is to identify and _____ system requests that are not feasible.
Langkah pertama di dalam menilai kebolehlaksanaan adalah mengenalpasti dan _____ permintaan sistem yang tidak boleh dilaksana.

- A) Selected / *Terpilih*
- B) Weed Out / *Menyingkirkan*
- C) Choose / *Memilih*
- D) Necessary / *Keperluan*

4. A popular technique for investigating causes and effects is called a _____.
Teknik terkenal untuk menyiasat punca dan kesan dipanggil sebagai _____.

- A) Fish and Bone Diagram / *Rajah ikan dan tulang*
- B) Ishikawa Diagram / *Rajah Ishikawa*
- C) Ishikowa Diagram / *Rajah Ishikowa*
- D) Ishkawa Diagram / *Rajah Ishkawa*

5. System Analyst skills includes analytical skills and _____ skills.
Kepakaran Juruanalisa sistem termasuk kemahiran analitikal dan kemahiran _____.

- A) Interpersonal / *'Interpersonal'*
- B) User friendly / *Mesra pengguna*
- C) Developer / *Pembangun*
- D) Analysis / *Analisa*

6. Project Manager will do as follows, **EXCEPT:**
*Pengurus projek melakukan kerja berikut, **KECUALI:***

- A) Maintaining / *Penyelenggaraan*
- B) Scheduling / *Penjadualan*
- C) Planning / *Perancangan*
- D) Controlling / *Pengawalan*

7. Critical path is to calculate the _____.
Laluan kritikal adalah untuk mengira _____.

- A) Project due time / *Masa tamat projek*
- B) Complexity time / *Masa kerumitan*
- C) Busy time / *Masa sibuk*
- D) Slack time / *Masa lengah*

8. _____ have a vital stake in an information system and they should participate fully.
_____ mempunyai kepentingan di dalam sistem maklumat dan mereka perlu mengambil bahagian sepenuhnya.

- A) System Analyst / *Juruanalisa sistem*
- B) Administrator / *Pentadbir*
- C) User / *Pengguna*
- D) IT person / *Orang IT*

9. DFD's provides a _____ model that shows what the system does.
DFD's menyediakan model _____ yang menunjukkan yang sistem lakukan.

- A) Physical / *Fizikal*
- B) Entity / *Entiti*
- C) Logical / *Logikal*
- D) Process / *Proses*

10. Data flow symbol represents _____ data items.
Simbol aliran data menunjukkan _____ item data.

- A) More / *Lebih*
- B) One only / *Hanya satu*
- C) Zero to one only / *Kosong kepada satu sahaja*
- D) One or more / *Satu atau lebih*

SECTION C: STRUCTURE [40 MARKS]
BAHAGIAN C: STRUKTUR [40 MARKAH]

Instruction: Write your answers in the spaces provided in this questions paper.

Arahan: Tuliskan jawapan di ruang yang disediakan di dalam kertas soalan ini.

QUESTION 1 / SOALAN 1

- a) Briefly explain TOES in feasibility study. [4M]

Terangkan secara ringkas TOES di dalam kajian kebolehlaksanaan.

Answers / Jawapan:

- b) Briefly explain how feasibility study was done in system planning. [3M]

Terangkan secara ringkas bagaimana kajian kebolehlaksanaan dijalankan di dalam pelan sistem.

Answers / Jawapan:

- c) List THREE (3) key steps in project planning? [3M]

Senaraikan TIGA (3) kunci langkah-langkah di dalam pelan projek.

Answers / Jawapan:

- d) Draw and differentiate between Gane and Sarson Symbols and Yourdon Symbols: [8M]

Lukiskan dan bezakan diantara Simbol Gane dan Sarson dan Simbol Yourdon.

Answers / Jawapan:

Gane & Sarson Symbols / Simbol Gane dan Sarson	Yourdon Symbols / Simbol Yourdon

c) What is DBMS? Briefly describe the components of a DBMS.

