FACULTY DATA:
Dr. Douglas Turner
Phone: 678.839.5252
Miller 2223

OFFICE HOURS:
Monday 0800 – 1000 (via email)
Tuesday 0900 – 1230
or by appointment

COMMUNICATIONS:
- All e-mails are to be sent to dturner@westga.edu.

- The Management Department believes in work-life balance for both faculty and students. Faculty will typically respond to student emails within 24 hours. Students should not expect a response during non-business hours, which includes nights, weekends, holidays, and school breaks.

- There may be occasions when scheduling conflict may require a change in the office hours. In those cases the change information will be posted in the “Announcements” section on CourseDen.

- Only assigned University of West Georgia emails accounts will receive an e-mail response.

- No emails are answered within the CourseDen environments.

- The professor will communicate to the class in the “announcements” section on CourseDen.

CRITICAL INFORMATION:
- IF YOU CANNOT OR WILL NOT FOLLOW DETAILED INSTRUCTIONS YOU MAY HAVE EXTREME DIFFICULTIES PASSING THIS COURSE.

- IT IS VERY EASY TO FAIL THIS COURSE BY NOT PROPERLY PREPARING YOUR PROJECT.

- DO NOT EXPECT ASSISTANCE TO “BEGIN” THE PROJECT DURING THE LAST THREE WEEKS OF CLASS.

- THIS COURSE WILL USE ONLY ONE MODEL OF DECOMPOSITION METHODOLOGY.

- THE EXAMPLES AND ASSIGNMENTS ARE THE SAMPLES TO FOLLOW FOR YOUR WORK.

- This syllabus is subject to change by the professor.

- Syllabus changes are defined by the revision date stated above on this page.

- View the “Announcements” section on CourseDen daily for updates about the course.
- The contents of the “announcements” are viewed as technically part of the syllabus contract.

- The due dates are posted below in the FALL 2018 SCHEDULE.

- You have the option to begin this work immediately.

- Late work is NOT accepted for a grade unless for an approved reason.

- Deliverables will be graded against the posted criteria.

- If something is not clear the student has the obligation to ask the professor, do not expect a step by step explanation. Read the exercises and then ask questions.

- The course contains 15 distinct activities in chronological order.

- Items marked below in Yellow are individual deliverables that will contain ONLY individual original work.

- IF YOU ACTUALLY PARTICPATE IN THE TEAM REVIEW OF ITEM 8 THERE SHOULD BE NO REASON NOT TO SUCCEED ON THE EXAM.

- Items marked below in Blue are team deliverables containing collaborative work.

PREREQUISITES:
- CISM 3330.

- It is expected that all students will be familiar with, and have the necessary skills to prepare materials in Excel, Access, and PowerPoint.

- There is no assigned textbook for this course.

COURSE TIME EXPECTATIONS:
- Beyond the lecture, discussions, development, and review time occurring within the scheduled course period, each student should plan to spend additional hours each day to properly complete this course.

- Additional hours often are represented by business site visits, team meeting, and individual curriculum study.

STUDENTS SHOULD REVIEW THE SYLLABI COMMON LANGUAGE BELOW EACH SEMESTER: https://www.westga.edu/UWGSyllabusPolicies/

REQUIRED SUPPLIES BY EACH STUDENT:
- One (for each student) blank CD and case (item will not be returned).

- One (for each student) white one inch D ring binder (item may not be returned).

- Windows 95 or better based software and hardware, and CD generation and label printing capability.

Suggested below but not required:


COURSE LEARNING OBJECTIVES:
- The following course learning objectives are specific to the BBA Degree in Management Information System Learning Goals, they are:
1. Have acquired at least limited proficiency in a programming language and several software packages, beyond spreadsheets and word processing (BBA 3, MIS 1).

2. Understand the basic principles and concepts of business systems analysis, systems design, and data communications (BBA 3, MIS 1).

3. Apply the above knowledge analogously to other areas of human endeavor (BBA 6).

4. Critically analyze complex information systems, issues, and problem (BBA 6).

COURSE POLICIES:
- While some assignments and materials may be returned to the student(s) for correction and evaluation, all material submitted as part of the course requirements become the property of the professor.

- Students are obligated to maintain copies of their work (including a copy the submitted CD).

- The submitted CD will be retained by the professor as the archive data copy for grade disputes (All data must be present and readable on the CD, check condition prior to submission).

- As this course is designed to be centered on teamwork incomplete grades are not issued.

