Topic 1

Identify 2 advantages of buying SaaS compared with manual operations from the customer’s perspective.

Maximum 2 marks

1 mark for mentioning low cost

1 mark for mentioning less skills required

State the meanings of:

Direct changeover

Pilot changeover

Maximum 2 marks

1 mark for mentioning changing without backup

1 mark for mentioning the new system being introduced to one site first

Identify two potential usability problems with mobile phones.

Maximum 2 marks

1 mark for each one of the following:

Low system performance, short battery life, small screen, takes time to learn the operating system, or other logical answers

Evaluate the ways to improve an online game before it is formally published.

Maximum 6 marks

1 mark for defining prototype

1 mark for defining beta testing

1 mark for defining alpha testing

1 mark for each valid point including check for bugs in the game, gather feedback from employees of the company, gather feedback from a wider range of players, adjusting the game to produce new prototypes from the feedbacks, and other valid points