

Unit 318 (B&A 57): Principles of business communications and information

Handout 9: Developing information systems

Development stages

- Analysis of needs
- Design of system
- Testing
- Implementation
- Evaluation

Analysis of needs

- Studying current systems
- Identifying type of information that needs to be managed
- Identifying what needs to be obtained from the information
- Communicating with those who handle the information
- Feasibility study – to find out whether it is possible to meet main requirements within the budget available

Design of system

Manual or electronic

Identifying the type of input data

Identifying any data output

Identifying the equipment required



Testing

- Once a system has been designed, it should be tested using a variety of 'what if' scenarios as well as routine data.
- It should be tested to see if it can cope with large amounts of data.
- In a manual system, a sample should be set up and tested for ease of use.

Training

Before a new system is introduced, staff will need to be instructed or trained.

Depending on the system, this may require:

- user guides
- training manuals
- presentation
- training sessions.

Implementation

- Direct – users stop using the old system and switch to the new one on a given date.
- Parallel – both new and old systems run side by side for a period.

Monitoring and evaluation

- Any new system must be monitored for success over a period of time after implementation.
- Feedback must be sought from users.
- Improvements, adjustments should be made.