- The professor retains the right to subjectively evaluate an individual student's grade upward in appropriate cases based upon observed performance.

- Within class all computer screens and cell phones are to remain off unless told otherwise.

- Know from the beginning that this course that are far less structured than most courses!

- Acceptance of late work or other time related accommodations require reasonable justification and are subject to the professor's approval.

- Ensure that you have a file backup method for the worst case scenario.

- The University of West Georgia Academic Honesty Policy will be enforced.

METHOD OF INSTRUCTION:
- There are both individual and team graded components in this course.

- The primary cause of failures in this are the failure to follow project guidelines and time management.

- Note that the project methodology presented by the professor will be used to grade project components and may differ slightly with various authors that may be referenced.

- The development of a substantial project is a very time consuming endeavor START EARLY!

- There will be days during the term that teams will meet as breakout teams outside of the physical classroom (students are held accountable for attendance).

- Grades are directly impacted by the lack of the quality in content and the lack of attention to the requirements.

DEMEANOR:
- The highest degree of professionalism is required when interacting with project end users in public.

- Proper business attire is always required when meeting with project end users.

- Chose your questions carefully for the end users.
ATTENDANCE:
- Expect attendance to be taken at the beginning of each class session that is held physically in the classroom.

- Attendance is expected every day regardless of the assignment type or location.

- Students are responsible for the discussions and materials covered in class.

- There is one day of grace for attendance.

- Each day missed (beyond grace) as defined by not properly signing the attendance sheet will deduct 2.0 percent from your final grade.

- All absences must be reconciled by the next class period as scheduled in the Scoop if you seek to have the absence approved.

- Failure to participate or engage in class activities will count as NOT ATTENDING class.

- Failure to attend class can cause concurrent loss of both attendance and the scheduled activity points.

- Arriving late or leaving class before being dismissed will be counted as NOT ATTENDING.

- Class begins promptly on time, be late and you may be denied access to the class.

- If I can be here on time so can the students.

- Items marked in Green are scheduled traditional class meeting dates.

- Items marked in Grey are scheduled class meeting dates where team activity occurs.

THREE DELIVERABLE SUBMISSIONS TYPES:
- There are three submission types defined below PIC, EML, and PRS.

- As this is a business course all submissions will be of business content and quality.

- Point deductions (including earning 0 points) for format, grammar, and punctuation issues.

- This is a business class, any submission containing hand written / drawn content will receive a grade of zero.

- Incorrectly submitted EML assignments may result in a significant loss of points (zero points possible) regardless of content quality of the submission.

- All submissions are due at the beginning of class time.

- ALWAYS, ALWAYS KEEP AN ELECTRONIC COPY OF ALL OF YOUR WORK, YOU WILL NEED IT FOR YOUR NOTEBOOK SUBMISSION.

- PIC
- Printed paper deliverables include printed word documents, printed power point slides, and printed excel files ready to turn to the professor, or in the office mailbox (when instructed to do so) by the beginning of the class period.

- A stapled typed cover sheet is required for all individual PIC submissions (you may submit multiple individual assignments under a single cover sheet if you prefer).

- Each assignment is to be on a single page.

- Prior approval is required to seek EML as a substitute submission.
EML
- Electronic media deliverables are word documents (.docx), power point slides (.ppt), and excel files (.xlsx) that are submitted as e-mail attachments to dtturner@westga.edu.

- Acceptance of your submitted attachments will be based on the time stamp of your sent email from your mywestga account to dtturner@westga.edu.

- Label each attached file with your last name and item number (example: Turner_01.docx)

PRS
- Electronic media deliverables presented in front of the class.

- No additional materials or copies of material are required for turn in.

INDIVIDUAL DELIVERABLES:

- There are four deliverable segments required by each student, the initial homework items, one take home quiz and one in class closed note exam, and the student notebook (binder).

- All individual work must be original, similarities in any individual deliverables between students will result in zero scores for each student.

INDIVIDUAL HOMEWORK (items 01-08)
- Homework submitted when due is graded as 100% if no errors are present, 75% if one error is present, 50% for two to four errors, 25% for five or more errors.

- Home work will be returned and a notice will be posted on CourseDen for the last available day to retrieve your work prior to disposal.

- For all items 01 – 08 you will need to print a copy to bring with you for your team “item” discussions.

