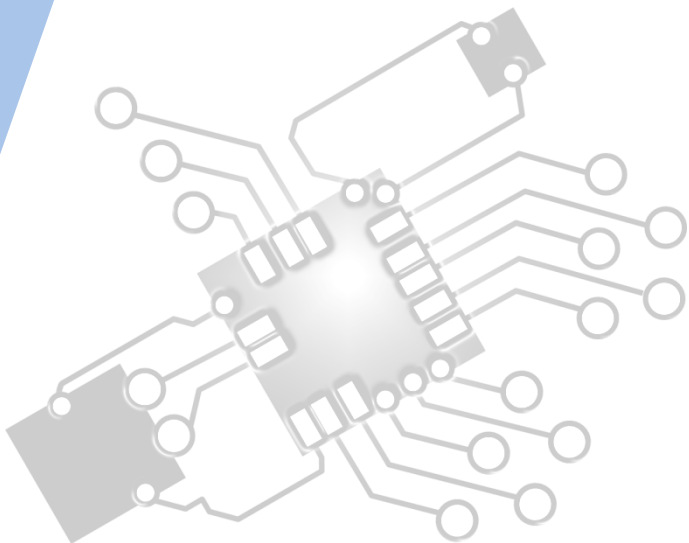




User Focus

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



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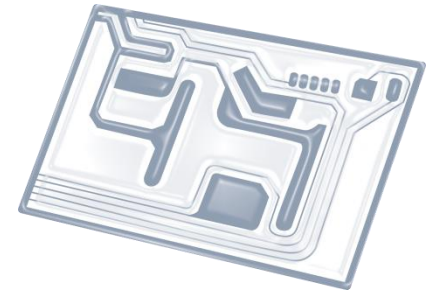


7: Control

D: OOP



Topic 1.1.9



Evaluate different methods of providing **user documentation**



Types of user documentation

- Help files
- Online support
- Printed manuals

Help files

- Files supplied together with the system. They can usually be called up with a button in the system.
- Advantages:
 - Accessible at any time when using the program
 - Give general instructions on how to use the system
 - Give general instructions on how to solve some major errors
- Disadvantages:
 - They can only be used **after** system has been installed. They don't give any help when installing the solution
 - They often only deal with very general errors
 - They often lack a search capability, you have to look to find help for your problem

Online support

- Special web service hosted by the system's developer to provide user documentation.
- Advantages:
 - They are often extensive compared to help files
 - They get continuously revised by the systems developer to deal with the problems occurring most often (FAQs)
 - They often provide an option for live support, talking to a real human operator if a problem arises which the user documentation has no answer to
 - They often have search capabilities built-in so that users can easily search through them
- Disadvantages:
 - They are useless if users have no internet connection
 - Live support does not work quite well with users unfamiliar with computers when they have to explain their problem (*"I clicked 'that' button and then something happened!"*)

Printed manuals

- Manuals printed on paper and supplied together with the system.
- Advantages:
 - They can be read through by users before starting to work with the new system
 - Always available
 - Give help installing the system
- Disadvantages:
 - Can be lost
 - Often limited to a little booklet supplying little information apart from how to install the system
 - May not be updated every time the system is updated