

### SUMMARY OF MODULE 3

1. It is necessary to gather all relevant information about an organization as a first step in systems analysis.
2. The steps followed in gathering information are to first identify information sources and then find an appropriate method of obtaining information from each identified source.
3. The most important source of information, both qualitative and quantitative, are the users of the system at all levels.
4. Other secondary sources are forms and reports used by the organization and any procedure manual or book of rules.
5. Information is gathered from top down. An overview is obtained at the top. Details are obtained from those at the working level. Gaining the confidence of working level users is vital for the success of any project.
6. Interviewing techniques have to be learnt by an analyst as he or she has to conduct a large number of interviews.
7. The key to a successful interview is to observe good manners, have an open mind, and encourage the person being interviewed to reveal all important details.
8. Distribution of questionnaires is not a substitute for interviews. Questionnaires are most useful when quantitative data are to be gathered from a large number of persons.