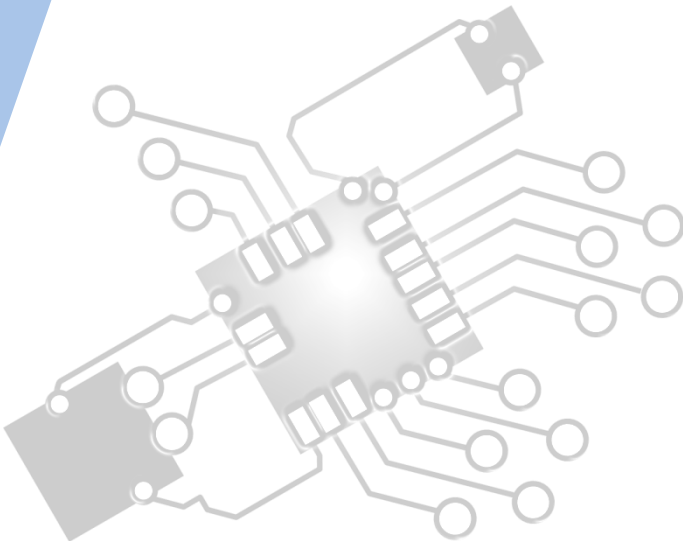




User Focus

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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4: Computational thinking



5: Abstract data structures

6: Resource management

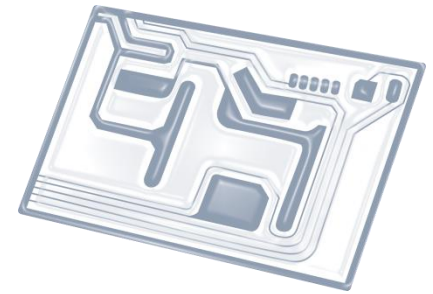


7: Control

D: OOP



Topic 1.1.9



Evaluate different methods of providing **user documentation**



Exam note!

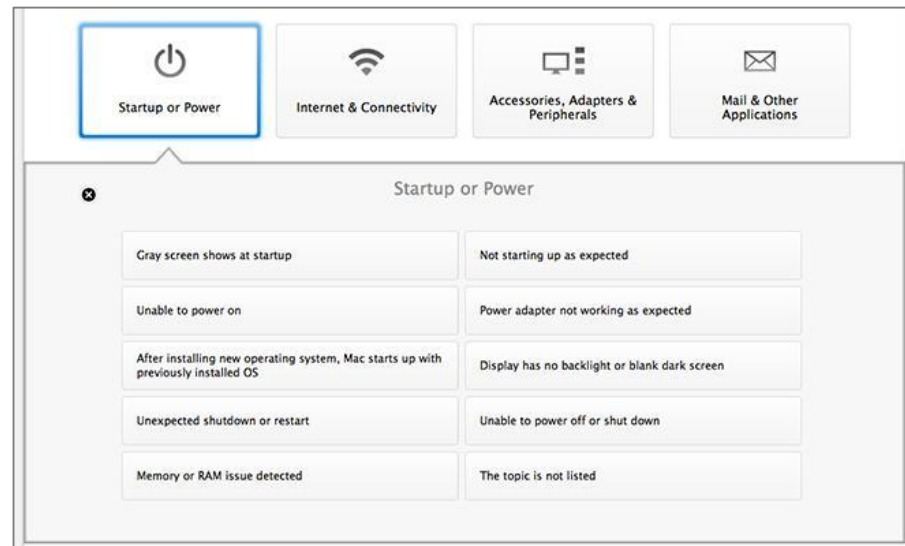
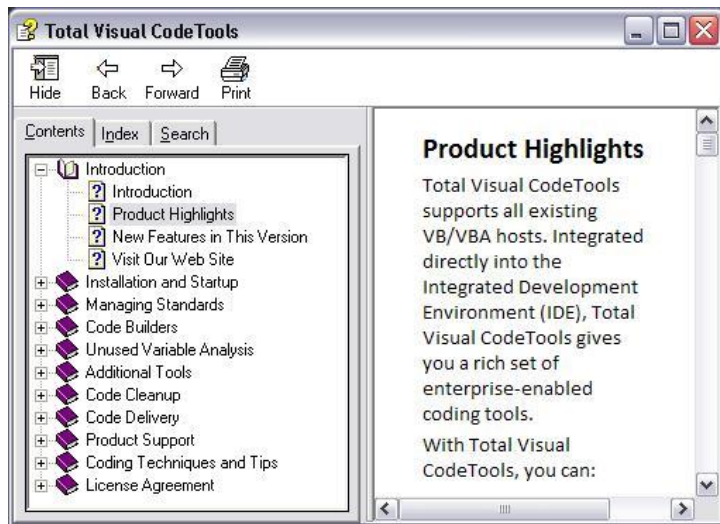
This curriculum point requires you to **evaluate** the different options.

