

2010 Paper 3 Question 8

Software Engineering

(a) Discuss the lessons learned from the London Ambulance Service disaster from the following viewpoints.

(i) Requirements engineering.

(ii) Human factors.

(iii) Testing.

(iv) Project management.

[12 marks]

(b) You have been hired by the Department of Energy and Climate Change (DECC) to manage a project to replace Britain's 47 million gas and electricity meters with "smart" meters that report energy use every 30 minutes. These reports go to a central service, and energy companies have access to their customers' readings. The goals of the system are to facilitate more flexible pricing, so customer demand can be brought more into line with supply; to make it simpler for customers to switch energy companies; and to help DECC predict and manage energy demand.

Describe what measures you would take to reduce the likelihood of a project disaster.

[8 marks]