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.

|  |  |
| --- | --- |
| **Documentation type** | **Features** |
| Paper |  |
| On-screen |  |
| Technical |  |

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.

|  |  |
| --- | --- |
| **Method** | **How does it work?** |
| Corrective maintenance |  |
| Adaptive maintenance |  |
| Perfective maintenance |  |

Task C

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

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