That is exam speak for **knowing/discussing advantages, disadvantages** and for **comparing** them against one another to arrive at a conclusion.



Types of User Documentation

- Help files
- Online support
- Printed manuals

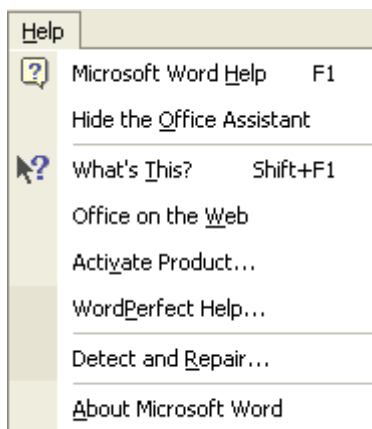
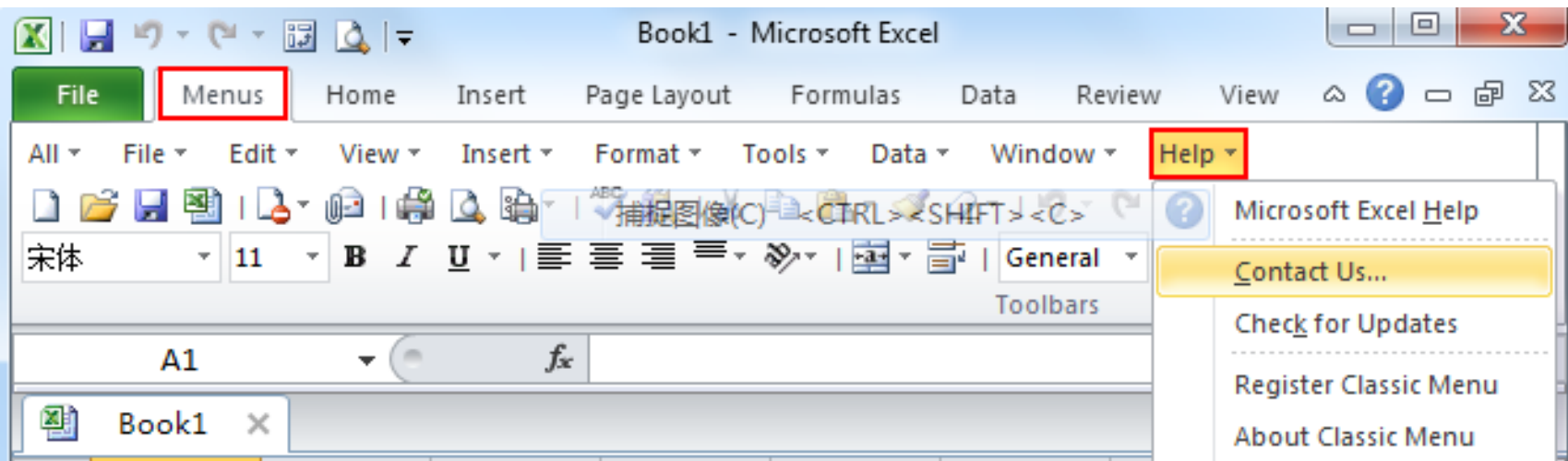


