CH10: Delivering the System

- help users to understand and feel comfortable with our product
- * Training
- * Documentation

Training

- Two types of people use a system: users and operations (administrators); Both types of people needed to be trained.
- User Training:
  - introduces the primary functions so that users understand what the functions and how to perform them.
- Operator (administrator) training:
  - introduces the system’s support functions
  - addresses how the system works, rather than what the system does.

Special Training Needs

- e.g. review training:
- Without review training, users and operators tend to perform only the functions with which they feel comfortable.
- Introduce other system functions that can make them more efficient and productive.

Training Aids

- Documents: one study showed that only 10 to 15% of the users in an intensive training program read the manual at all.
- Icons and Online Help: on-line documents, Office Assistance :-)
- Demonstrations and Classes: a show-and-tell approach.
- Expert Users: Some users need a role model to convince them that they can master the system.

Guidelines for Training

- Training should take account of
  - personal preferences,
  - work styles, and
  - organizational pressures.

Documentation

- Documentation is part of a comprehensive approach to training.
- User’s Manuals:
  - should be complete and understandable
  - begin with general purpose (most often used operations)
  - progress to more detailed and advanced operations
  - need illustrations to support the text
  - allow user to find info quickly
**Operator’s Manuals: explains**
- hardware and software configurations,
- methods for granting and denying access to a user,
- procedures for adding or removing peripherals
- techniques for duplicating or backing up files

**More paper works**
- **General System Guide**: glossy non-technical brochure given to prospective customers
- **Tutorials and Automated System Overviews**: guide user through actual system functions
- **Programmer’s guide**: provide for people to maintain, enhance, or customize the system

**User Help and Troubleshooting**
- Failure message reference guide:
  - allowing for discovering, reporting, and handling failures
  - use for troubleshooting
- Quick Reference Guides: summarize primary system functions
- On-line help: Not more paper works. All electronic works.
- Active assistances and on-line trainers !!!

**On-line help:** Not more paper works. All electronic works.