[4M]

Apakah DBMS? Terangkan secara ringkas komponen-komponen DBMS.

Answers / Jawapan:

QUESTION 3 / SOALAN 3

a) Based on the scenario below, answer the following questions:

Berdasarkan senario di bawah, jawab soalan-soalan:

A new online learning system was introduced in your College for Diploma studies, known as Blackboard Online Learning Application. However, to cater the training needs of 120 students, 20 lecturers, 4 Diploma Program, your College needs to provide a suitable System Changeover method for the right implementation strategies and training.

Sistem pembelajaran atas talian yang baru telah diperkenalkan di Kolej anda untuk pembelajaran Diploma, dikenali sebagai Aplikasi Pembelajaran Atas Talian Blackboard. Namun, untuk memenuhi keperluan latihan kepada 120 pelajar, 20 pensyarah dan juga 4 Program Diploma, Kolej anda memerlukan kaedah sistem changeover untuk memastikan strategi implementasi dan latihan adalah sesuai.

i. What is the suitable system changeover method for the case study above? Describe briefly about the method you choose. [3M]

Apakah kaedah sistem changeover yang sesuai untuk kajian kes di atas? Jelaskan secara ringkas kaedah yang anda pilih.

Answers / Jawapan:

ii. Briefly explain how the system changeover you choose will be suitable for 120 students, 20 lecturers and 4 Diploma Program in your College. [3M]

Jelaskan secara ringkas bagaimana kaedah sistem changeover yang anda pilih amat sesuai bagi membantu 120 pelajar, 20 pensyarah bagi 4 program Diploma di Kolej anda.

Answers / Jawapan:

SECTION D: 2 QUESTIONS [30 MARKS]

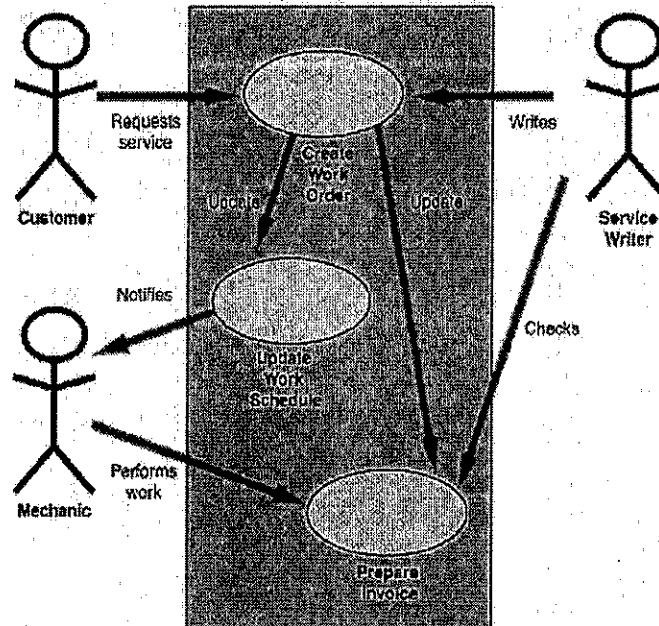
BAHAGIAN D: 2 SOALAN [30 MARKAH]

Answer all questions in the space provided. / Jawab semua soalan di ruang yang telah disediakan.

QUESTION 1 / SOALAN 1

Answer all the questions based on the scenario case below:

Jawab semua soalan berdasarkan kes senario di bawah:



Use Case Diagram: Auto Service Department / Rajah Use Case: Jabatan Servis Auto

- a) Create DFD Context Diagram using Gane and Sarson method based on the above use case diagram. [6M]

Binakan Rajah Konteks DFD menggunakan kaedah Gane dan Sarson berdasarkan rajah use case di atas.

- b) Name two attributes that you can use to define a process in the DFD Context Diagram of auto service department. [2M]

Namakan dua atribut yang anda boleh guna untuk mengenalpasti proses di dalam Rajah Konteks DFD jabatan servis auto.