Help files

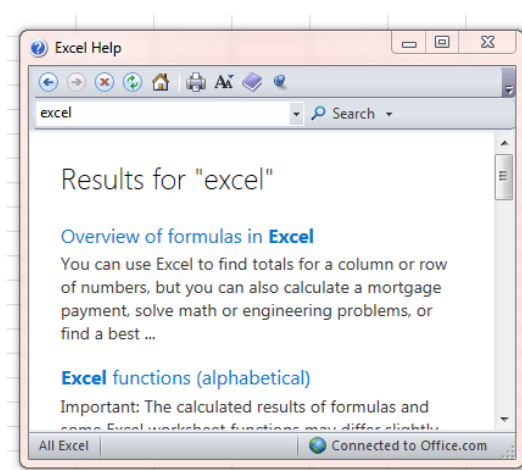
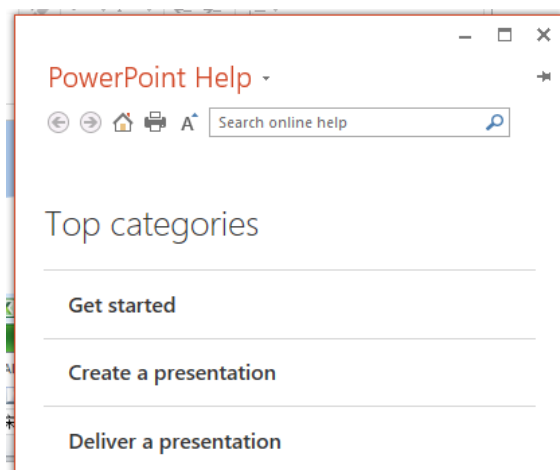
Files supplied together with the system. They can usually be called up with a button in the system.

