

IT2015 Unit 2 AoS3

Tools, techniques and procedures

On completion of this unit the student should be able to work collaboratively and apply the problemsolving methodology to create an ICT solution, taking into account client feedback

Key knowledge

1. role of clients in shaping how ICT is used to create solutions and strategies for acquiring feedback from clients *text pp278-279*
2. functions of key hardware and software components of information systems used to solve problems *text pp22-24, 29-31, 165-168*
3. stages of the problem-solving methodology *text ppxiii-xiv, 144, 177, 216-277*
4. problem-solving activities related to analysing information problems, in particular the identification of constraints on solutions *text pp280-283*
5. design elements that influence the functionality and appearance of solutions *text pp283-290*
6. design tools for representing solutions *text pp290-292*
7. criteria for evaluating the efficiency and effectiveness of solutions *text p293*
8. formats and conventions applied to the presentation of information in order to improve effectiveness for intended clients *text pp152-159, 290*
9. techniques for manipulating data and information, and testing solutions *text pp225-228, 293-297*
10. procedures and techniques for effectively managing the naming and classification of files, folders and directories, and the security of backups and file transfers *text pp296*
11. strategies for evaluating whether solutions meet their purpose *text pp300-304*
12. strategies (tools and techniques) for coordinating the tasks, people, resources and time required to create solutions *text pp143-144, 270-277*

Key skills

- **analyse** information problems
- prepare and follow **plans** that coordinate the tasks, people, resources and time required to develop solutions
- select and apply appropriate tools and techniques to **design** solutions
- **liaise** with the clients in order to obtain feedback on the preferred designs, and make adjustments, where necessary
- select and apply suitable equipment, tools, functions, formats and conventions to **create** solutions
- apply techniques and procedures to securely and effectively handle **files**
- devise and implement an **evaluation** strategy.

Plans

Document what you are going to do and how you intend to do it

Collaboration

Define the tasks of each team member

Problem Solving Methodology

Follow through the stages (text ppxiii-xiv)

Document each stage

Self Evaluation

Using the criteria you have developed, evaluate how well you met your goals for this project

Refer to text p246

Report

All documentation created during this project

A summary your evaluation