

An organization is implementing a new computer system.

(a) Identify two organizational issues related to the implementation of the new system. [2]

- a. Compatibility with old system / existing data
- b. Data transfer from old system to new system
- c. Training users to use new system
- d. Transition between systems

The management considered phased conversion and direct changeover as methods of implementation.

(b) Evaluate these two methods of implementation. [5]

- a. Phased changeover is generally better, especially for corporate applications
- b. If there is a problem with the new system, less users will be affected with phased conversion, and it will be easier to resolve the issue as the old system will still be up and running
- c. Direct changeover runs the risk of putting all operations on hold, if there is an issue with the new system
- d. New system could work in testing, but encounter issues when under heavy load, another benefit of phase changeover
- e. Phased changeover can be more expensive, as the old solution will need to be kept running during the transitions
- f. Phased changeover is when the company gradually transitions from the old solution to the new solution, this could be by rolling it out to some users before others, or by deploying different parts of the new solution at different times.
- g. Direct changeovers are when the company instantly/directly switches from one solution to the other, the old solution will not be accessible after the transition. This method is quicker but runs additional risks.

- etc

(c) (i) State one type of testing that involves users. [1]

- a. Pilot / beta testing – select group of users test the new system

(ii) Identify three consequences of inadequate testing. [3]

- Users dislike system
- System errors
- System crashes under load
- Undiscovered bugs

- Less productive
- Less reliable

- (d) **Discuss** the social and ethical issues associated with the introduction of a new computer system. [4]
- a. Job loss
 - b. Employees require new training
 - c. Implicit bias towards those less computer-capable
 - d. Employees lose value, skills made obsolete
 - e. Cyberbullying
 - f. Computer incompatible with disableds (eg no hand or blind, possibly both)
 - g. Sperm cells killed by laptop heat