- c) Name two attributes that you can use to define an entity in the DFD Context Diagram of auto service department. [2M]

Namakan dua atribut yang anda boleh guna untuk mengenalpasti entiti di dalam Rajah Konteks DFD jabatan servis auto.

Answers / Jawapan:

Answers / Jawapan:

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QUESTION 2 / SOALAN 2

Question:

Refer to the table Work Break Down Structure (WBS) below, identify the start date and end date in the Table. Assume the Develop Plan Task start at **1 July 2019** (Please refer to the Calendar at the Appendix – Page 17). Assume there's **NO** Public Holiday occurred and weekend (Saturday and Sunday) is **NOT A WORKING** days.

Rujuk Jadual 1 Jadual Struktur Pecahan Kerja (WBS) di bawah, kenalpasti tarikh mula dan tarikh akhir dalam jadual. Anggapkan Tugas Pelan Pembangunan bermula pada **1 Julai 2019** (Sila rujuk Kalendar 2019 di Apendiks – Mukasurat 17). Anggap **TIADA** Cuti Umum berlaku pada tahun 2019 dan hujung minggu (Sabtu dan Ahad) adalah hari **TIDAK BEKERJA**.

- Identify start date and end date (Answer in Table 1 below) [6M]
Kenal pasti tarikh mula dan tamat tarikh (Jawab di Jadual 1 di bawah)
- Create Pert Chart [10M]
Binakan Carta Pert
- Calculate Critical Path [4M]
Kira Laluan Kritikal

Task No.	Description	Durations (Days)	Predecessor Tasks	Start Date	End Date
1	Develop Plan	1	-		
2	Assign Task	4	1		
3	Obtain Hardware	10	1		
4	Programming	25	2		
5	Install Hardware	5	3		
6	Program Test	20	4		
7	Write User Manual	10	5		
8	Convert Files	10	5		
9	System Test	15	6		
10	User Training	10	7, 8		
11	User Test	15	9, 10		

Table 1: Work Break Down Structure Schedule / Jadual 1: Jadual Struktur Pecahan Kerja

Answer/Jawapan:

Answer/Jawapan:



Answer/Jawapan:



APPENDIX: CALENDAR 2019

Calendar for Year 2019 (Malaysia)

<p>January</p> <table border="1"> <thead> <tr> <th>Mo</th> <th>Tu</th> <th>We</th> <th>Th</th> <th>Fr</th> <th>Sa</th> <th>Su</th> </tr> </thead> <tbody> <tr> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> </tr> <tr> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> <td>12</td> <td>13</td> </tr> <tr> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> <td>19</td> <td>20</td> </tr> <tr> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> </tr> <tr> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="7">6 ○ 14 ○ 21 ○ 28 ○</td> </tr> </tbody> </table>	Mo	Tu	We	Th	Fr	Sa	Su		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				6 ○ 14 ○ 21 ○ 28 ○							<p>February</p> <table border="1"> <thead> <tr> <th>Mo</th> <th>Tu</th> <th>We</th> <th>Th</th> <th>Fr</th> <th>Sa</th> <th>Su</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="7">5 ○ 13 ○ 19 ○ 26 ○</td> </tr> </tbody> </table>	Mo	Tu	We	Th	Fr	Sa	Su					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28				5 ○ 13 ○ 19 ○ 26 ○							<p>March</p> <table border="1"> <thead> <tr> <th>Mo</th> <th>Tu</th> <th>We</th> <th>Th</th> <th>Fr</th> <th>Sa</th> <th>Su</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> </tr> <tr> <td>11</td> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> </tr> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> </tr> <tr> <td>25</td> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> </tr> <tr> <td colspan="7">7 ○ 14 ○ 21 ○ 28 ○</td> </tr> </tbody> </table>	Mo	Tu	We	Th	Fr	Sa	Su					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	7 ○ 14 ○ 21 ○ 28 ○													
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