Main course text:

Introduction to Systems Analysis and Design (5th Ed.)
Hawryszkiewycz, I (2001)
Pearson Education
ISBN: 1740092805
This new 5th edition focuses on integrating the study of information systems with the strategic objectives of the enterprise. Much of the material and chapters on strategic planning has now been included in the earlier chapters and is closely integrated with business systems development. Introduction to Systems Analysis and Design is intended for beginners who have some basic knowledge about computers and the Internet.

Secondary course text:

Business Information Systems: Technology, Development and Management for the e-business (2nd Ed.)
Bocij, P, Chaffey, D, Greasley, A, & Hickie, S (2003)
Pearson Education
ISBN: 027365540X
This book emphasises the importance of IS to management decision making. Part 1 covers hardware and software technologies; Part 2 looks at information systems analysis and design; Part 3 describes the strategic management of IS. The book is suitable for college students, undergraduate degree and postgraduate students taking courses with modules in the management and use of BIS.

Additional reading:

Systems Analysis and Design (6th Ed.)
Kendall, K E, & Kendall, J E (2004)
Pearson Education
ISBN: 013127323X
For junior/senior/graduate level courses in Systems Analysis and Design. Dynamic, comprehensive coverage makes this the perfect text on systems analysis and design, with student-friendly presentation of development, methods, tools, and techniques. A variety of review questions and problems, an ongoing case study, and an Internet-based case study offer an understandable and motivating look at the SAD field.

Systems Analysis and Design
Dennis, A, & Wixom, B H (2002)
Wiley Europe
ISBN: 0471073229
In System Analysis and Design (SAD), there will always be new techniques and approaches to develop systems more effectively and efficiently. To succeed in SAD, requires a solid foundation of skills you can rely on. This text focuses on the core set of skills that all analysis must possess—from gathering requirements and modeling business needs to creating blueprints for how the system should be built.

An Introduction to Systems Analysis and Techniques (2nd Ed.)
Lejk, M, & Deeks, D (2002)
Pearson Education
ISBN: 0201797135
Suitable for a wide range of undergraduate and postgraduate courses, the book lays a firm foundation in analysis for a real working environment. Both structured and object-oriented techniques are covered. The structured techniques include spray and tree diagrams, data flow diagrams, entity models, normalisation and entity life histories. The object-oriented techniques include class diagrams and use cases.
The approach throughout introduces each technique using step-by-step worked examples followed by exercises.

Human Computer Interaction: Psychology, Task Analysis and Software Engineering
Johnson, P (1991)
McGraw-Hill
ISBN: 0077072359
This text provides an overview of the fundamental aspects of cognitive psychology: theoretical and empirical findings about human memory, learning, knowledge representation and skill acquisition. The coverage of these topics is related to HCI by providing examples and illustrations of user interface designs. The book then considers the range of models that have been developed in HCI, giving examples of where these models have been used and discussing the strengths and weaknesses of the various approaches.

Usability Engineering
Nielsen, J (1994)
Academic Press
ISBN: 0125184069
This book is an excellent guide to the methods of usability engineering. The book provides the tools needed to avoid usability surprises and improve product quality. Step-by-step information on which method to use at various stages during the development lifecycle are included, along with detailed information on how to run a usability test and the unique issues relating to international usability.

Usability Inspection Methods
Neilsen, J, & Mack, R L (1994)
Wiley Europe
ISBN: 0471018775
Designed to get you up and running with the full complement of UI strategies, tools, and techniques. With the help of numerous real–life case studies: step–by–step guidance on all important methods now in use, including the heuristic evaluation method, the pluralistic walkthrough method, the cognitive walkthrough method, and more proven techniques for integrating usability inspections with other methods now in use.

Joint Application Design: How to Design Quality Systems in 40 Per Cent Less Time
Wood, J, & Silver, D (1989)
Wiley Europe
ISBN: 0471504629
Most system designers are up against a data processing nightmare: the real world of backlogs, cost constraints, and dissatisfied users. To banish these problems this book offers clear, practical guidelines for getting users and MIS professionals together before problems occur. The authors offer extensive examples of CASE (Computer Assisted Software Engineering) techniques, and provide readers with complete checklists, work plans, and helpful sample agendas. Also included are documentation forms that readers can quickly apply to their own projects.

A Practical Guide to Usability Testing
Dumas, J S, & Redish, J C (1999)
Intellect Books
ISBN: 1841500208
The book defines usability, advocating and explaining the methods of usability engineering and reviewing techniques for assessing and assuring usability throughout the development process. Planning and conducting a usability test; analyzing data; using the results to improve both products and processes. The book is simply written and filled with examples from many types of products and tests. It discusses the full range of testing options from quick studies with a few subjects to more formal tests with carefully designed controls.

Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests
Rubin, J (1994)
Wiley Europe
ISBN: 0471594032
The book gives practical, step–by–step guidelines in plain English. It arms beginners with the full complement of proven testing tools and techniques. From software, GUIs, and technical documentation, to medical instruments, VCRs, and exercise bikes, no matter what your product, you'll learn to design and administer extremely reliable tests to ensure that people find it easy and desirable to use.

Requirements Engineering
Macaulay, L (1996)
Springer-Verlag Berlin & Heidelberg
ISBN: 3540760067
The author introduces the major concepts and underlying rationale behind requirements engineering, providing a background against which topics such as human and organizational factors and technical and hardware issues are discussed. Each chapter has clear objectives and contains exercises, practical guides and case studies all drawn from relevant and topical industrial and commercial research and development projects.