Software Quality and Measurement 400

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Assignment Two (part A) - Procedure Writing

A core aspect of an engineer's responsibility is the creation and design of solutions to clients' problems. However this often entails having less skilled people using the devices or processes designed. The primary method of ensuring that people use your products correctly, when you are not there, is to write a 'work procedure'. This assignment is to produce a procedure for a trivial task, which is nevertheless quite complex to perform. You have a choice from two subjects:

Option 1: The task is to do a literature search for a piece of technical information on the internet. You can assume that the user has a basic knowledge of computers and the internet – but a limited knowledge of web search engines.

This procedure will be for a specific computer and internet software to which you have (home) access. Part B of this assignment will be to test out the procedure on that equipment. It must be suitable for use by people who are not technologically oriented and you should not assume that they are familiar with your particular computer or software.

Option 2: The task is to program a video cassette recorder to automatically record a TV programme when you are absent.

This procedure will be for a specific machine (to which you have access). It must be suitable for use by people who are not technologically oriented although you can assume that they understand the basics of TV and VCR operation. You should not assume that they are familiar with your particular machine. Part B of this assignment will be to test out the procedure on that equipment.

Give particular consideration to the ease of use and the possible frustration of the user with a long and detailed process. Give advice on what to do if the user makes an error.

This assignment (part A) is worth 10% of the final mark for this unit. It is to be handed in to the lecturer or put in the assignment boxes on the first floor of the EE&CE building or the mail-box in CS&SE on or before Wednesday 14th 2004 (in the non-teaching break). The usual upward scaling of marks is available for early submission of work. The procedure that you write will be used for further work in tutorial classes and in another assignment.