



# *User Focus*

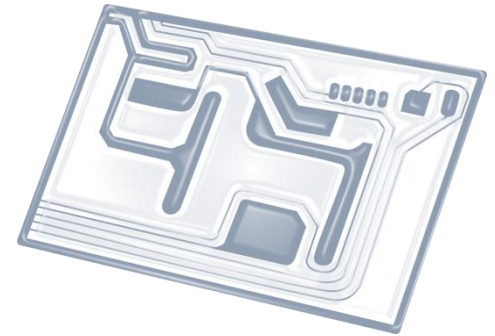
IB Computer Science



*Content developed by  
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# HL Topics 1-7, D1-4



1: System design



2: Computer Organisation



3: Networks



4: Computational thinking



5: Abstract data structures



6: Resource management



7: Control



D: OOP

# HL & SL 1.1 Overview

## Planning and system installation

- 1.1.1 Identify the context for which a new system is planned.
- 1.1.2 Describe the need for change management
- 1.1.3 Outline compatibility issues resulting from situations including legacy systems or business mergers.
- 1.1.4 Compare the implementation of systems using a client's hardware with hosting systems remotely
- 1.1.5 Evaluate alternative installation processes
- 1.1.6 Discuss problems that may arise as a part of data migration
- 1.1.7 Suggest various types of testing

## User focus

- 1.1.8 Describe the importance of user documentation
- 1.1.9 Evaluate different methods of providing user documentation
- 1.1.10 Evaluate different methods of delivering user training

## System backup

- 1.1.11 Identify a range of causes of data loss
- 1.1.12 Outline the consequences of data loss in a specified situation
- 1.1.13 Describe a range of methods that can be used to prevent data loss

## Software deployment

- 1.1.14 Describe strategies for managing releases and updates



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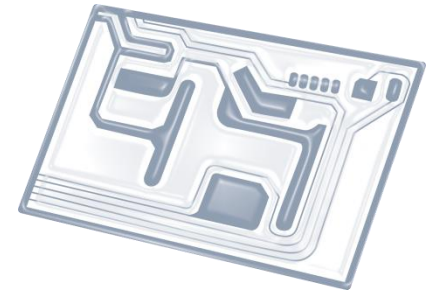


7: Control

D: OOP



# Topic 1.1.10



Evaluate different methods of delivering **user training**

# Methods of delivering user training

- Self-instruction
- Formal classes
- Remote/Online training
- Training staff in using a new system is very important as productivity greatly depend on how familiar users are with a system. Therefore good user training is an essential part of introducing a new system.

# Self instruction

- **Self-instruction:** users reading a manual or watching a tutorial, or randomly doing something in the system to figure out how it works. This type of training is only suitable for experienced computer users as they are more confident to start using an unfamiliar system alone to figure out how it works.

# Formal classes

- **Formal classes:** users sitting in a classroom listening to an instructor who shows and explains how to use the system. This type of training is useful to train large amounts of staff as it is effective and relatively cheap, but if the size of the classes is too big, there is little time to deal with individual problems and questions.

# Remote/online training

- **Remote/online/personal training:** an instructor training a single user either by being in the same room or by some kind of remote connection (Skype, chat). This is the most effective way of training as training can be suited to user's needs and abilities, but is very expensive compared to other types of training.