
Glossary: Unit 19 Developing and Maintaining ICT Systems for Users

Term	Definition/Expansion
Currency of specification	The What You Need to Learn section of the unit specification includes examples of components such as bus types, memory, storage devices etc. These were current at the time of development of the specification. Over time, some of these will become obsolete and new examples will appear. Students should not be constrained by the devices listed but should learn about devices that are current when they are studying the unit.
Different users	The two users chosen should have very different requirements so that students can specify a range of different components.
Future-proofing	The ability of a system to be adapted or upgraded easily in the future as the user needs and the technology change.
Indexing records of problems	Students should create an alphabetical index of the problems recorded in their problem log, so that they can locate the solution to a problem easily if they come across it again in future.
Information sources	There is considerable temptation to rely solely on websites as a source of information. Students should be encouraged to use a range of different sources, not just those that are Internet-based.
Key requirement	The user's requirement that has the most impact on the specification of the system. For example, if the key requirement is producing and editing videos, this will require significant processing speed and large storage capacity amongst other things. In other cases, the key requirement may be for a low-cost system.
Non-technical language	Language that can be understood by someone with little or no knowledge of ICT. Acronyms should be avoided.
Record of interview	Students do not need to provide a full and accurate transcript. They should at least keep a note of the main questions they ask and the responses gained.
Software	Students are not required to specify software as part of this unit. However, they do need to be able to identify the software needed to meet the user's key requirements, or that the user wants to install and take the hardware requirements of this software into account when producing their specification.

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Troubleshooting procedures	This may simply involve the systematic swapping of leads or components to isolate the one that is faulty. At the highest level, students should be able use software tools such as disk scanners and memory testers and recognise beep codes to identify hardware that has failed.