IT APPLICATIONS

UNIT 4 OUTCOME 1



ORGANISATIONS & INFORMATION NEEDS  
  
REVISION NOTES

**Unit 4 Outcome 1**

Using selected software to solve an ongoing information problem, and evaluate the efficiency and effectiveness of the solution in meeting the information needs of an organisation

**Key Knowledge**

**1. Types of goals** of organisations and information systems

**2.** Role ofcomponentsof **information systems**

**3.** Characteristics ofstrategic, tactical and operational **decisions** made in organisations

**4.** Stages of the **problem-solving methodology**

**5.** Problem-solving activitiesrelating to the **analysis** of ongoing information problems

**6. Design tools** for representing the functionality and appearance of solutions

**7. Criteria for evaluating** the efficiency and effectiveness of solutions to ongoing information problems

**8.** Functions, techniques and proceduresfor efficiently and effectively manipulating data using an RDBMS or **spreadsheet software**, including the application of formats and conventions, the validation of data and the management of files

**9.** Techniques for **testing** solutions and user acceptance

**10. Strategies for evaluating** the extent to which solutions meet organisations’ needs

**11.** Content and types of **onscreen user documentation**, including quick start guide, tutorial, content sensitive help and manual

**12.** Characteristics of efficient and effective **user interfaces** and **information architecture**

**13.** Functions, techniques and procedures for efficiently and effectively manipulating data using **web authoring** or **multimedia authoring** software

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| **1. Types of goals** of organisations and information systems |

**1. Explain** the relationship between a ‘mission statement’ and ‘organisational goals’

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**2. Distinguish** between an ‘organisational goal’ and an ‘organisational objective’

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**3. Identify** how ‘organisational goals’ differ from ‘information system goals’

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**4. Complete** the following table:

|  |  |  |
| --- | --- | --- |
| **Scenario** | **Organisation or Information System** | **Goal or Objective** |
| Reduce data entry errors by 20% |  |  |
| Produce accurate information |  |  |
| Improve customer service |  |  |
| Increase Profit |  |  |
| Increase Sales by 10% |  |  |

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| **2.** Role of **components** of information systems |

**1. Describe** the purpose of an ‘information system’

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**2. List** the four components of an ‘information system’

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**3. Define** the term ‘procedures’

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One of Ballarat Bank’s organisational goals is to have ‘*convenient access to its services for customers*’. To support the goal the Bank are installing 20 new automatic teller machines (ATM’s) around Australia.

**4. Complete** the table below **identifying** one example for each component of the above information system:

|  |  |
| --- | --- |
| **Component** | **Example** |
| Equipment |  |
| Data |  |
| Personnel |  |
| Procedure |  |

|  |
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| **3.** Characteristics of **strategic, tactical** and **operational** decisions made in organisations |

**1. Complete** the following table:

|  |  |  |
| --- | --- | --- |
| **Decision** | **Level of**  **Management** | **Time**  **Frame** |
| Strategic |  |  |
| Tactical |  |  |
| Operational |  |  |

**2. Describe** how strategic and tactical decisions are linked. **Illustrate** your answer with an example

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**3. Define** the term ‘Operational Decisions’

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**4.** Complete the table below by selecting the type of decision being made in each scenario:

|  |  |
| --- | --- |
| **Scenario** | **Decision** |
| Reduce the price by 10% off items that are close to their ‘use-by’ date |  |
| Decide to open up a chain of stores in China |  |
| Decide in which cities, in China, the new stores should be open in |  |

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| **4.** Stages of the **problem-solving methodology** |

**1. Complete** the diagram below showing all stages and activities of the ‘problem-solving methodology’ (PSM)

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| **Problem-Solving Methodology** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
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| **5. Problem-solving activities** relating to the analysis of ongoing information problems |

**1. Explain** the purpose of the ‘Analysis stage’

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**2. Discuss** what occurs in the ‘Identifying Solution Requirements’ activity

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**3. Define** the term ‘Solution Constraints’

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**4. Identify** the tasks that occur when ‘Defining the Scope of the solution’

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| **6. Design tools** for representing the functionality and appearance of solutions |

**1. List** two design tools suitable to show the functionality of a spreadsheet

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**2. List** two design tools suitable to show the appearance of a spreadsheet

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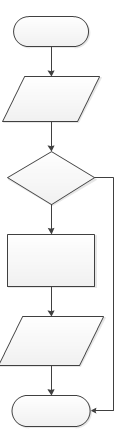
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To calculate the Total Cost of a transaction the Quantity of items purchased is multiplied by the Unit Cost of each item

**3. Complete** an IPO chart to represent the scenario above

|  |  |  |
| --- | --- | --- |
| **Input** | **Processing** | **Output** |
|  |  |  |

**4. Place** the number corresponding to the correct action in the appropriate position in the flowchart shown below



1. No  
2. Print Unsatisfactory Notice  
3. Start  
4. Is Grade less than 50%?  
5. End  
6. Enter Grade  
7. Yes  
8. Create Unsatisfactory Notice

|  |
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| **7. Criteria** for evaluating the efficiency and effectiveness of solutions to ongoing information problems |

