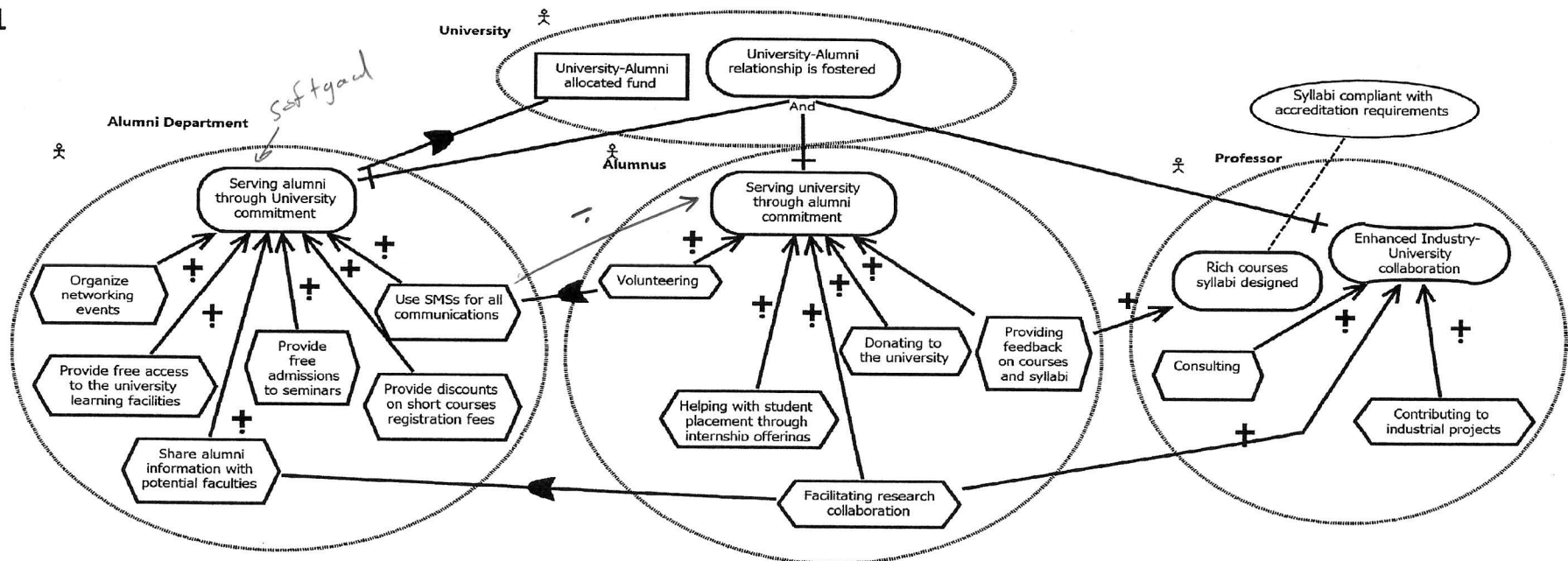


Task1



Maintenance Task1: The “Alumni Department” investigated ways to assess precisely how the department can serve alumni. It turned out that the goal “Serving alumni through University commitment” has no clear cut satisfaction criteria. In addition, the alumnus found that the “Alumni Department” is breaching their privacy by sending too many SMSs. Please fix the GSN model to resolve these two issues.

