**Full marks: 70 Time: 3 hours  
  
Candidates are required to give their answers in their own word as far as practicable  
  
The figures in the margin indicate the full marks.  
  
Answer any five questions including Q. No. 9 which is compulsory.**  
  
1. What steps make up the system development life cycle with structured Analysis? Describe each   
step briefly. [Marks 14]  
2. What is the difference between analysis and design? Can one begin to design without analysis?   
Why? [Marks 14]  
  
3. Distinguish between the following: 7×2=14  
(a)Initial investigation and Feasibility study  
(b)Implementation and Post-implementation  
  
4. Think a problem area where a Gantt chart may be used. List the steps and procedure used in  
developing the chart.[Marks 14]  
  
5. What information does a PERT chart show? Explain the two methods of calculating events.[Marks 14]  
  
6. Elaborate the steps in Feasibility analysis? If you were to shorten them to four steps, which   
one would you pick? [Marks 14]  
  
7. How are personnel allocated in the system design? Illustrate. [Marks 14]  
  
8. Distinguish between the following : 7×2=14  
(a) Physical system and abstract system  
(b) Open system and closed system  
  
9. Case- study: [Marks 14]  
  
You are in a coffee shop across the street from school having lunch. A customer walks up to the counter. You observe the following:  
Customer: Hi Jane, I'd like a burger to go. Everything but onions.  
Jane (waitress): any thing else?  
Customer: Yes, A small order of fries and a root beer.  
Jane: That'll be $2.35.  
She collects the cash and place the order through an electronic cash register that automatically displays the order on a TV screen in the back room where orders are prepared. When the order is ready, Jane puts it in a bag and hand it to the customer  
  
Question:  
(a) Explain:  
(i) The organization system's characteristics  
(ii) The subsystem, information flow and interfaces.  
(iii)Formal and informal information system.  
  
(b) If you were to improve the performance of this establishment, what would you do? How? Explain.