the organizational MIS objectives as defined in the corporate plan. The identification of the system's main and important applications at the time of development is crucial.

Therefore, planning for developing a system is of major concern in an organization. While developing the system from the specified action plans, the goal is the attainment of the corporate strategic objectives. Conceptualizing and systematizing the overall planning process makes it easier to gain the support of the upper, mid, and ground-level management.



CHECK YOUR PROGRESS

Q 1: Which phase is the most critical in project development life cycle?

Q 2: List the major areas of concern while planning.

Q 3: What are the needs of MIS planning?

Q 4: Mention the names of the different levels where MIS planning is done.

Q 5: Why is it mandatory to conceptualize and systematize the overall planning process?

4.6 INITIAL INVESTIGATION

The software development lifecycle model starts by finding out the requirements of the user. Users might request for removal or up-gradation of the existing system. However, not all requests can be approved as they may not be feasible. So, some standard procedures are needed to handle such requests. Initial investigation is one such procedure. The initial investigation mainly aims at determining the feasibility of the user's need. Before recommending a user's request, various strategies like asking, extracting the present system's information, and prototyping are used to investigate to conclude.

4.7 NEEDS IDENTIFICATION

To have a successful system, the problem should be very well stated, investigated and the best solution has to be provided. This will be

Management information systems analysts are also required for training the staff for a new system, to draw authentication policies for data and systems They are also responsible for creating strategies for the deployment of new information systems or hardware systems concept. Such strategies include budgeting for equipment, software, and personnel requirements as projected in the annual strategic plan for the organization.

Minimum professional qualification for an MIS analyst is Bachelor's degree in MIS, IT, Computer Science, Operations Research, or Business Analytics, or in a related field. But they also need hands-on experience for this role.

MIS Analyst Job Description Example

MIS analysts performs various functions, which is primarily involved in helping an organization meet, its strategic goals through providing direction and guiding the concerned information processes, security of data, and software application management. Their job duties may vary according to the organization they work.

The main tasks, duties, and responsibilities that commonly defines the MIS analyst's jobs are listed below:

- Carry out analysis and assessment on the organization/clients existing software and database management systems, and information technology needed to identify the shortcomings and solutions to meet clients' needs within a time and cost constraints.
- Responsible for the design and development of software and computer systems to meet the project needs within a time and cost constraints.
- Responsible for the development and maintenance of documentation and metrics to improve operational efficiency.
- Evaluate current systems and draw conclusions for integrating new technologies and services.
- Work together with other members of the organization to train and provide backup to other team members.

- Perform system monitoring, analysis, performance tuning and troubleshooting of system hardware, software networks and operating system.
- Develop system policies to authorize system, data and network access criteria and implement security controls to secure computer system and ensure data integrity.
- Provides IT supports to the user community by interacting with them and resolves their hardware and software problems.



CHECK YOUR PROGRESS

Q 6: Which is the best conflict management strategy?

Q 7: What is the main difference between MIS analyst and System analyst?

Q 8: Mention any two duties performed by MIS Analyst.



3.10 LET US SUM UP

- A system analyst is an important part of an organization in project management.
- A system analyst analyses the requirements of an organization and the problems associated with those requirements and designs suitable solutions for it.
- During the design and planning phase of the solution,the system analyst may perform the role of consultant or supporting expert or agent of change.
- To become an efficient analyst, one must master interpersonal skills like communication management and rational thinking.
- Other skills required for system analysts are analytical skills and conflict resolution skills.
- An MIS analyst is also a system analyst, but he basically deals with management information systems.

- Shortage of various resources and other governing limitations
- Increased productivity

4.5 MIS PLANNING

MIS planning is done to improve the overall working process of an organization. The planning is done with respect to two horizons:

- *Time* which states whether the planning is short, medium or long ranged.
- *Focus* specifies whether priority is strategic, managerial or operational.

4.5.1 Strategic MIS Planning

This kind of planning is used to define the main goals in terms of expected outcomes, strategies to achieve those goals, and plans to implement the strategies. The objectives must be defined following the organization's needs and requirements. And the strategies are some directives or guidelines to carry out the implementation plan. While devising the MIS strategic plan, some points need to be looked after as like:

- if any objective or strategy can be drawn from the corporate strategic plan.
- the one who will assess the plan.
- the duration for completion of the plan.
- the main attention of the plan.