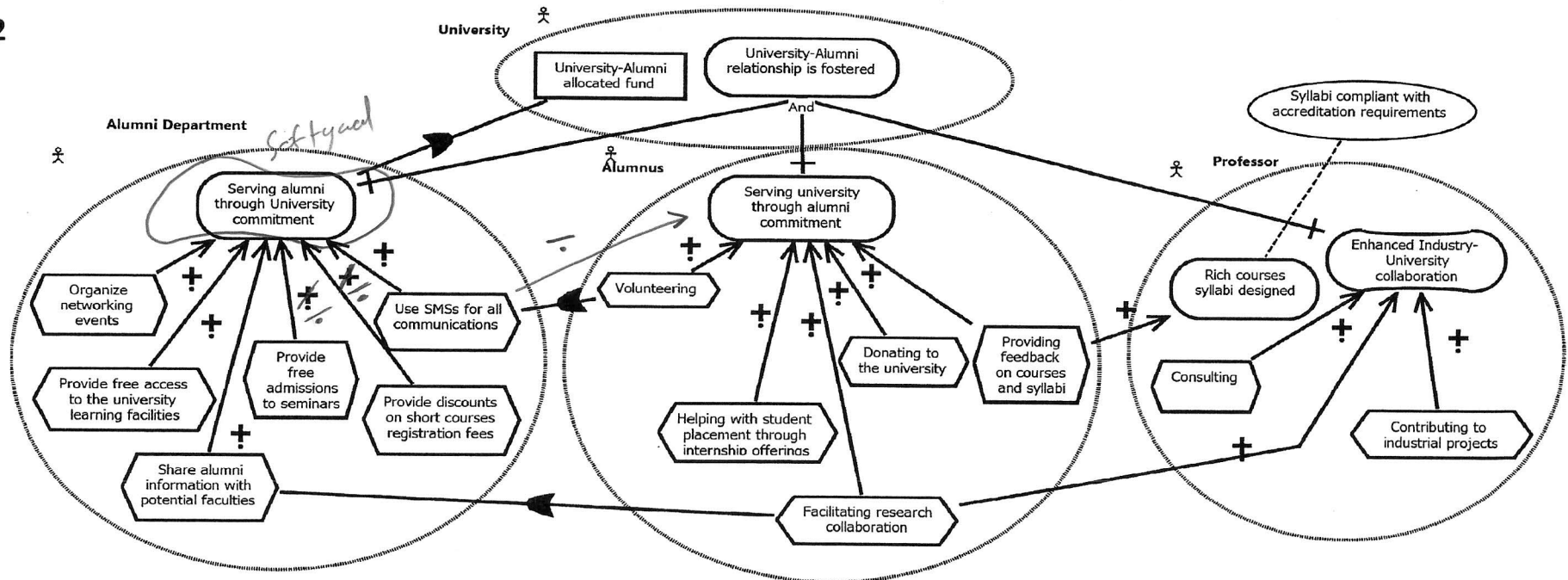
Start time: 10:54

End time: 10:57

How easy is to apply the required changes?

1. Very easy
2. Easy
3. Neutral (Neither Easy nor difficult)
4. Difficult
5. Very difficult

Task2



Maintenance Task2: Please use the GRL model that you have already modified in Task1. The university allocated funds to the Alumni department have been reduced. The alumni department has to cope with this constraint by reducing their expenses without affecting the offered activities. Please modify the GRL model to implement these constraints.

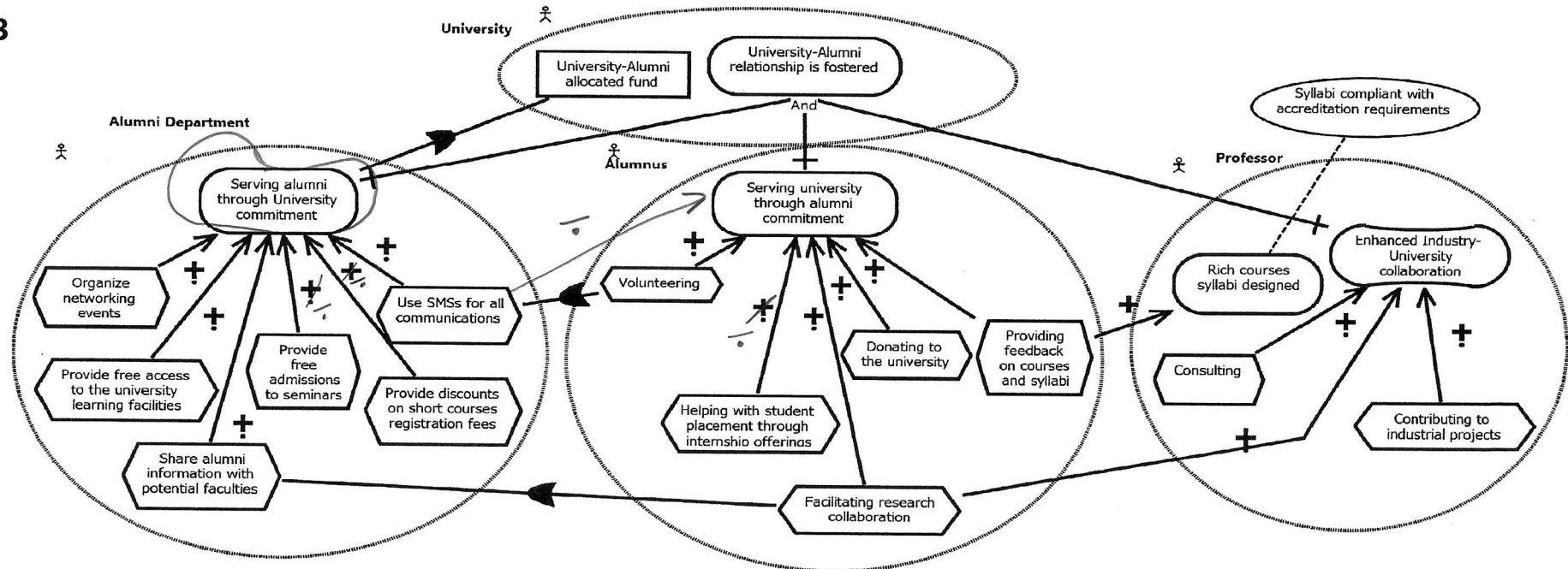
Start time: 10:57

End time: 11:01

How easy is to apply the required changes?