- To assist in your development of the individual deliverables you must read the following pages:

The Tool (001.docx)
The process rules (002.docx)
The MLOGs (003.docx)
The “Defined” (004.docx)
The “Drilldown” (005.docx)

- Each student will identify and define their own individual product or service to complete the components of the homework below.

- Item 01-07 are PIC deliverables, item 08 is EML.

- Due dates are listed on the SCHEDULE below.

01. Produce a one page “word” report (100 words maximum) of the major systems used in your selected business.

02. Produce a one page “word” report (100 words maximum) of at least four entities associated (needed) in your selected business.

03. Produce your individual “excel” CONTEXT level DFD for your select firm.

04. Produce your individual “excel” SYSTEM level DFD for your selected firm.
05. Produce a one paragraph “word” narrative (40 words minimum) of any one specific atomic process.

06. Produce one “excel” major process DFD from your individual system DFD.

07. Produce a “word” document of any one MLOG/LOG format.

08. Produce your “word” DFD rules quiz (YOU CAN START WORKING ON THIS EARLY).

- Each student will submit their individually completed DFD rules quiz as an EML.
- THIS MUST BE ORIGINAL AND NOT COPIED WORK.
- Keep a copy and study it as you will need this quiz to succeed on the DFD exam.

EXAM
- Each student will a closed book/notes exams in class that is based on the concepts and understanding of DFD rules.

TEAM DELIVERABLES:
PROJECT STRUCTURE
- Chose you team carefully as they are with you for the entire term!!!

- There are be no team peer evaluations in this course.

- Teams will consist of four or five members.

- While teams are self-selected the professor retains the right to reassign team members as required.

- Students can expect to encounter a variety of interesting challenges in learning the concepts of system development and in applying these concepts in real-world situations.

- Learning to effectively use a systems modeling tool will be a part of this process.

- Do not expect credit for copied, duplicate, or very similar designed DFDs.

- Each team to prepare/discuss a total of four separate focused deliverables (items 09-12).

PROJECT TOPIC SELECTION
- The team will submit a name of a single specific organization to study (subject to approval).

- When no specific organization has been assigned, the team will investigate (at least two) similar firms in the surrounding community.

- Using the concepts and observations found at the locations each team will develop their base (context and system level) DFD model.

- Company types may include:

  Florist
  Pizza chain
  Auto parts
  Gas station
  Beauty salon
  Restaurant with catering
  Body shop
- The team has an obligation to select a firm that is sufficiently complex to allow each student to have an area of study to complete their individual decompositions.

**PROJECT DEMONSTRATIONS**
- The objective of the scheduled demonstrations is to reconcile design and concept questions that your group has encountered, and progress the class at a relative constant pace.

- A team who does not present anything will receive nothing, if you do not attend the class session you will not receive credit for that demonstration.

- Coordinate where your problems are with your team, and use those for the class discussion.

- Expect to answer questions and re-present in the next demonstration if errors are presented.

- Items 09-13 are valued at 3.0 points each.

09. Produce Team DFD components_01 (PIC & PRS)
- The project proposal.

- Each team will offer a single point of contact (name, e-mail, and telephone number) for the professor to use as an information clearinghouse to the team.

- Warning, be aware of the required individual number of atomic level processes (item 14) that will be needed to complete the requirements.

- At least one major level process per team member (those processes at the context level).

- Limited electronic delivery (.ppt) may be used.

- The project proposal submission will include:

  - The Organization’s name, Organization’s contact name, telephone number and address (The organization should have minimum of ten members).

  - Listing of team members, each member’s e-mail address, and the name and telephone number of the contact member.

  - Description of team organizational structure chart of associated duties.

  - Identify which DFD leg each student wishes to be assigned.

  - 300 word minimum history of the firm (include the description of the business).

10. Produce Team DFD components_02 (PIC & PRS)
- Complete and correct Context and Systems level DFDs.

11. Produce Team DFD components_03 (PIC & PRS)
- All entity dictionary descriptions, one complete example of a data store content with M-LOGs.

12. Produce Team DFD components_04 (PRS)
- Each team to present and recap their project to the class (six minute minimum, eight minute maximum).

- Two team members (professionally dressed) are used to present (one speaking, one for the technology).
While the format design is open to the team to decide what to and how to communicate the completed project to the class the following model is offered.