- **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

Help file examples



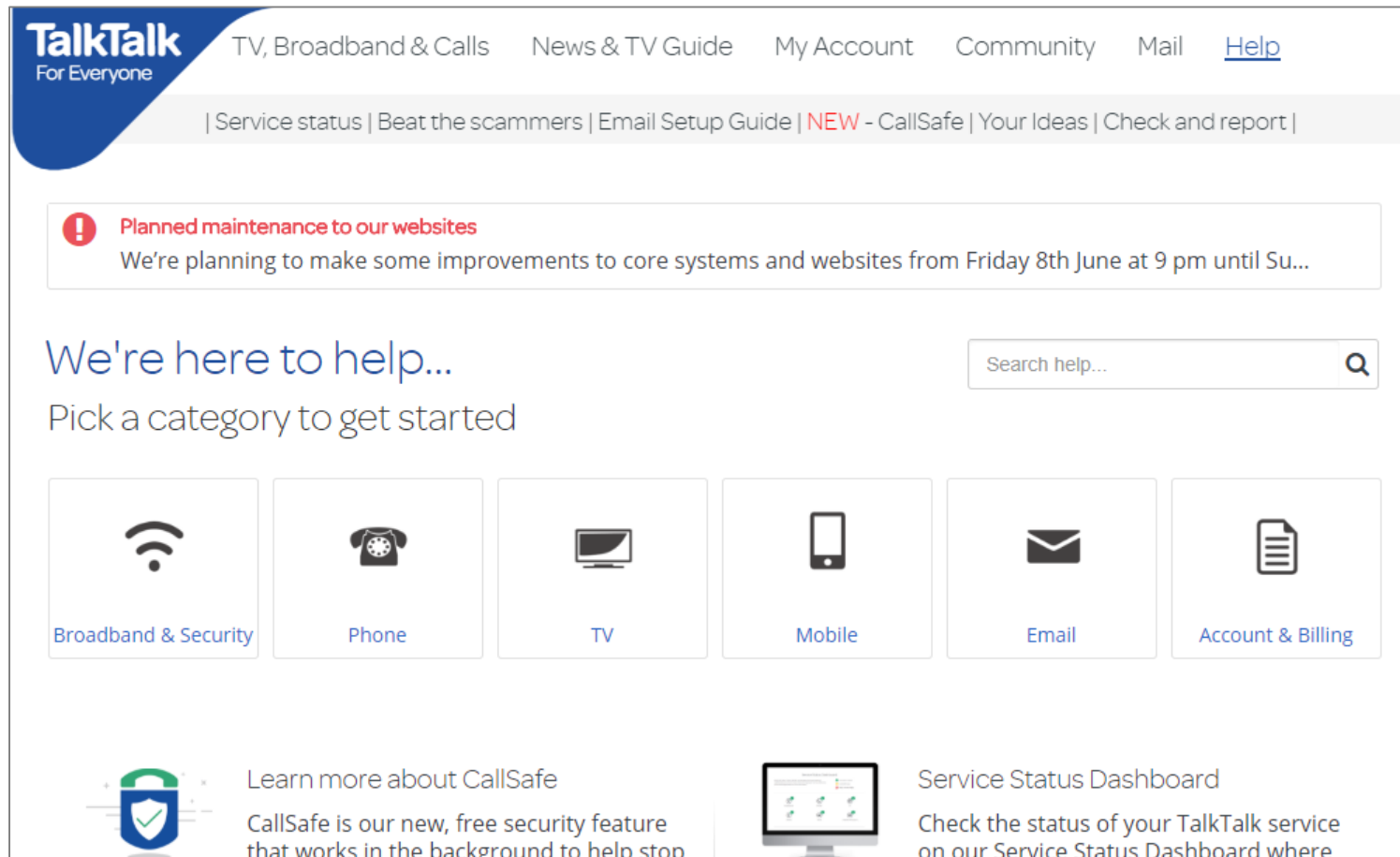
Word 2003's Help menu



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!"*)

