User Focus

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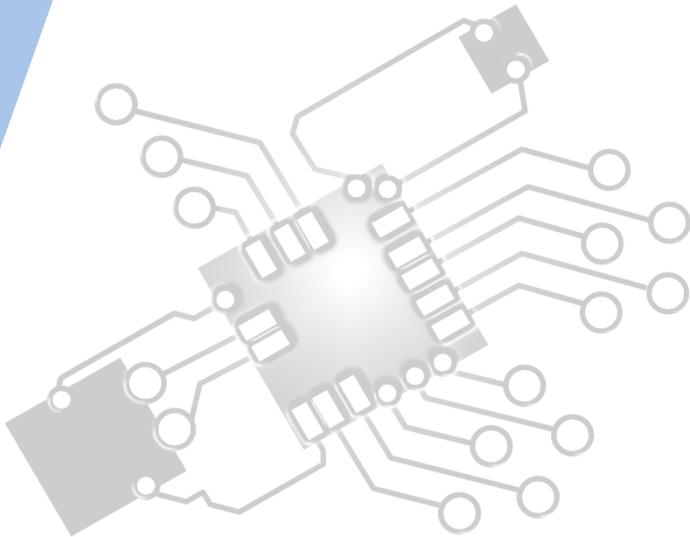
Content developed by
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HL Topics 1-7, D1-4
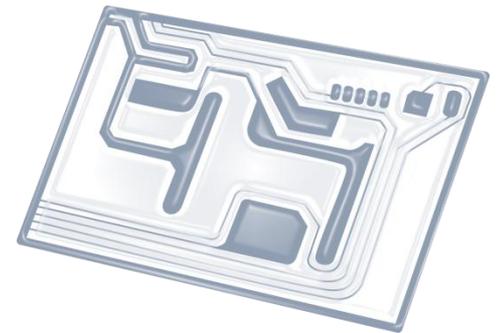
1: System design

2: Computer Organisation

3: Networks

4: Computational thinking

5: Abstract data structures

6: Resource management
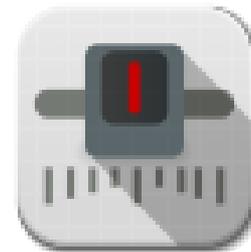
7: Control
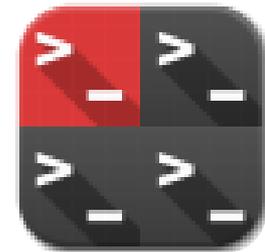
D: OOP

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

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Topic 1.1.8
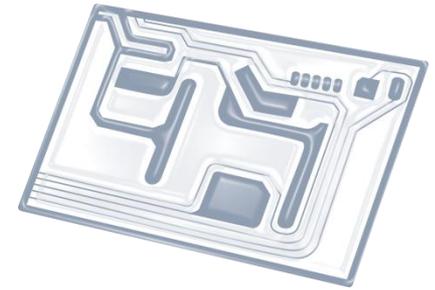
Describe the importance of **user documentation**

What is user documentation?

- User documentation is any document that explains how to use the features and functions of a system to its end-users.

- It comes in many forms: **books**, **PDFs**, **websites**, **videos**, etc.

User documentation is important

- Whether you read user manuals or not, in general, having a reference guide on how to use a system is critical to users.

- Without detailed, simple, clear instructions, users might be unaware of particular features or unable to use features that are not immediately obvious.

Users are not developers

- A well-made user documentation guides the user through using the system and thus increases productivity.

- If the user documentation is **simple**, system implementation can happen faster because users require less training to learn how to use the new system.
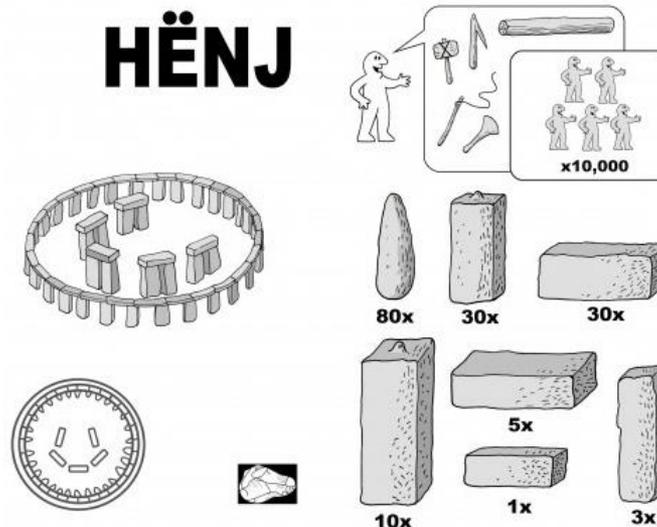
Simpler is better

- Users are non-technical people, they only need to know how to use the system.

- Therefore, the user documentation does not involve detailed explanations of how the system works.
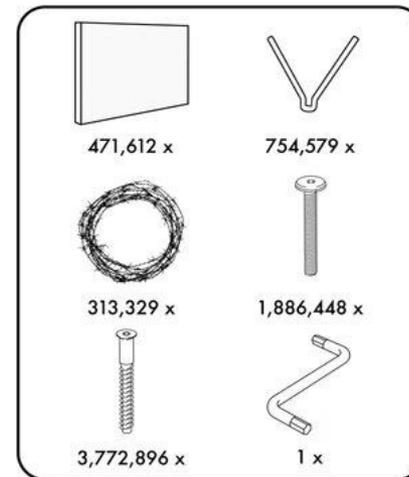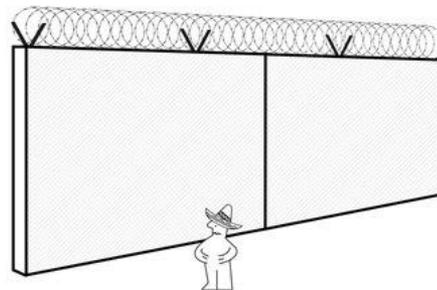
Quality is important

- The quality of the user documentation can greatly affect the **rate of implementation** of (how fast users start using) the new system.