- 30 sec / 45 sec – history of firm
- 45 sec / 60 sec – Context and system
- 45 sec / 60 sec – Data Stores
- 60 sec / 90 sec – Explanation of entities
- 180 sec / 225 sec – Discuss one compete leg and two atomic level processes

THE INDIVIDUAL PROJECT LEG STUDENT BINDER (13) and CD (14)

13. Produce a binder containing four sections, with a CD (item 14).

- A white 1" D ring binder is needed (below $10.00, a binder similar to Staples item 82696, model # 24667-US).

- The external binder cover sheet will include your name, CISM 4310, and the course CRN.

- Dividers between the four sections, with all sheets in the rings (not the pockets or page protector sleeve).

- All item will be printed (no hand written data or information anywhere in the submitted project).

Section 1
- The decomposition of the major system level leg you (alone) are using, and will contain a minimum of 12 DFDs (or more as required) to illustrate at least 6 atomic level processes found in your system level process.

- The group Context and System level DFDs DOES NOT count as part of the required number of DFDs.

- Each DFD will be unique in design, do not expect credit for copied, duplicated, or very similar designed DFDs in your project.

- The symbols used for YOUR DFDs must stay consistent as defined by your team.

- Each DFD will include a listing of data flow labels (DFLs) (showing both to/from, remember each line direction is unique, no duplicate labels anywhere).

- A DFD must reside on a single page and print only on one side of the paper.

- You may move the DFLs listing to a second separate page if needed.

- DFLs may be either listed as above or placed with the data flow line (above or left for “TO”, below or right for “FROM”).

- Each atomic level process will be differentiated by color or shading for identification.

Section 2
- Define each process descriptions identified by its unique number.

- Each atomic level process description will explain in detail why and how each associated entity and fields from the data stores are being used to complete the process.

- Two complete (new) M_logs that includes the fields needed for at least four atomic levels (different from the one presented in team item 11).
Section 3
- All of your submitted homework (items 01 – 08).

Section 4
- A complete copy of group items 09 – 12).

14. The CD case will have a computer printed labeled showing your name, CISM 4310, and the date.
- The CD case will be placed inside of the binder in the font pocket.
- THE CD IS A DIGITAL COPY OF YOUR BINDER AND THAT INCLUDES A SECTION CONTAINING ALL OF YOUR SUBMITTED HOMEWORK.

PROJECT GRADING CONSIDERATIONS:
Based on past experiences the later you begin your project submission the more likely you will receive a poor grade.

Follow the structure as shown in “The Tool_001”, do not “create” your own methodology!

All processes need to be described (not just labeled) and properly numbered.

DFDs need to be labeled and numbered (as the parent) at the top of each page.

Every DFDs have two processes or more (a single process DFD is reserved for only the content DFD).

Each process normally has at least two entities attached (explanation if only one is needed).

Any linear relationship needs to be well discussed and defined (one way line between processes).

Data flow lines never cross, touch each other, or curve.

Data flows always (except with linear relationships) connect to and from processes only.

Nothing is hand drawn or written on any submission.

Entities must be balanced on all DFDs, can only use those attached at the parent level.

Maintain consistency in the design / style / size of the components in all DFDs (not the content).

Fonts that do not match counts as an error.

Proof read, proof read!

EVALUATION:
14% Items 01 – 07: individual assignments @ 2.0 points
06% Item 08: DFD rules quiz (points based on the DFD exam score)
15% DFD exam (closed notes taken in class)
12% Items 09 – 11: team assignments @ 4.0 points
10% Item 12: Timed presentation of group project
40% Item 13: Individual completed portfolio
03% Item 14: Individual CD copy of completed portfolio (and homework)
ASK THE QUESTION: WOULD I SUBMIT THIS PRODUCT IF MY CAREER DEPENDED ON IT?

- The project portfolio binder has the greatest value. The binder will be used for project grading, the CD will be used for any after grade review issues after the grades are announced.

- The CD must be an exact duplicate of item 13.

- Any hand written component on a page (excluding highlighting atomic level processes) will result in that page being ignored and not counted.

- Hand written is defined by any mark made on a page that was not generated by a printer (page numbers, arrow heads, descriptions, etc.).

- Missing or incomplete components of a DFD (process and data flow labels, etc.).

- Missing or improperly identified atomic level process.

- Spelling errors.

- DFD rule error or violation (numbering, duplicate data flow labels, etc.).

- All of the errors listed are not valued equally, but do expect a minimum of 1.0 point per event of each error.

- Remember missing a DFD in the decomposition voids the submitted DFDs of the children below it.

- Below is a listing of errors to avoid to achieve maximum points.