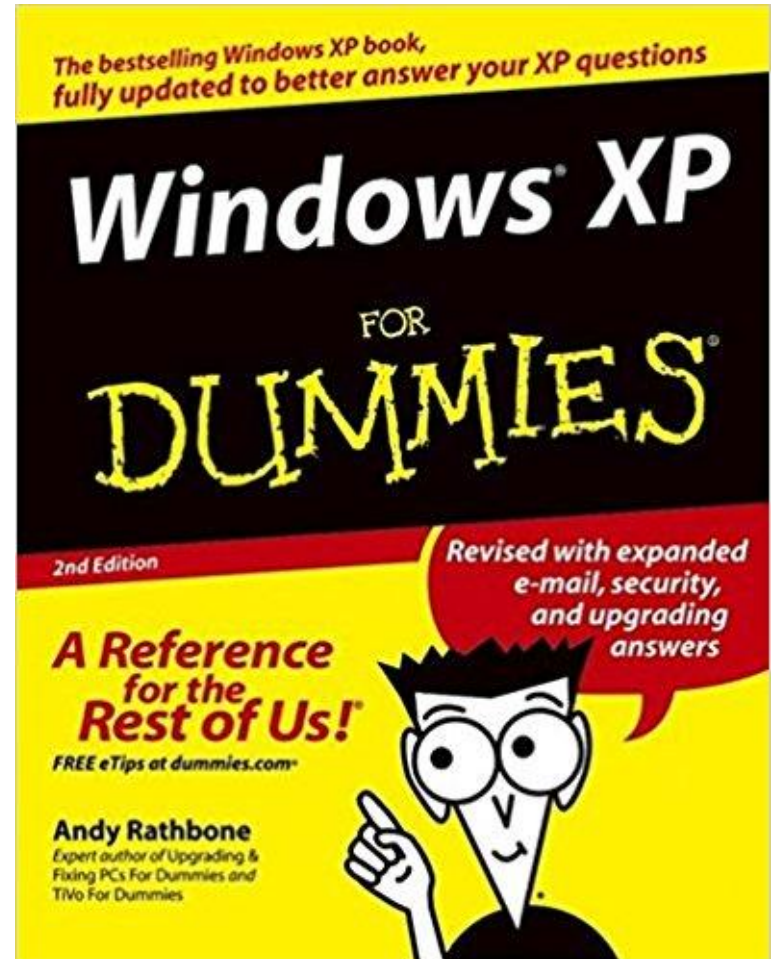
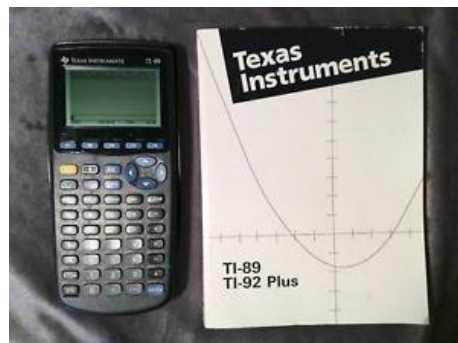
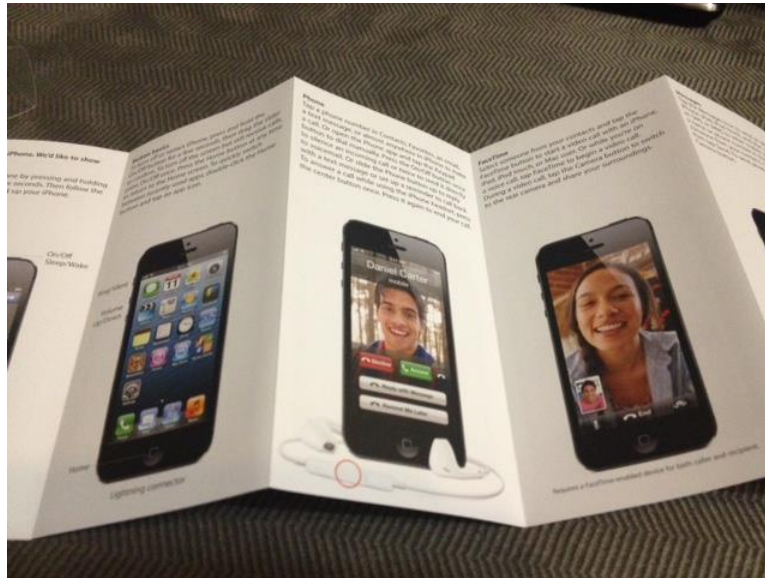
Online support examples

A screenshot of the TalkTalk website's support page. The header includes the TalkTalk logo and navigation links for TV, Broadband & Calls, News & TV Guide, My Account, Community, Mail, and Help. A secondary navigation bar lists links like Service status, Beat the scammers, Email Setup Guide, NEW - CallSafe, Your Ideas, and Check and report. A red alert box at the top states: 'Planned maintenance to our websites. We're planning to make some improvements to core systems and websites from Friday 8th June at 9 pm until Su...'. Below this, the text 'We're here to help...' is followed by a search bar labeled 'Search help...'. A section titled 'Pick a category to get started' features six icons: Broadband & Security (Wi-Fi), Phone (telephone), TV (television), Mobile (smartphone), Email (envelope), and Account & Billing (document). At the bottom, there are two promotional tiles: one for CallSafe with a shield icon and text 'Learn more about CallSafe. CallSafe is our new, free security feature that works in the background to help stop', and another for the Service Status Dashboard with a monitor icon and text 'Service Status Dashboard. Check the status of your TalkTalk service on our Service Status Dashboard where'.

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 / misplaced / limited in number
 - Often limited to a little booklet supplying little information apart from how to install the system
 - Not be updated every time the system is updated

Printed manuals examples



Practice doing combinations like these...

Advantages of...

Books	Online
...	...

Disadvantages of...

Help files	Books
...	...

Comparison of...

Books	Help files
<i>Adv</i>	<i>Adv</i>
<i>Disadv</i>	<i>Disadv</i>

