

7.6 Evaluation

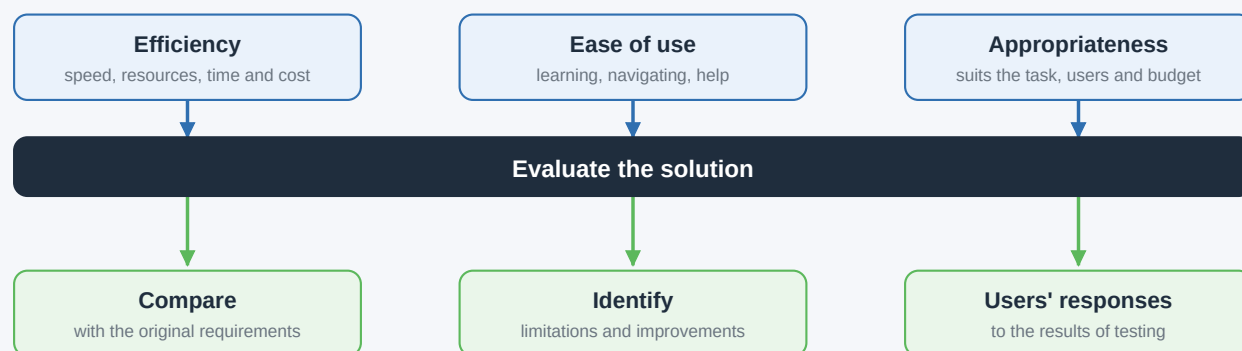
Syllabus 2026 - 2028

WHAT YOU NEED TO KNOW

- Evaluating a solution: its efficiency, ease of use and appropriateness
- Comparing the solution with the original task requirements
- Identifying limitations and necessary improvements
- Evaluating the users' responses to the results of testing

Evaluation is the final stage of the systems life cycle. The analyst checks how well the new system works, and whether it does what it was meant to do, so that problems can be put right.

Figure 27: What an evaluation covers



Part of the evaluation	Questions to ask
Efficiency	Is the system quicker than before? Does it use time, money, staff and resources sensibly? Does it run without faults?
Ease of use	Can users learn it quickly? Are screens and menus clear? Is the help useful? Can all users, including those with special needs, use it?
Appropriateness	Does it suit the organisation, its users and its tasks? Is it within the budget? Is the hardware and software suitable?
Compare with the original requirements	Go through the requirements from the analysis one by one. Is each one met, partly met or not met?
Limitations and improvements	What does the system not do well? What changes would fix this?
Users' responses to testing	What do the users think of the results of testing? Gather their views by questionnaire, interview or observation, and consider them.

Example: evaluation of a new school library system

Requirement	Met?	Evidence	Improvement needed
Search for a book in seconds	Yes	Searches take under 3 seconds in tests	None
Easy for learners to use	Partly	Most learners managed, but some found the menus confusing	Simplify the menus and add a help button
Produce overdue lists each week	Yes	Report ran correctly in all tests	None
Several staff at once	No	System slowed with more than three users	Upgrade the server

Using the results

- Collect **feedback** from users after testing and after the system has been in use
- Record **limitations** that remain and decide which must be fixed first
- Plan **improvements**. If the system no longer meets the needs, the life cycle starts again with a new analysis

EXAM TIP

An evaluation is **judged against the original requirements**. Each point you make should say whether a requirement was met and give evidence, such as test results or user comments, not just an opinion.

Key terms

Term	Meaning
Evaluation	Judging how well the new system meets its requirements.
Efficiency	How well the system uses time, money and resources.
Ease of use	How easily users can learn and use the system.
Appropriateness	How suitable the system is for its users and tasks.
Limitation	Something the system cannot do or does not do well.
Requirement	Something the new system must do.
Feedback	Comments from users about the system.

Practice questions

Answer each question in full sentences. Command words used: State (give a short answer), Describe (say what it is like), Explain (give reasons), Analyse (break it down and examine it), Suggest (apply your knowledge to a situation), Compare and contrast (similarities and differences), Evaluate (weigh up and reach a judgement).

No.	Question	Marks
1	State three things that are looked at when a new system is evaluated.	[3]
2	Explain why the solution is compared with the original task requirements.	[2]
3	Suggest two improvements that might be needed after the evaluation of a school library system.	[2]
4	Evaluate how the users' responses to the results of testing could be used to judge a new system.	[5]

Total: 12 marks