



Maintenance and Support

Week 15

CMIS570



User Training

- **User Training**
 - **Need to consider the same 2 groups:**
 - **End users**
 - Use the system to achieve the business purpose
 - Creating, modifying, deleting records
 - Generating reports
 - Querying the data
 - **System operators**
 - Perform administrative functions and routine maintenance to keep the system operating
 - Starting and stopping the system
 - Running backup and recovery



Training Methodologies

- Determine best training method given end-users and system:
 - Instructor Led
 - One-on-One
 - User-Led
 - External sources