Revision Questions for Section 1.1 - Systems in organizations

Planning and system installation

An international school is planning to introduce a new school administration system to replace the outdated current system. The new system will act as a database for students, staff and parents, provide timetabling, attendance, behaviour, achievements data and also provide an Intranet portal for students and parents.

1.1.1   Context for a new system

a. Considering the **limitations** of the new system, make a list of sensible **working parameters** within which the new system will be developed.
b. Considering the roles of **users** of the new system, make a list of potential **user groups** and typical **use** they might make of the new system.
c. Consider some of the underlying computer **technologies** that might be used by the new system.

1.1.2   Change management

a. What steps could the school take to make the changeover easier for **staff**?
b. What steps could the school take to make the changeover easier for **students**?
c. What steps could the school take to make the changeover easier for **parents**?

1.1.3   Compatibiity issues

a. In what ways should **hardware** compatibility be considered?
b. In what ways should **software** compatibility be considered?
c. In what ways should **language** compaibility be considered?

1.1.4   Local / remote hosting

a. Compare some of the advantages and disadvantages of **local** vs. **remote** hosting of new system
b. How relevant is **Software-as-a-Service** (SaaS) to the new system?

1.1.5   Installation processes

a. Outline the main differences between **parallel** running, **pilot** running, **direct** changeover and **phased** conversion as methods of installing the new system.
b. What training implications might there be?

1.1.6   Data migration

Comment on how these issues could affect the new system
a. incompatibile file types
b. incompatibile data structures
c. incompatibile validation rules
d. incomplete data transfer
e. dates, currencies, character sets

1.1.7 Testing

Explain how these types of testing could help improve the system's reliability
a. **user** acceptance testing
b. **debugging** testing
c. **beta** testing
d. **automated** testing

User focus
1.1.8-9-10 User documentation and training

a. Outline the main **types** of user documentation that would be required for the new system
b. Explain how the **quality** of user documentation could affect the **progress** of implementation.
c. Compare these methods of providing **documentation** for the new system:
    help files, online support, printed manuals.
d. Compare these methods of providing **user training** for the new system:
    self-instruction, formal classes, online training.

System backup
1.1.11-12-13 Data loss

a. Summarise the main **ways** in which the school could experience data loss (accidental and intentional)
b. Suggest three possible **consequences** for the school of losing data from their system.
c. Summarise a range of **measures** the school can take to prevent or minimise the risk of data loss

Software deployment
1.1.4 Releases and updates

a. Compare the use of regular automatic updates online with periodic releases of updates on CD as means of updating the new system.