**1. Explain** how ‘efficiency’ differs from ‘effectiveness’

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**2. List** three attributes related to both efficiency and effectiveness

|  |  |
| --- | --- |
| **Efficiency** | **Effectiveness** |
| Ease of Use | Accurate |
|  |  |
|  |  |
|  |  |

**3. Identify** whether each of the following criteria is related to efficiency or effectiveness

|  |  |
| --- | --- |
| **Criteria** | **Efficiency or Effectiveness** |
| The solution contains all the information necessary |  |
| The new solution will produce the same information using less processing speed |  |
| The new solution will make available the required information on time |  |
| The new solution will be easier to use than the old system |  |
| The current system is needed to be replaced as it is difficult to use |  |
| Larger fonts will be used in the new system to assist older users |  |
| Less data entry will be required in the new system |  |

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| **8.** Functions, techniques and proceduresfor efficiently and effectively manipulating data using an RDBMS or **spreadsheet software**, including the application of formats and conventions, the validation of data and the management of files |

**1. List** three conventions used in spreadsheet software

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**2. Define** the term ‘Validation’

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**3. Identify** which validation method is most suitable in the following situations

Range Existence Data Type Restricted Entry

|  |  |
| --- | --- |
| **Situation** | **Validation Method** |
| Users must enter an email address |  |
| Salary details must be a whole number |  |
| A day of the week must be entered |  |
| Only numbers between 1 and 100 are allowed |  |

**4. List** three rules related to naming a file that will help with the management of the file

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| **9.** Techniques for **testing** solutions and user acceptance |

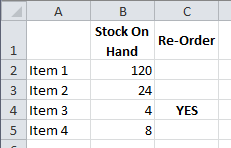
**1. Explain** how ‘Testing’ is different to ‘Validation’

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A spreadsheet is designed to produce a message whenever the stock on hand for an item drops below 5



The formula entered in cell B5 is =IF (B4 >= 5, “Yes”, ““)

**2. Complete** the following test table with the most appropriate test data

|  |  |  |  |
| --- | --- | --- | --- |
| **Test** | **Test Data** | **Expected Result** | **Actual Result** |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

**3. Explain** how testing is conducted for ‘User Acceptance’

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| **10.** Strategies for **evaluating** the extent to which solutions meet organisations’ needs |

**1. Explain** the purpose of the ‘Evaluation Stage’

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**2. Explain** how ‘Evaluation’ differs from ‘Testing’

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**3. Discuss** when the evaluation of a new information system should occur

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Criteria for a new spreadsheet information system is listed below

**4. Complete** the following table

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Data Required** | **How Collected** |
| Data entry needs to be quicker than the existing system |  |  |
| Information produced is free of errors |  |  |
| The payroll report is produced by 5pm each Thursday |  |  |
| New system must be easy to use |  |  |

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| **11.** Content and types of **onscreen user documentation**, including quick start guide, tutorial, content sensitive help and manual |

**1. List** the stage of the PSM that ‘Documentation’ is created in:

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**2. Complete** the following table:

|  |  |  |
| --- | --- | --- |
| **User**  **Documentation** | **Format** | **Description** |
| Quick Start  Guide |  |  |
| Tutorial |  |  |
| Content Sensitive Help |  |  |
| Manual |  |  |

**3. Contrast** when ‘Content Sensitive Help’ is likely to be used compared with a ‘Tutorial’

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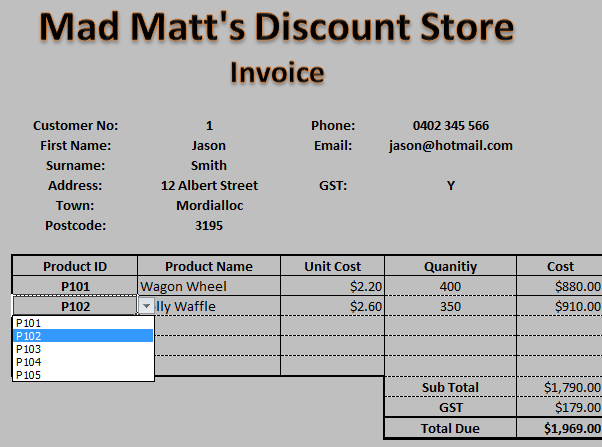
|  |
| --- |
| **12.** Characteristics of efficient and effective **user interfaces** and **information architecture** |

**1. Define** the term ‘User Interface’

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**2. Describe** reasons why the above user interface can be considered both efficient and effective

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**3. Explain** how having different worksheets for different data (calculations, lookup data, graphs, etc.) helps to improve the ‘Information Architecture’ of a spreadsheet

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| **13.** Functions, techniques and procedures for efficiently and effectively manipulating data using **web authoring** or **multimedia authoring** software |

**1. Explain** why using a template for each page of a website is both efficient and effective

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**2. Describe** what a ‘Cascading Style Sheet’ is and **explain** the advantages of using CSS

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**3. Explain** how ‘Alt Tags’ and ‘Meta Tags’ improve the effectiveness of a website solution

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**4. Discuss** how the size and types of images and video files used on webpages may affect the performance of the site

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