1.2 Types of Software and Development Methodologies: 10-minute Pack

Total Marks

OCR H446 · Calculators not allowed · about 10 minutes

Name: _____ Date: ____ / ____ / _____

Answer ALL questions. Show all your working.

1 A company must decide whether to buy off-the-shelf software or commission bespoke (custom-written) software.

(a) State what is meant by the term 'bespoke software'. **(2)**

(b) State what is meant by the term 'off-the-shelf software'. **(2)**

(c) A regional hospital trust wants a new system to manage patient appointments across 12 sites, with several unusual workflow requirements that are not met by any existing product. Discuss whether the trust should choose off-the-shelf or bespoke software. **(6)**

(Total for Question 1 is 10 marks)

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Mark scheme · 1.2 Types of Software and Development Methodologies: 10-minute Pack

Question 1

(a) Software written specifically for a single customer/organisation (oe) **B1**

(a) ...to meet their exact requirements/specification (oe) **B1**

(a) Answer: Bespoke software is software written specifically for a single customer or organisation to meet its exact requirements.

(b) Software that already exists / has been pre-written (oe) **B1**

(b) ...and is available for anyone to buy/use, usually without modification (oe) **B1**

(b) Answer: Off-the-shelf software is pre-written software that is already available to buy and use, generally without modification, by any customer.

(c) **L3** A well-balanced discussion that considers both bespoke and off-the-shelf options with clear application to the hospital scenario (unusual workflows, patient safety, multi-site use, budget, timescale) and reaches a reasoned, justified conclusion. Technical terms used accurately throughout. **5-6**

(c) **L2** Some discussion of both options with partial application to the scenario; points may be generic or only loosely linked to the hospital's specific needs. A conclusion may be present but not fully justified. **3-4**

(c) **L1** Basic, mostly one-sided or generic statements about bespoke/off-the-shelf software with little or no application to the scenario given. **1-2**

(c) **L0** No creditable content. **0**

(c) Indicative content:

- Bespoke may be more suitable because the unusual workflows are not met by existing products, so an off-the-shelf package would not fully support the trust's operations.
- Bespoke can be tailored exactly to the trust's processes across all 12 sites and to patient-safety requirements, but is likely to cost more and take longer to develop and test.
- Off-the-shelf is cheaper and quicker to obtain, and is already tested/proven in use elsewhere, but may not support the unusual workflows without costly, risky customisation or manual workarounds.
- A conclusion should weigh patient safety/fitness for purpose against cost and time constraints, e.g. recommending bespoke if the unusual workflows are safety-critical, or a customised off-the-shelf product as a compromise.

(c) Answer: Model answer: bespoke software is likely the better recommendation given the unusual, safety-relevant workflows across 12 sites that no existing package supports, despite the higher cost and longer development time; off-the-shelf remains a valid alternative only if it can be customised to cover the unusual requirements within budget.

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