1. Very easy
2. Easy
3. Neutral (Neither Easy nor difficult)
4. Difficult
5. Very difficult

Task3



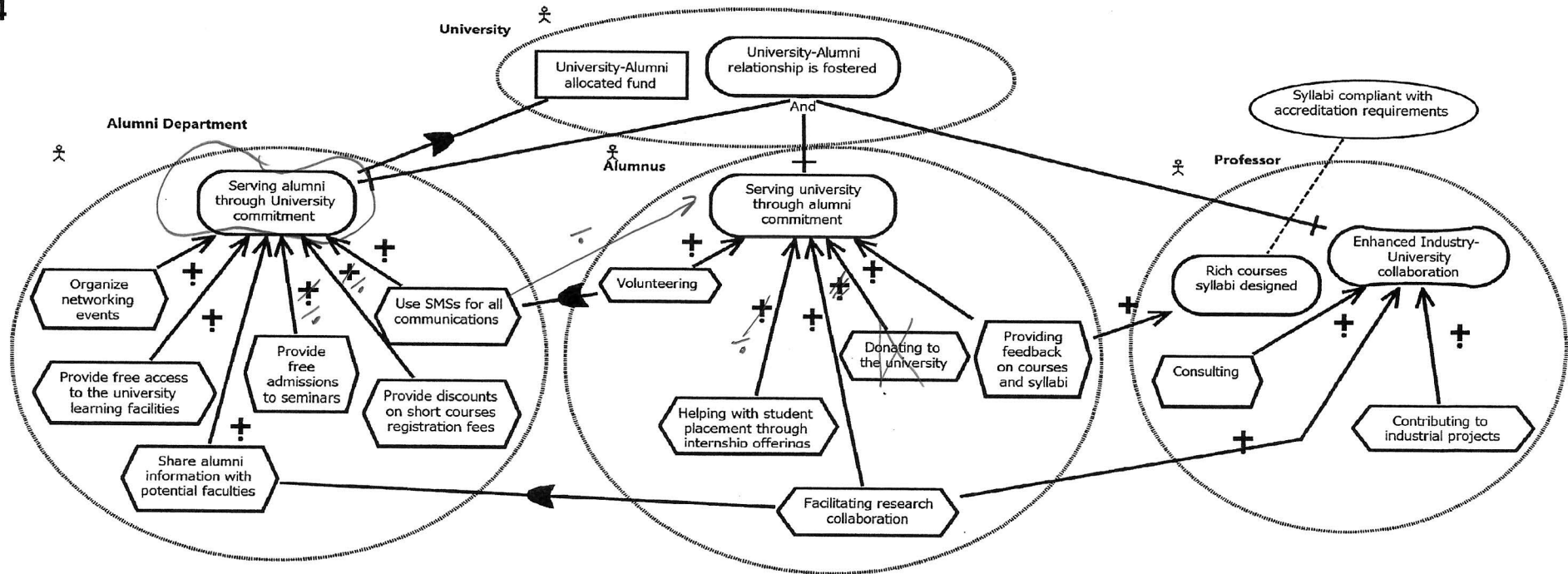
Maintenance Task3: Please use the GRL model that you have already modified in Task2. Each semester, the “Alumni Department” has been asking their alumnus to mentor an increasing number of undergraduate students, in their respective fields, However, based on our undergraduate students’ feedback, this experience has many shortcomings and was not that positive. According to the alumni, mentoring a large number of students is not sustainable. Please modify the GRL model to reflect this fact.

Start time: 11:01
 End time: 11:04

How easy is to apply the required changes?

1. Very easy
2. Easy
3. Neutral (Neither Easy nor difficult)
4. Difficult
5. Very difficult

Task4



Maintenance Task4: Please use the GRL model that you have already modified in Task3. Alumni are willing to contribute to the university activities but they are reluctant to donate money. Please modify the GRL model to reflect this fact.

Start time: 11:04

End time: 11:06

How easy is to apply the required changes?

1. Very easy
2. Easy
3. Neutral (Neither Easy nor difficult)
4. Difficult
5. Very difficult