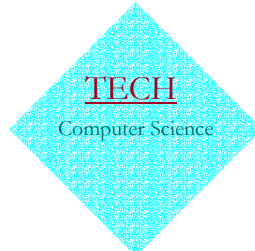


## CH10: Delivering the System

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



## Training

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- 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

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- 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

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- **Documents:** one study showed that only 10 to 15% of the users in an intensive training program read the manual at all.
- **Icons and On-line 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

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

## Documentation

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- 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**

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- 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**

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- **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**

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- 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 !!!