Task A

When a new system is ready to be implemented, staff need to be shown how to use it. However, the organisation must put documentation in place to help staff keep updated with the functionality of the system and how to access to help should they run into difficulties.

There are three types of user documentation: Paper, On-screen and Technical. Complete the table below to identify what would typically be found in each type of documentation.

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| **Documentation type** | **Features** |
| Paper | Short introduction/overview of the system.  Brief technical details (e.g. hardware and software requirements)  User guide – this will include instructions, steps and may include screenshots as a visual demonstration.  Glossary of technical terms – users can refer to this if they’re unfamiliar with terms used throughout the documentation.  Troubleshooting – a list of simple things to check before calling for further assistance. There might be a problem that can be easily fixed by the user. |
| On-screen | A help menu, Web pages, Popup help boxes, PDF documents, FAQ section and Video tutorials.  More specific features could be: text search facility, worked examples of how to use a feature, tool tips and pop-up instructions when you press a key. |
| Technical | Source code with comments explaining how that part of the code works  Data structures used within the system  File formats used/File naming conventions  Validation ranges for data input  Internal details of a database such as tables, relationships, records, queries used  Navigation layout such as a site map or link map of the system.  Test logs and test results  Security details of the system  How to install the system  How to backup and restore the system |

Task B

While the new system is in place, the maintenance phase will continue through life cycle of the new system. Complete the table below to identify how different methods of maintenance are available.

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| **Method** | **How does it work?** |
| Corrective maintenance | This method is very ad hoc. Users may report hardware faults or part of the interface that is not working correctly. The fault is then reported and it is then fixed and tested. Once it passed the testing stage, the fixed version can be made live once again. |
| Adaptive maintenance | This form of maintenance might occur from a decision made that is outside of their control. For example, when the government changed the VAT from 17.5% to 20%, it meant many organisations would need to adapt their systems to fall in-line with the new rate. |
| Perfective maintenance | This form of maintenance is done when minor adjustments need to be made, but they do not have a significant impact on the system. This means that it’s not a fault that will cause major disruption to the system. |

Task C

List some success criteria that organisations could follow to evaluate whether the new IT system has been successful.

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| * Is the system easy to use? * Is the information provided by the system useful? * Does the system meet the client requirements? * Is the all technical documentation provided easy for users to follow? |