|  | Faculty of Information Technology  **SYSTEM ANALYSIS AND DESIGN**  **Fall 2021** |
| --- | --- |

**Chapter 6: Designing Interfaces**

**Part I. Multiple choice questions**

1) A \_\_\_\_\_\_\_\_ is a business document that contains some predefined data and may include some areas where additional data are to be filled in.

A) Report

**B) Form**

C) Flow-chart

D) Word document

2) A \_\_\_\_\_\_\_\_ is a business document that contains only predefined data; it is a passive document used solely for reading or viewing.

**A) Report**

B) Form

C) Flowchart

D) Word document

3) A report typically contains data from many unrelated \_\_\_\_\_\_\_\_ or transactions.

A) Documents

B) Form

C) Attributes

**D) Records**

4) The \_\_\_\_\_\_\_\_ report provides details behind the summary values on a key-indicator or exception report.

A) Exception

B) Scheduled

**C) Drill-down**

D) Key-indicator

5) The \_\_\_\_\_\_\_\_ report highlights data that are out of the normal operating range.

**A) Exception**

B) Scheduled

C) Drill-down

D) Key-indicator

6) The \_\_\_\_\_\_\_\_ report provides a summary of critical information on a recurring basis.

A) Exception

B) Scheduled

C) Drill-down

**D) Key-indicator**

7) The \_\_\_\_\_\_\_\_ report is produced at predefined intervals—daily, weekly, or monthly—to support the routine informational needs of an organization.

A) Exception

**B) Scheduled**

C) Drill-down

D) Key-indicator

8) The \_\_\_\_\_\_\_\_ report has unplanned information requests in which information is gathered to support a non-routine decision.

A) Key-indicator

B) Exception

C) Scheduled

**D) Ad-hoc**

9) A paper prototype is a series of mock \_\_\_\_\_\_\_\_ that can be used to test content, look, and feel, as well as the task flow and other usability factors.

A) Papers

**B) Screens**

C) Reports

D) Forms

10) Increasingly, developers are using tools that can quickly create screen mockups, referred to as \_\_\_\_\_\_\_\_, to show the placement of information elements on a screen and the space needed for each element.

A) Prototypes

**B) Wireframes**

C) Forms

D) Reports

**Part II. True / False**

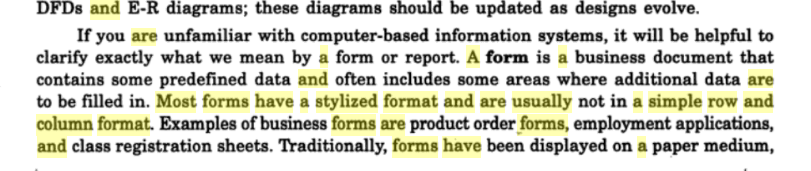
11) A report is a business document that contains some predefined data and may include some areas where additional data are to be filled in. **False**/ thay report bằng Form

12) A form is a business document that contains only predefined data; it is a passive document used solely for reading or viewing. **False**/ thay form bằng report

13) A report typically contains data from many unrelated records or transactions.

**True** (only for reading) (Reports are only for reading and often contain data about multiple unrelated records in a computer file.)

14) Most forms have a stylized format and are usually simple row and column format. **False**

****

15) Ad-hoc reports provide details behind the summary values on a key-indicator or exception report. **False**

16) A key-indicator report provides a summary of critical information on a recurring basis. **True**

17) Drill-down reports **highlight data that are out of the normal operatin**g range. **False/ Exception Reports**

18) User-centered design refers to a design approach that involves an understanding of the target audience, their tasks and goals, information needs, experience levels, and so on. **True**

19) A paper prototype is a simple design to show the placement of information elements on a screen and the space needed for each element. **False - series of mock screens that can be used to test content, look, and feel, as well as the task flow and other usability factors**

**Focus is on the design (content, layout, flow**

**def of wireframe**

20) In addition to providing a look and feel that can be assessed, the paper prototype is also used to test content, task flow, and other usability factors. **True**  
(Explain the process of designing forms and reports and the deliverables for their creation)

21) Increasingly, developers are using tools that can quickly create screen mockups, referred to as wireframes. **True**

22) To clearly show how to move forward and backward is related to the balance the layout guideline for the design of forms and reports. **False/ interfaces**

**Part III. Short answer questions**

1) Define *form* and *report*. What is the difference between the two?

A form is a business document that contains some predefined data and often includes some areas where additional data are to be filled in. Most forms have a stylized format and are usually not in a simple row and column format.

A report is a business document that contains only predefined data; it is a passive document used solely for reading or viewing. Forms allow for the input of data, whereas reports are used for reading. There are also different types of reports.

2) Define at least three types of business reports.

Scheduled Reports: Reports produced at predefined intervals-daily, weekly, or monthly-to support the routine informational needs of an organization.

Key-Indicator Reports: Reports that provide a summary of critical information on a recurring basis.

Exception Reports: Reports that highlight data that are out of the normal operating range.

Drill-Down Reports: Reports that provide details behind the summary values on a key indicator or exception report.

Ad-hoc Reports: Unplanned information requests in which information is gathered to support a nonroutine decision.

3) Explain several general guidelines for forms and reports design.

The guidelines can be grouped into four categories: meaningful titles, meaningful information, balanced layout, and easy navigation. Clear and specific titles describe the content and use of the document.

By providing a revision date or code, the document is distinguished from earlier versions. A valid date identifies on what date (or time) the data in the form or report was accurate.

Only needed information should be displayed; information should be provided in a usable manner without requiring modification. Information should be balanced on the screen or page. Adequate spacing and margins should be used. Data and entry fields should be clearly labeled.

Easy navigation is provided by clearly showing how to move forward and backward, clearly showing the user where he or she is, and by notifying the user when he or she is on the last page of a multi paged sequence.

4) What are some ways to highlight information? What are the general guidelines when considering highlighting?

Methods of highlighting include: Blinking and audible tones, Color differences, Intensity differences, Size differences, Font differences, Reverse video, Boxing, Underlining, All capital letters, Offsetting the position of nonstandard information. Highlighting should be used to enhance user experience not be a distraction. In general, highlighting should be used sparingly to draw the user to or away from certain information and to group together certain information. There are several situations when highlighting can be a valuable technique for conveying special information:

• Notifying users of errors in data entry or processing;

• Providing warnings to users regarding possible problems such as unusual data values or an unavailable device

• Drawing attention to keywords, commands, high-priority messages, and data that have changed or gone outside normal operating ranges.

A general guideline resulting from this research is that highlighting should be used conservatively. Once a response is made, these highlights should be turned off. Additionally, highlighting methods should be consistently used and selected based upon the level of importance of the emphasized information.