

4. (a) A system is being developed to allow staff in a veterinary practice to book appointments.

Prior to testing the system, the developers produce the following description:

Greig is one of the admin staff at the veterinary practice. He is 58 years old and has over 20-years' experience of using the existing paper-based appointments system. However, he is a reluctant user of technology and has little experience of more modern systems. He has been asked to make an appointment for Marketa Jabeur's dog to be treated at 10 am on 23 June 2024.

Explain how this description would be used to test the new appointments system and gain feedback on its ease of use. 2

- (b) After the appointments system has been in use for a month, staff suggest that an integrated text messaging facility could be used to send reminders about upcoming appointments.

Name the type of maintenance that would be required and justify your answer. 1