2-1 Scenario Activity: Gathering Information

Southern New Hampshire University

Principles of Database Design

IT-650

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Databases enhances users’ ability to navigate through institutional activities and data stored on all machines connected to its network. Therefore, Granfield needs to structure their databases to track their network, computers, software licensing and updates, monitor users and prevent confidential information getting into the wrong hands (Hernandez, 2013). The college also needs the database to track its faculty, staff computers and monitor software to safeguard data and effectively prevent the misuse of this data or the data falling into the wrong hands. That is why creating a database system that runs effectively is important, as in doing so, it will allow for the organization to efficiently store, organize, and manage large amount of information within a software application, while increasing the efficiency of the college operations, and cost (Aveda, 2015).

**To do List:**

Based on the information given regarding Granfield College, it is clear their software management system solely holds spreadsheets designed to offer an explanation on how the institution centralizes its software management (Conger, 2014). Their current system raises some security concerns, such as loopholes within the system that can lead to lack of integrity of the input, output, and maintenance of the spreadsheets that house the data, which lead to the development of the following questions:

* Why is the software displayed does not show where it originated from, is that information accessible, if so how?
* Why is access granted to the software but access to the system is no done simultaneously?
* Is there a system in place to track the amount of times a software, or data is copied to a computer? Why is this information not checked?
* Is the information on the spreadsheets interface stored for future reference? If so, where is it stored, and who has access to the information?
* Are there any restrictions to the certain software, if so, what are the guidelines for such restrictions, who controls this document, and who has access to this information?
* How are unwanted request handled? If there a process in place?
* What happens to the request that are not recorded?
* How does the system notify management that an upgrade is needed?

An effective system is a combination of various components including information from stakeholders as these individuals from the database system. These stakeholders include:

* The platforms where the software runs
* The company who owns the software
* The software users
* The software management team
* The software licensing companies

**Interview with Stakeholders and Instructors**

 The purpose of the meeting with stakeholders and instructors will offer a better since of what components are necessary to manage the database more efficiently, it will also allow them to understand the new changes that will be implemented in the new database.

There will need to be a meeting with the licensing companies to inform them of the new system, and what our expectations are from them, we also need to discuss management of software key, software expiration, and payment of their services, as this is a new system with new regulations. The same type of meeting will need to occur with the software companies, as they play an important role in the database system, in areas such as software features, usage, and copying rights, if we want the new database to succeed we need to make sure we have clear communication with all our stakeholders.

Furthermore, in the meeting with the instructors we will discuss the loopholes found during the investigation that was perform on the current database system, we will also need to discuss security concerns, and the measures we will take to discuss these issues in the new system. For example, there needs to be a security system in place to discuss some of the security issues, regular upgrades to the system need to be in place, and they need to be checked by a specialist in this field, these types of changes will give Granfield the security and efficiency they are looking from a database system.

**Questionnaire for Faculty**

The purpose of the questionnaire is to serve as a baseline of what the staff and faculty expect to obtain from the new database system, it provides brief information on staff, and their views on the current process, it also allows them to anonymously leave feedback, which is very important for the success of the new database. Once feedback is received, that information will be used when creating the new database, and all issues or concerns listed on the questionnaire will be addressed to the best of the database capabilities.

**Questions**

Please take your valuable time and fill in the following questionnaire

1. What is your gender?
* Male [ ]  Female [ ]
1. What is your age?
* 15-20 years [ ]
* 21-25 years [ ]
* 25-30 years [ ]
1. What is your highest level of education?
* College certificate [ ]
* Bachelor’s Degree [ ]
* Master’s [ ]
* PhD [ ]
1. Are you familiar with this software?
* Yes [ ]  No [ ]
1. If YES, how often do you use it?
* Very Often [ ]
* Often [ ]
* Once in a While [ ]
1. How effective is the service provided?
* Very Good [ ]
* Good [ ]
* Bad [ ]
1. What is the service most used for?

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1. List any changes you would like to see in the request process:

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1. What do you like about the current request process?

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1. Is the payment system in the software favorable for the services accessed?

Yes [ ]  No [ ]

1. How do you rate the services?
* Very Good [ ]
* Good [ ]
* Bad [ ]

**Report Review**

When looking at the job shadowing report there seems to be a need for a system upgrade or in this case for creating a new database system that works effectively to meet the college needs. The current system leaves a significant amount of room for errors, security breaches, and software misuse, but by implementing a new system most of the issues that the staff and faculty mentions will be resolved, and there will be noticeable improvements on the turnaround time for all requests that enter the new system. There will need to be changes to the business requirements, and stricter rules surrounding Granfield software are going to be necessary, but this will only make the new system stronger and more efficient.

References

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