

### IS 2003 Sources of Conflict between software developers and end users

There are many potential sources of conflict that can arise between the developers of purpose designed software and end-users. Consider each of the following scenarios. In each case, describe:

- (i) Would sort of conflict between the software developer and the end user *COULD* arise in that situation?
  - (ii) What would you have done to prevent the problem occurring in the first place?
  - (iii) What could you do about the situation after it has occurred?
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- (a) During the analysis and design phases for a new custom built stock control system, the developer was advised by the customer that the maximum number of stock items expected in the database was 3000. Six months after the application was placed into production, the number of stock items in the database had reached 10000.
  - (b) A software development company was developing a new system for a client for a fixed price of \$50,000. However they grossly underestimated the amount of time required for the analysis and design phases and their profits were diminishing towards the end of the coding phase. They decided to reduce their program testing in order to keep the remaining project costs down.
  - (c) Borland supply a wide range of off the shelf software to home and business clients around the world. Like most software companies, they are concerned about software piracy. While it is not worthwhile investigating the home consumer market, they believe it is worthwhile keeping tabs on large corporates. They therefore included new clauses in their license agreements with corporate clients, which entitled them to enter customer premises to conduct software audits without notice.
  - (d) A software company developed a custom built stock control system for an engineering business. The intellectual property remained with the software company, and the engineering business had a license to use it. The manager of the engineering business gave a copy of the software to a fellow engineer for use in a different business.
  - (e) A custom built payroll system was developed for a large Australian company by its internal IT division. The company had offices in each state capital city. The application was hosted on a new database server operating from the Adelaide office and operated over an existing WAN infrastructure. No changes were made to the WAN.
  - (f) A new human resource system introduced by a company stored comprehensive details about its staff in the central database. Security operated at 2 levels. Firstly, a comprehensive security framework was built into the actual applications software, which defined different groups of users and what each of these groups could or could not do within the application itself. For example, managers could look at all details of staff in their own teams, but not other managers' teams. General staff could not look at other staff details. This security was maintained by the application administrator. A second level of security involved setting the correct permissions on the underlying system of folders/directories which held the database and application. If these were not setup correctly, then it could affect the correct operation of the system. For example, inadequate privileges could result in database updates failing for some users. Worse still, providing unnecessary privileges to a user may not affect their use of the application, but may mean that they potentially have access to the database via other tools and applications. Consider the situation in which an inexperienced network engineer unknowingly gave a group of general programmers in the IT division full read write access to the database server as part of the project implementation and that this situation remained for several months after the system went into production.
  - (g) An organisation has 300 PC's running Windows 98. The IT manager decides to introduce a new virus checking product which he considers superior to their existing standard product. All testing was done successfully on his own PC at home, which runs Windows XP. After installing it on the 300 business PC's, it was found to be both unstable and caused degradation in performance. Further investigation revealed that this was a known problem with Windows 98, and that the problem did not exist with Windows XP.