

SECTION A

Total: [25 marks]

1. Award up to [2 marks max].

Roles/activities of the users (*eg* permissions, security, partitions, collaborative work);
Resources (HW and SW equipment) appropriate for the organization;
Costs/budget limits;
Delivery time;
Compatibility with the old system (data);

(Other acceptable answers are possible, from the economic, operational and technical perspective.)

[2 marks]

2. Award up to [2 marks max].

Testing prior to product's full release / last stage of testing;
To see if it works properly / complete functionality / usability;
Performed by end users (not by designers);

[2 marks]

3. Award up to [4 marks max].

Award [1 mark] for the identification of an advantage and [1 mark] for explaining the advantage.

Award [1 mark] for the identification of a disadvantage and [1 mark] for explaining the disadvantage.

Example Advantages:

Can highlight aspects that are not detected in questionnaires/interviews;
So the observer can help produce more detailed reports;

Observations may be more reliable than interviews;
Because they can reveal what people actually do instead of what they say they do;

Example disadvantages:

Time consuming / expense;
The observer might need to observe a complete cycle *etc* which could last a significant amount of time;

If the observations are made by only one person, they may be biased;

Observations may be unreliable;
Because people act differently when they know they are being watched.

(Accept formulations that express similar or plausible ideas.)

[4 marks]