

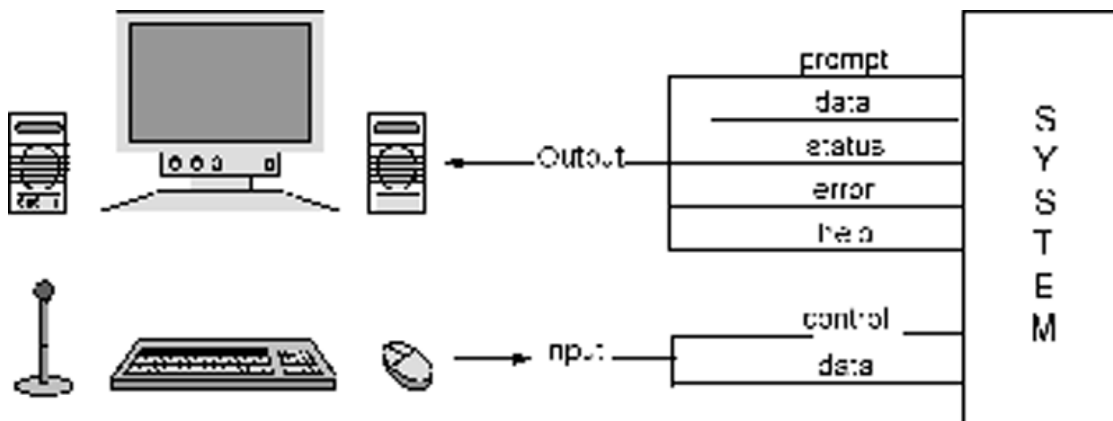
# Information Systems Analysis & Design (M8748)

## Tutorial 16

1. Think of a computerized information system that you use regularly. This could be a library system, an automated teller machine (ATM) that you use to get cash, a database that you use in your work or any other system that you are familiar with. Write down which elements of the interface support the five tasks listed at the start of Section 16.2.1.
2. For each of the elements of the interface that you have listed in Question 1, write down your ideas about how they could be improved.
3. What is the difference between the dialogue and direct manipulation metaphors?
4. Make a list of direct manipulation metaphors that are used in a GUI that you are familiar with. Are there any metaphors that do not work as you might expect?
5. What are the four characteristics of good dialogues described in Section 16.2.4
6. The figure shows the Yes button in a dialogue highlighted. What do you think is the risk associated with making this the active button by default?



7. For the system that you wrote about in Question 1, note down information relevant to the design factors in the following figure.



8. List as many differences as you can think of between structured, ethnographic and scenario- based approaches.
9. Make your own list of what you think the advantages and disadvantages could be of structured, ethnographic and scenario-based approaches.