Name: Class:

Task 1

Think of an app or item of software that you use, but you feel could have a better user experience.

(a) What is the name of the app or software?

(b) Complete the table below explaining what aspects of the user experience could be improved. An example has been completed in the first row.

|  |  |  |
| --- | --- | --- |
| **Aspect of user experience** | **What the problem is in the current software** | **How this could be improved** |
| **Ease of use** | The software is difficult to use, and you need to constantly look up complicated commands | Provide onscreen help and icons to select options |
| **Ease of use** |  |  |
| **Performance** |  |  |
| **Availability** |  |  |
| **Accessibility** |  |  |

Task 2

A YouTuber currently uses a smartphone to record video and upload it without editing. The videos that they make are recorded both in their home and outdoors. They are looking to upgrade their equipment and need help with their choice of digital technology.

You may wish to use the Internet for research to answer the following questions.

(a) What are the user needs for this IT system?

(b) What specifications should the user look for in this IT system?

(c) What would the total system and software cost?

(d) What compatibility issues will need to be considered for the system?

Task 3

The implementation of new IT projects requires a number of processes. Five stages of implementation are given below. For each one, explain what is involved.

|  |  |
| --- | --- |
| **Stage of implementation** | **Explanation** |
| **Set timescales** |  |
| **Development of the system** |  |
| **Testing** |  |
| **Migration to the new system** |  |
| **Disposal of old devices** |  |

Task 4

The UK government has, in the past, started a number of IT projects that have failed.

Research one of these projects. A search for “UK government IT project failure” should give some useful websites.

Make notes to answer the following:

(a) What was the aim or user needs of the project?

(b) What went wrong?

Task 5

TeamViewer is software that allows one user to share their screen with another user.

(a) How can this software make users more productive?

(b) How could the use of this software create a security risk for a company?