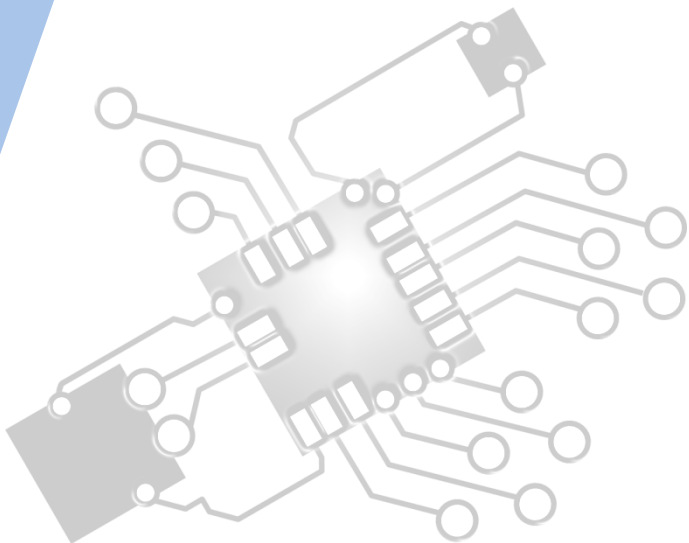




# *User Focus*

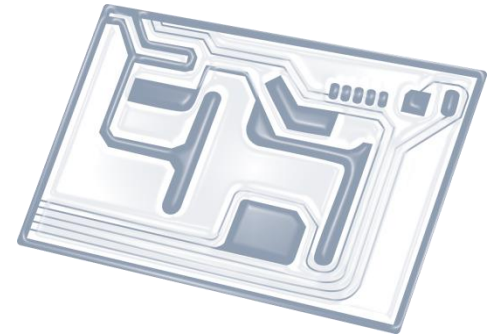
IB Computer Science



*Content developed by  
Dartford Grammar School  
Computer Science Department*



# 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



1: System design

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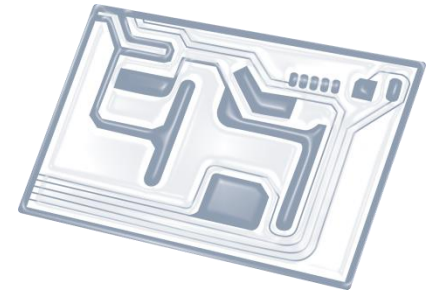


7: Control

D: OOP



# Topic 1.1.8

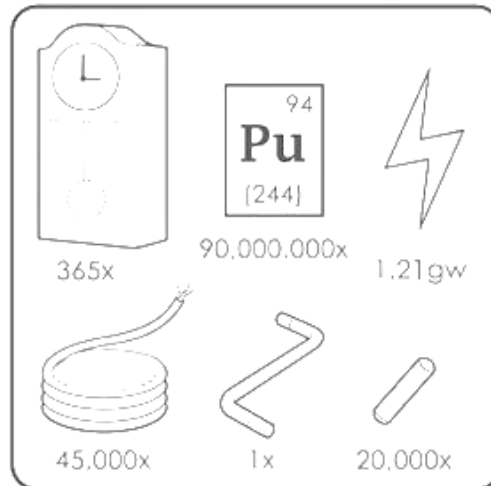
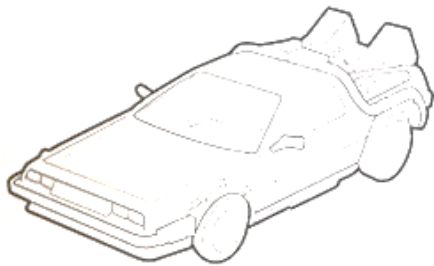


Describe the importance of **user documentation**

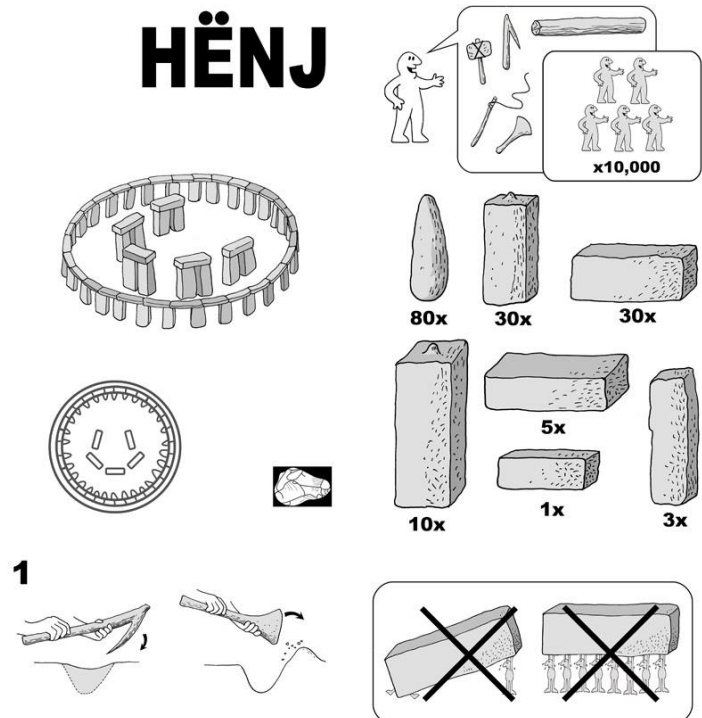
# How important is documentation?

- Small systems – not much
- Big systems – rate of implementation
- Consequences of good/bad documentation?

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# In general development, it is **VERY** important!

- User documentation is a crucial part of a system as it is the document that explains the working of the system to the user.
- A well-made user documentation guides the user through using the system and thus increases productivity. If the user documentation is simple, system implementation can happen faster because users require less training to learn how to use the new system.
- Users are non-technical people, they only need to know how to use the system. Therefore, the user documentation does not involve detailed explanations of how the system works.

# What is involved?

- A user documentation usually involves:
  - Minimum hardware and software requirements
  - Installation guide
  - How to start the system
  - How to use different features of the system
  - Screenshots explaining main features of the system
  - Example inputs and outputs
  - Explanations of error messages and troubleshooting guides
  - Information to contact the developer of the system if an undocumented question arises