User Focus

IB Computer Science
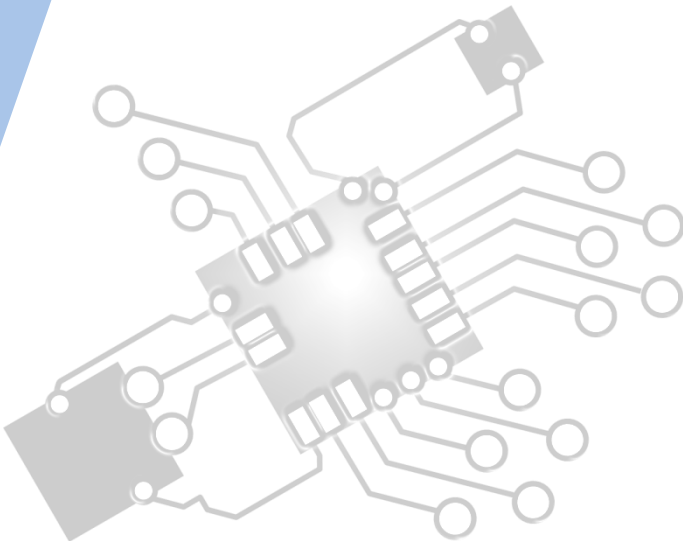
HL Topics 1-7, D1-4
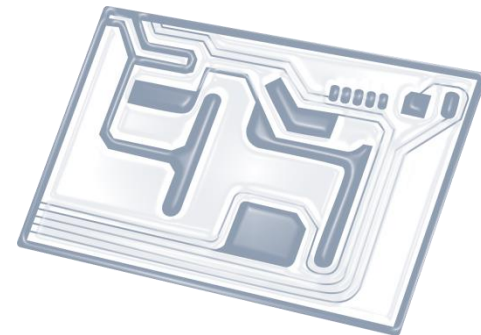
1: System design

2: Computer Organisation

3: Networks

4: Computational thinking

5: Abstract data structures

6: Resource management

7: Control

D: OOP

HL & SL 1.1 Overview

Planning and system installation

1.1.1 Identify the context for which a new system is planned.

1.1.2 Describe the need for change management

1.1.3 Outline compatibility issues resulting from situations including legacy systems or business mergers.

1.1.4 Compare the implementation of systems using a client's hardware with hosting systems remotely

1.1.5 Evaluate alternative installation processes

1.1.6 Discuss problems that may arise as a part of data migration

1.1.7 Suggest various types of testing

User focus

1.1.8 Describe the importance of user documentation

1.1.9 Evaluate different methods of providing user documentation

1.1.10 Evaluate different methods of delivering user training

System backup

1.1.11 Identify a range of causes of data loss

1.1.12 Outline the consequences of data loss in a specified situation

1.1.13 Describe a range of methods that can be used to prevent data loss

Software deployment

1.1.14 Describe strategies for managing releases and updates

1: System design

2: Computer Organisation

3: Networks

4: Computational thinking

5: Abstract data structures
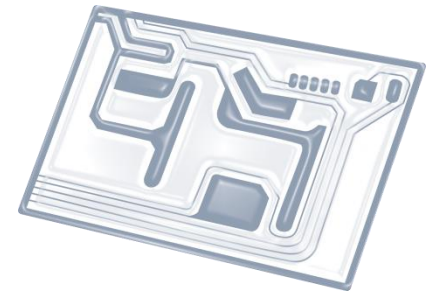
6: Resource management

7: Control

D: OOP

Topic 1.1.10

Evaluate different methods of delivering **user training**

Exam note!

This curriculum point requires you to **evaluate** the different options.

That is exam speak for **knowing/discussing advantages**, **disadvantages** and for **comparing** them against one another to arrive at a conclusion.

Training is important!

- Training end-users in using a new system is **very important** as productivity greatly depend on how familiar they are with a system.

- Effective user training is an essential part of introducing a new system.

Methods of delivering user training:

- – Self-instruction

- – Formal classes

- – Remote/Online training

Self instruction

- Users can learn how to use a new system on their own, provided they have the right material to learn from.

- It can take the form of reading a manual or watching a tutorial.

Self instruction

- **Advantages**:
  - Lowest cost – only materials needed, no teachers/buildings
  - Flexible timeline
  - Training tailored to exactly what users wants to learn
- **Disadvantages**:
  - With no guidance, user might feel lost/overwhelmed
  - Unstructured learning means certain features might be misunderstood/ignored

Formal classes

- Users sitting in a classroom listening to an instructor who shows and explains how to use the system.

- This type of training is useful to train large amounts of staff as it is effective and relatively cheap, but if the size of the classes is too big, there is little time to deal with individual problems and questions.

Formal classes

- **Advantages**:
  - Structured learning environment
  - Expert on hand to answer questions
  - Curriculum designed to teach all aspects, including ones that might be misunderstood or difficult to grasp

- **Disadvantages**:
  - Expensive – teachers, buildings and facilities needed
  - Rigid schedule and curriculum
  - Not much personalisation possible

Remote / Online training

- An instructor training one user or a small group of users by some kind of remote connection (Skype, Google Hangouts, Face time, etc.).

- This is the most effective way of training as training can be suited to user's needs and abilities, while being instructed by a professional that caters to specific needs.

Remote / Online training

- **Advantages**:
  - Structured learning environment
  - Expert on hand to answer questions
  - Curriculum designed to teach all aspects, including ones that might be misunderstood or difficult to grasp
  - Flexible locations

- **Disadvantages**:
  - Expensive – teachers & internet connection needed
  - Can feel 'remote' with no quick 'hands on'
  - Has to be computer-based

Practice doing combinations like these…

Advantages of…

Books	Online
…	…

Disadvantages of…

Help files	Books
…	…

Comparison of…

Books	Help files
Adv	Adv
Disadv	Disadv