Item 13 Content

_____01. Item 13 not in a notebook.

_____02. Missing cover sheets.

_____03. Missing components of the four sections.

_____04. Below the required number of DFDs.

_____05. Below the required number of atomic process.

_____06. DFD not on a single page.

_____07. Missing DFD in decomposition sequence.

_____08. DFD title not label or numbered correctly.

_____09. DFD processes not label or numbered correctly.

_____10. DFD entity balance error (using entity not residing on parent DFD).

_____11. DFD data store balance error (using data store not residing on parent DFD or nested with in one).

_____12. DFD diagram errors (missing arrow head, crossed lines, not connecting to/from processes).

_____13. DFD without proper listing of data flow (to/from) labels (second separate page allowed).

_____14. DFD data flow lines crossed, incorrectly attached, or incorrectly identified as linear flow.

_____15. Missing process descriptions behind each DFD.

17. Atomic level process shaded or differentiated.
18. Linear relationship lacks definition (caution using one and two way arrows).
20. Required number of M_LOGs.

Item 14 Content
21. CD not submitted.
22. CD not labeled.
23. CD missing duplicate data.

Quality of Submission
24. Lack of overall professional quality (consistency of page presentation).
25. Not submitted on time.

OTHER PROJECT DETAILS:
- Never, never, pass up an opportunity to meet with you team.

- The final project should address functional problems in the original organizational design.

- MAINTAIN BACK UP COPIES WITHIN YOUR INDIVIDUAL AND TEAM MATERIAL. DISKS DO FAIL!

- Consider the use of a father, grandfather, great grandfather method of data backup.

- Consider keeping a running list of DFLs flow names to prevent duplication.

- Utilize the same printing format required for the word processing of the project.

- Do not expect to succeed if the team has a minimal grasp of the organization to be studied or is not adequately prepared to discuss organizational particulars.

TROUBLE SHOOTING:
- Each team is expected to maintain adequate control of back up programs and data.

- Loss of a system or data is not an acceptable response to project requirements and consultation reviews.

- Each team must organize and manage itself to effectively meet the requirements of the professor and the user for whom you will be developing a system.

- It is strongly recommended that team members be assigned specific tasks (contact point, archive librarian, hardware specialist, software specialist, flow consistency, quality assurance, and proof reader).

- You may discover other major tasks that should be assigned as well.

- Consider assigning a primary and secondary role to each team member.

- However, all team members should be knowledgeable in all aspects of the project.

BREACH OF ACADEMIC INTEGRITY:
- Each incidence of academic dishonesty is subject to review and consideration by the professor, and is subject to a range of penalties including but not limited to failing the assignment, failing the course, and referral to Office of the Vice President for Academic Affairs.
- Signing the attendance sheet for another person is deemed to be a violation of the academic integrity.

- Making of any type of copy or failing to return a test are deemed to be violations of the academic integrity.

- Submitting work for grading that is not of original individual student design is deemed to be a violation of the academic integrity.

- Students are responsible for understanding plagiarism. In general, plagiarism is defined as the use of intellectual material produced by another person without acknowledging its source.

- The following are some examples of what is considered plagiarism:
  * Copying of passages from works of others into an assignment, paper, discussion board posting, without acknowledgment.
  * Cutting/pasting information available on the web or online databases.
  * Using the views, opinions, or insights of another without acknowledgment.
  * Paraphrasing another person's characteristic or original phraseology, metaphor, or other literary device without acknowledgment.