4.5.2 Managerial MIS Planning

The strategic plans are blended with the operational plans by managerial MIS planning. To achieve the long-term plans, this kind of planning describes how strategies and policies should be worked.

4.5.3 Operational MIS Planning

To specify system requirements, the MIS operational plan needs more user involvement. The system should be developed as per

4.2 INTRODUCTION

In the previous unit, we learnt about the roles of system analyst. We also learned about the academic and professional qualification and the multifaceted role of system analyst. In this unit, we will learn about system planning and initial investigation. We will learn about topics like MIS planning, determining the requirements and steps for initial investigation. In the next unit, we will explore the topics related to information gathering.

4.3 SYSTEM PLANNING AND INTIAL INVESTIGATION

The most significant and critical phase of any project life cycle is *system planning and initial investigation.* An erroneous investigation and planning might sometimes lead to system failure. The main intention behind the initial investigation is to analyze and check the feasibility of the users' requests. To carry out an effective system investigation, a detailed MIS plan including the steps to be taken, the people to be questioned and the outcome must be made. This plan will result in the successful implementation of the information system.

4.3.1 Bases for Planning in System Analysis

Planning is done to help the organization grow and also to sustain adverse risk situations. In system analysis, planning the information systems mainly includes setting up goals to be achieved and formulating tasks and strategies to attain them. It is important because information associated with the system is a major resource involving finances and it needs to be managed. There is an emergent need for long-term planning in information systems.

4.4 DIMENSIONS IN PLANNNG

Planning information systems in business has to be done keeping in mind certain factors like:

- Good return with moderate or high interest rates
- The price hike scenario
- The idea of business expansion



3.11 FURTHER READING

1. Award, E.M. (2010). System Analysis and Design. Galgotia Publication Pvt. Ltd.
2. Laudon, K.C., & Laudon, J.P. (2015). Management Information System. Pearson Education India.



3.12 ANSWERS TO CHECK YOUR PROGRESS

Ans to Q No 1: A system analyst is a person who conducts a methodical study and evaluation of an activity such as business to identify its desired objectives in order to determine procedures by which these objectives can be gained.

Ans to Q No 2: An agent of change can be defined as a person who serves as a catalyst for change, develops a plan for change, and works with others in facilitating that change.

Ans to Q No 3: c. Sportsmanship

Ans to Q No 4: Roles of system analyst are – a. Persuader b.Investigator c. Architect d. Manager

Ans to Q No 5: A bachelor's degree in computer or information science; however, some systems analysts hold bachelor's degrees in another discipline and add computer experience through specialized classes.

Ans to Q No 6: Collaborate or Problem Solving is the best conflict management strategy.

Ans to Q No 7: The main difference is MIS analyst works on only management information system but system analyst works on all system.

Ans to Q No 8: Responsible for the development and maintenance of documentation and metrics to improve operational efficiency.



3.13 MODEL QUESTIONS

Q 1: Explain the role and responsibilities of a system analyst in an organization.

Q 2: Why Interpersonal skillsare important for system analyst?

Q 3: Explain the multifaceted role of system analyst with an example.

Q 4: How to resolve conflict during project management?

Q 5: How is MIS analyst different from system analyst?

Q 6: Suppose you are a system analyst of a software company and the company has been assigned with a project of designing a student information system for a university. What will be your role in this project as a system analyst?

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UNIT 4: SYSTEM PLANNING AND INITIAL INVESTIGATION

UNIT STRUCTURE

4.1 Learning Objectives
4.2 Introduction
4.3 System Planning and Initial Investigation
  4.3.1 Bases for Planning in System Analysis
4.4 Dimensions in Planning
4.5 MIS Planning
  4.5.1 Strategic MIS Planning
  4.5.2 Managerial MIS Planning
  4.5.3 Operational MIS Planning
4.6 Initial Investigation
4.7 Needs Identification
4.8 Determining the Requirements
4.9 Steps for Initial Investigation
  4.9.1 Problem Definition and Project Initiation
  4.9.2 Background Analysis
  4.9.3 Fact Finding
  4.9.4 Fact Analysis
  4.9.5 Determination of Feasibility
4.10 Let Us Sum Up
4.11 Further Reading
4.12 Answers to Check Your Progress
4.13 Model Questions

4.1 LEARNING OBJECTIVES

After going through this unit, you will be able to –

- understand the utility of planning before starting the actual development
- explain how to do effective planning
- investigate on the various needs, data, etc. of the client