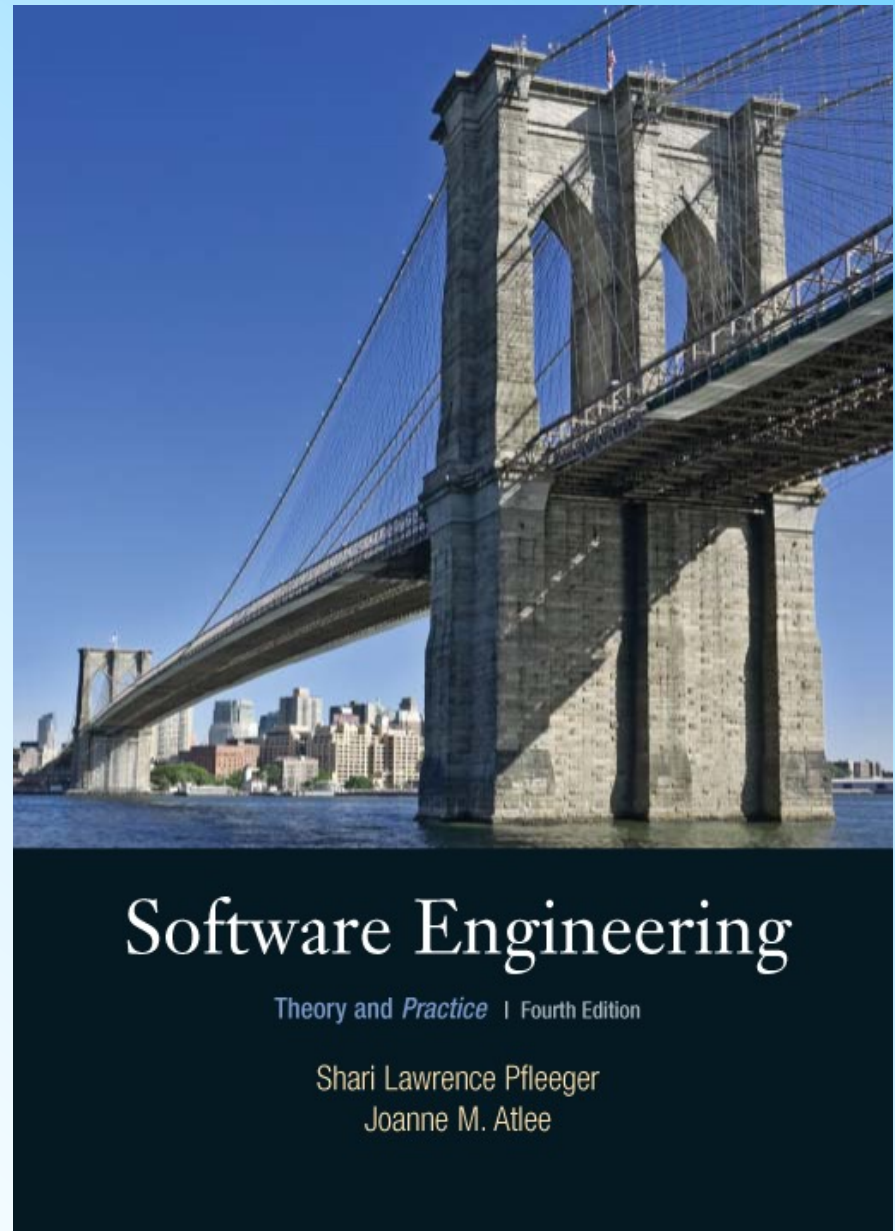


# Chapter 10

## Delivering the System

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4<sup>th</sup> Edition



# Delivering the System

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- It is more than just putting the system in place
- It is also helping users to understand and feel comfortable with the system
  - Training
  - Documentation

# 10.1 Training

## Types of People Who Use a System

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- Users: exercise the main system functions
- Operators: perform supplementary functions
  - create back up copies of data files
  - define who has access to the system

# 10.1 Training

## User and Operators Functions

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User Functions	Operator Functions
Manipulating data files	Granting user access
Simulating activities	Granting file access
Analyzing data	Performing backups
Communicating data	Installing new devices
Drawing graphs and charts	Installing new software
	Recovering damage files

# 10.1 Training

## Types of Training

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- User training
- Operator training
- Special training needs
  
- Example car mechanic and driver

# 10.1 Training

## User Training

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- Introduces the primary functions
  - Record management: record creation, deletion, retrieval, sorting
  - Navigation thru the system
  - No need to provide internal mechanism (e.g., sorting algorithms, data structures)
- Relates how the functions are performed now, how to perform later with the new system
  - Need to take into account the difficulty of transition learning

# 10.1 Training

## Operator Training

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- Focuses on support functions and addresses how the system works rather than what the system does
- Runs in two levels
  - how to bring up and run the new system
  - how to support users

# 10.1 Training

## Special Training Needs

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Certain functions may become forgotten

- New users (who have replaced trained users)



# 10.1 Training

## Training Aids

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- Documents
  - Formal documentation, manuals
  - A small percentages of the users read them
- Icons and online help
  - Metaphors (for objects and functions)
  - Online manuals provide hypertext links
- Expert users (and trained individuals)
  - Role models can be convincing

# 10.1 Training

## Guidelines for Training

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- Understand the personal preferences, work styles, and organizational pressures
- Need to accommodate different types of participants
  - individualized system
- Divide a training class or demonstration into presentation units with short, limited scope
- Determines the type of training based on the location of the participants
  - Hundreds of students all over? Use web-based training

# 10.2 Documentation

## Considering the Audiences

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- Need to understand the intended audience
  - Users
  - Operators
  - Customer staff
  - Other member of development team
- Design different document for different audience
  - Include a “gentle” introduction

# 10.2 Documentation

## Types of Documentations

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- User's manual
- Operator's manual
- General system guide
- Tutorials and automated overviews
- Other documentation: Programmer guide

# 10.2 Documentation

## User's Manuals

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- Beginning with the general purpose, and progressing to detailed functional description
  - system's purpose or objectives
  - system's capabilities and functions
  - system features, characteristics, advantages

# 10.2 Documentation

## Operator's Manuals

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- Hardware and software configuration
- Methods of granting and denying access to a user
- Procedures for adding and removing peripherals from system
- Techniques for duplicating or backing up files and documents

# 10.2 Documentation

## General System Guide

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- The system details in the terms that customer can understand
- The system hardware and software configuration
- The philosophy behind the system's construction

# 10.2 Documentation

## Tutorials and Automated System Overviews

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- step-by-step, automated tutorials



# 10.2 Documentation

## Other Documentation: Programmer's Guide

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- An overview of how the software and hardware are configured
- Software components detailed and their functions performed
- System support functions
- System enhancements

# 10.2 Documentation

## User Helps and Troubleshooting

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- Failure message reference guide
- Online help files
- Quick reference guide (a quick summary of primary uses, configuration)
- Bug Reporting Mechanism