SL Unit 1 - System Fundamentals
Quiz 2

Question 1			
Objectives:	1.1.1, 1.1.5, 1.1.6 1.2.8	Exam Reference:	Nov-15 Question 7

A hardware shop supplies a wide variety of bathroom equipment. There are 15 shop assistants who serve customers, 3 office staff who handle the administration, and a manager.

A specialized company is asked to design and implement a new computer system for the shop.

(a) (i) Identify two different types of users of the system.   [2]

> *Award up to **[2 max]**.*
> Customers;
> Employees – shop assistants;
> Employees – office staff;
> Manager / Owner; **[2]**
> *Award **[1]** for "Employees", if type of employee is not specified.*

      (ii) Explain the role of users in the process of developing the new computer system.   [3]

> *Award up to **[3 max]**.*
> Role of users is important because inadequate user involvement leads to project failure;
> All users must participate and explain how they use the system;
> All users must participate and explain what they think is wrong with the system;
> Users (managers, owners) are involved in approval of projects and budgets;
> All users are involved in testing of the system;
> All users are involved in training;
> *Etc.*

(b) Describe why it is useful to produce more than one prototype of the new system.   [2]

> More than one prototype allows the manager to choose the one that is the most suitable;
> Which gives more flexibility and improves final system;

(c) Outline **two** problems that may occur when transferring data from the old system
     to the new system.   [4]

> *Award **[2]** for a correct answer, **[1]** for an answer with some credit, for two problems.*
>
> *Example answers:*
> The data records in databases could have different structures (fields);
> The data files could be incompatible, from different hardware systems;
> The key fields of different data types can exist;
> The customer records could have same keys (IDS) so they cannot be uniquely identified;

The new system is implemented using parallel running.

(d) (i) Outline what is meant by parallel running. [2]

Simultaneous operation;
Of the new and old system;

(ii) Outline one reason for choosing parallel running as opposed to a direct changeover. [2]

Award up to [2 max].
As the old system is still running;
The new system could be evaluated/used;
Without any consequences if the new system fails;

Question 2			
Objectives:	1.1.7	Exam Reference:	May-2016 Question 2

Explain what is meant by user acceptance testing. [2]

A system or a partially functional prototype;
Given to users to test for functionality or to gain feedback on functions or the user interface;

Question 3			
Objectives:	1.1.9, 1.1.10	Exam Reference:	Nov-15 Question 4.a.b

A small hotel buys a software package to manage their bookings.

(a) Describe **two** types of documentation that should be provided with the software package. [4]

Award [1] for each type and [1] for description, for two types, up to [4 max].

Technical documentation;
Describes how to install software;
Describes the hardware configuration needed;

User documentation;
Describes various functions of the software;
Helps users to learn how to use the software;

(b) State **two** methods of delivering user training. [2]

Award up to [2 max].
Formal classes;
Self-instruction;
Online training;