Planning

Command Term	Level	Definition
Define	1	Give the precise meaning of a word, phrase, concept or physical quantity.
Describe	2	Give a detailed account.
Evaluate	3	Make an appraisal by weighing up the strengths and limitations
Identify	2	Provide an answer from a number of possibilities.
Outline	2	Give a brief account or summary.

Glossary

Accessibility	
Business Merger	
Change Management	
Compatibility	
Legacy System	
Stakeholders	
Usability	

Topic 1: System Fundamentals

1.1 Systems in Organizations

Planning and System Installation

1.1.1   Identify the context for which a new system is planned.

1.1.2   Describe the need for change management.

1.1.3   Outline compatibility issues resulting from situations including legacy systems or business mergers.

User Focus

1.1.8   Describe the importance of user documentation.

1.1.9   Evaluate different methods of providing user documentation.

1.1.10 Evaluate different methods of delivering user training.

1.2 System Design Basics

System Design and Analysis

1.2.4   Identify the relevant stakeholders when planning a new system.

1.2.5   Describe methods of obtaining requirements from stakeholders.

1.2.6   Describe appropriate techniques for gathering the information needed to arrive at a workable solution.

Human Interaction with the System

1.2.12   Define the term usability.

1.2.13   Identify a range of usability problems with commonly used digital devices.

1.2.14   Identify methods that can be used to improve the accessibility of systems.

1.2.15   Identify a range of usability problems that can occur in a system.