**SL Unit 1** **- System Fundamentals**  
Quiz 2

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| **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.

1. (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*.

1. 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;

1. 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.

1. (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;

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| **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;

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| **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.

1. 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;

1. State **two** methods of delivering user training. [2]

*Award up to* ***[2 max]***.

Formal classes;

Self-instruction;

Online training;