**FALL 2018 SCHEDULE:**

**INCLASS DAYS FOR EVERYONE**

**SCHEDULED ATTENDANCE DAYS FOR INDIVIDUAL TEAMS**

**ALL SUBMISSIONS ARE DUE AT THE BEGINNING OF CLASS TIME**

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<thead>
<tr>
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<th>MATERIAL COVERED</th>
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<tbody>
<tr>
<td>WED</td>
<td>AUG 15</td>
<td>Intro – team assignments</td>
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<tr>
<td>MON</td>
<td>AUG 20</td>
<td>DFD examples</td>
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<tr>
<td>WED</td>
<td>AUG 22</td>
<td>Work as teams inside of class review Items 01 &amp; 02</td>
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<tr>
<td>MON</td>
<td>AUG 27</td>
<td>DFD examples - Items 01 &amp; 02 due PIC</td>
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<tr>
<td>WED</td>
<td>AUG 29</td>
<td>Team work inside of class review Items 03 &amp; 04</td>
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<td>MON</td>
<td>SEP 03</td>
<td>Labor Day</td>
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<tr>
<td>WED</td>
<td>SEP 05</td>
<td>Team work outside of class</td>
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<td>MON</td>
<td>SEP 10</td>
<td>Team work inside of class review Items 05 &amp; 06 - Items 03 &amp; 04 due PIC</td>
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<td>SEP 12</td>
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<td>MON</td>
<td>SEP 17</td>
<td>Team work inside of class review Items 07 &amp; 09 - Items 05 &amp; 06 due PIC</td>
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<td>WED</td>
<td>SEP 19</td>
<td>Individual team class meeting - Item 09 due at meeting</td>
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<td>MON</td>
<td>SEP 24</td>
<td>Individual team class meeting - Item 09 due at meeting Item 07 due PIC</td>
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<td>WED</td>
<td>SEP 26</td>
<td>Team work outside of class - preparatory meeting for item 09</td>
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<tr>
<td>MON</td>
<td>OCT 01</td>
<td>Team work inside of class review Item 08</td>
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<tr>
<td>WED</td>
<td>OCT 03</td>
<td>Individual team class meeting - Item 10 due at meeting</td>
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MON OCT 08 Individual team class meeting - Item 10 due at meeting
WED OCT 10 Team work outside of class
MON OCT 15 Team work outside of class Item 08 due EML
WED OCT 17 Individual team class meeting - Item 11 due at meeting
MON OCT 22 Team work outside of class
WED OCT 24 Individual team class meeting - Item 11 due at meeting
MON OCT 29 Team work outside of class
WED OCT 31 Team work inside of class review Item 08
MON NOV 05 Team work outside of class
WED NOV 07 DFD exam (closed notes)
MON NOV 12 Maximum 100% credit available for Items 13 & 14 due PIC in mailbox
WED NOV 14 ONLY FOR PRIOR APPROVED MAKE UP EXAMS
MON NOV 19 Thanksgiving
WED NOV 21 Thanksgiving
MON NOV 26 Item 12 (PRS) discussion by teams (presentation schedule to be posted)
WED NOV 18 Item 12 (PRS) discussion by teams (presentation schedule to be posted)
MON DEC 03 Item 12 (PRS) discussion by teams (presentation schedule to be posted)
WED DEC 05 Item 12 (PRS) discussion by teams (presentation schedule to be posted)
MON DEC 03 Item 12 (PRS) discussion by teams (presentation schedule to be posted)
WED DEC 05 Item 12 (PRS) discussion by teams (presentation schedule to be posted)

THE FILES ON COURSEDEN ARE ALSO HERE
DFD Template
http://www.westga.edu/~dturner/4310/templete.xlsx
Rules quiz
http://www.westga.edu/~dturner/4310/quiz.docx
Style standards
http://www.apastyle.org/
The “Tool” (001)
http://www.westga.edu/~dturner/4310/001.docx
Rules_Process (002)
http://www.westga.edu/~dturner/4310/002.docx
Data_log (003)
http://www.westga.edu/~dturner/4310/003.docx
The "Defined" (004)
http://www.westga.edu/~dturner/4310/004.docx
Drill_down (005)
http://www.westga.edu/~dturner/4310/005.docx

FIRST SET OF EXAMPLES
Context DFD
http://www.westga.edu/~dturner/4310/BSD00C.docx
System DFD
http://www.westga.edu/~dturner/4310/BSD00S.docx
Sales and Service DFD
http://www.westga.edu/~dturner/4310/BSD00P00.docx
Online Sales DFD
http://www.westga.edu/~dturner/4310/BSD0000P00.docx
Process Sales DFD
http://www.westga.edu/~dturner/4310/BSD000001P02.docx

SECOND SET OF EXAMPLES
The Context level
http://www.westga.edu/~dturner/4310/isp00c.xlsx
The System level
http://www.westga.edu/~dturner/4310/isp00s.xlsx
The Sales and Service
http://www.westga.edu/~dturner/4310/is00p00.xlsx
Order Generation
http://www.westga.edu/~dturner/4310/is0000p00.xlsx
Customer Relations
http://www.westga.edu/~dturner/4310/is0000p01.xlsx
Internal Sales
http://www.westga.edu/~dturner/4310/is000000p01.xlsx
Service Reconciliation
http://www.westga.edu/~dturner/4310/is000001p00.xlsx

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