

8.7 Evaluation

Once a system is up and running it is necessary to do some **evaluation** and carry out any maintenance, if necessary. The following is a list of some of the things considered when evaluating how well the new system has worked. This can ultimately lead back to a re-design of part of the system if there is strong evidence to suggest that changes need to be made. If you look back to Figure 8.1 in Section 8.1, you will see that the evaluation stage feeds back into the design stage. To evaluate the system, the analyst will:

- compare the final solution with the original requirement
- identify any limitations in the system
- identify any necessary improvements that need to be made
- evaluate the user's responses to using the new system
- compare test results from the new system with results from the old system
- compare the performance of the new system with the performance of the old system
- observe users performing set tasks, comparing old with new
- measure the time taken to complete tasks, comparing old with new
- interview users to gather responses about how well the new system works
- give out questionnaires to gather responses about the ease of use of the new system.

Some results from the evaluation may require changes to either hardware or software. Hardware may need to be updated because:

- of feedback from end users
- new hardware comes on the market, making change necessary
- there are changes within the company which require new devices to be added or updated.

Software may need to be updated because:

- of feedback from end users
- changes to the company structure or how the company works may need modifications to the software
- changes in legislation may need modifications to the software.