


Course No: MUL 2301  
Course Title: System Analysis and Design  
Date: 15/1/2015  
No. of Questions: (5)  
Time: 120 Minutes

University of Palestine  
  
Final Exam  
First Semester 2014/2015

Instructor Name: Najwa Baraka  
College Name: Information Technology  
Dep. / Specialist: Multimedia  
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### Question One:

- Fill the following comparison table

User Documentation	System documentation
Client	Server
User interfaces	System interface
Input mechanism	Input mechanism
Thin client	Fat client
Novice users	Expert users

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Evaluation	Testing
Online processing	Batch processing
Files	Data Base
Alpha testing	Beta Testing

## Question Two:

- Write the appropriate terms for the following definitions
  1. Is an extension of the ASP model
  2. Is software that creates and manipulates the databases
  3. Refers to designing the user interface with the users' level of computer experience in mind
  4. The way in which the system responds to a user and informs the user of the status of the interaction
  5. The processing required to access stored data
  6. Refers to organizing areas of the screen and document for different purposes and using these areas consistently throughout the user interface

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7. Defines what hardware and software are needed for the new system
8. Are the most visible part of any system
9. Is a mock-up or a simulation of a computer screen, form, or report
10. Presents the user with a list of choices.

### Question Three:

- What do the following abbreviations stand for?

API	
GUI	
ISD	
SaaS	
DFD	

### Question Four:

- Answer the following questions

1. List the 5 steps of user interface design process

2. Give one type (example) for the following :

✓ *Input validation:*

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✓ *Interface metaphor:*

✓ *Security Requirements:*

✓ *Menu:*

✓ *Message :*

3. How can a designer prevent users from making mistakes?

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### Question Five:

BestRest is an international hotel located in South Africa since 1998. The hotel has a website that enables the visitors and tourists from all over the world to arrange their accommodation during their visit to the country.

The admin of the website is responsible for many tasks include: managing visitor accounts, confirm reservations, updating available room list, manage reserved rooms, create reservation invoices, cancel reservation and assist visitor for any problem.

A visitor can register at the web site by filling a registration form his personal information and credit card information. At the successful registration the website sends a confirmation email containing the username and password.

A registered visitor can modify his profile, change password, search available rooms, reserve a room, pay for a room, re-reserve room and cancel reservation.

When a visitor need to reserve a room , he have to identify the data of reservation and how long he will stay at the hotel, the system responds with a list includes the available rooms at the selected day. There are four types of reservation which are: five stars, four stars, three stars and normal reservation. If the visitor select five stats reservation he have to pay 150 per night, if he select four stats reservation he have to pay 100 per night, if he select three stats reservation he have to pay 75 per night, if he select normal reservation he have to pay 50 per night. After reservation confirmation a reservation invoice is generated and submitted to the visitor electronically and discounted from his credit card. At the end of the reservation period, the visitor may re-reserve the room or end the reservation

1. Draw a context DFD for BestRest
2. Draw a level 0 DFD for BestRest ( Add data stores as appropriate)
3. Draw ER diagram for BestRest
4. Draw a complete use case for BestRest admin and visitor
5. Design the visitor registration form(Fill your design with fake data as an example taking into account the effective input requirements)

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6. Design the room reservation webpage(Fill your design with fake data as an example taking into account the effective input requirements)
7. Design the reservation invoice user (Fill your design with fake data as an example taking into account the effective output requirements)

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Best of Luck

"Success consists of going from failure to failure without loss of enthusiasm."

**-Winston Churchill**