

Presenting Information

Information may be presented in a number of different ways:

- Written descriptions
- Tables
- Charts
- Diagrams
- Storyboards
- Infographics
- Dashboards

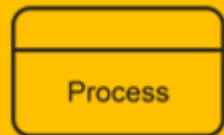
Data Flow Diagrams

A data flow diagram shows:

- Who or where the input data comes from
- How data flows around the system
- How the data is processed
- What data is stored
- Who or where data from the system is output to.



A person, organisation or another system which sends or receives information



A process or function, sometimes but not necessarily numbered



A file or database

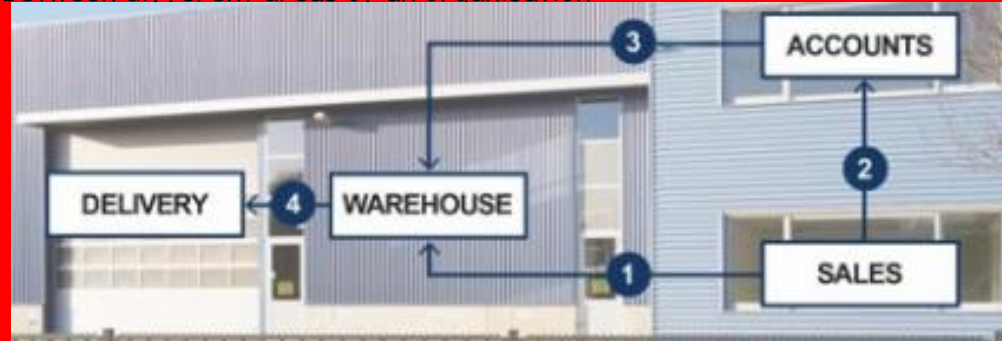


Data or information flow shown by the direction of the arrow

Information Flow Diagrams (IFDs)

IFDs show how information flows through a system or organisation including:

- People / users of the system
- How information flows between organisations and how information flows between different areas of an organisation

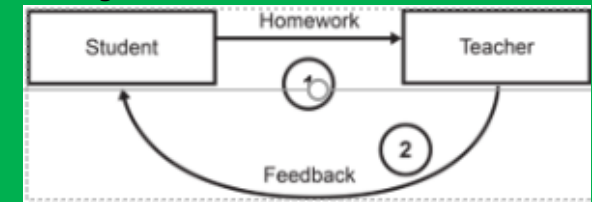


How to create IFDs

Use squares for key parts of the system such as people or departments.

Use arrows to show how the information flows around the system

Label the arrow with what information is being transferred



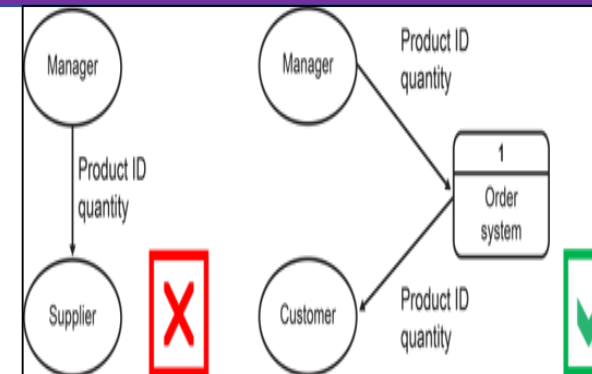
To create a data flow diagram:

- Identify the **process** and the **entities** shown in the data flow diagram (DFD)
- Label the data flows



Points to note when creating data flow diagrams:

- You should never draw a data flow line between two entities
- Data flows always go to, or come from, a process
- A process box needs at least one input and at least one output
- Do not draw a data flow from an external entity directly to or from a data store
- Numbering process boxes may be useful if you need to refer to the processes
- Data stores can also be numbered. D can also be used for a digital store and M for a manual store



Flowcharts

A flowchart is often a clearer way to present the steps required

They are easy to understand

They are less likely to be misunderstood than a list of text

Flowchart Symbols



Terminator

Used to represent the Start and end of a program with the Keywords **BEGIN** and **END**.



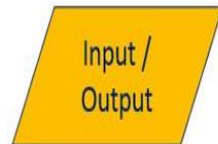
Decision

Used to split the flowchart sequence into multiple paths in order to represent **SELECTION** and **REPETITION**.



Process

An instruction that is to be carried out by the program.



Input / Output

Used to represent **data entry** by a user or the **display** of data by the program.



Arrow

Indicates the flow of the algorithm pathways.



Subprogram

References another program within the program.

Real uses for flow charts

Companies will often create flowcharts to show what to do when a problem occurs, such as:

- Fire procedures
- Customer complaints
- Manufacturing defects
- Companies may also have procedures to help employees to do their day to day work

Variables in a flow chart

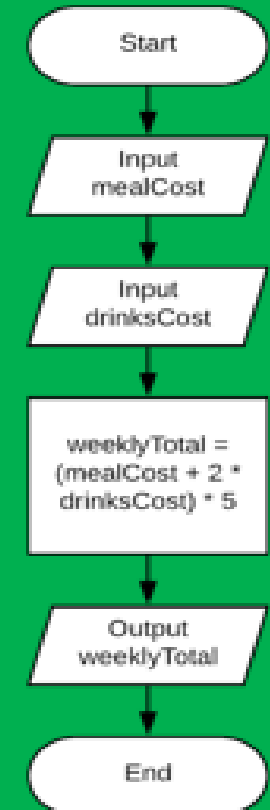
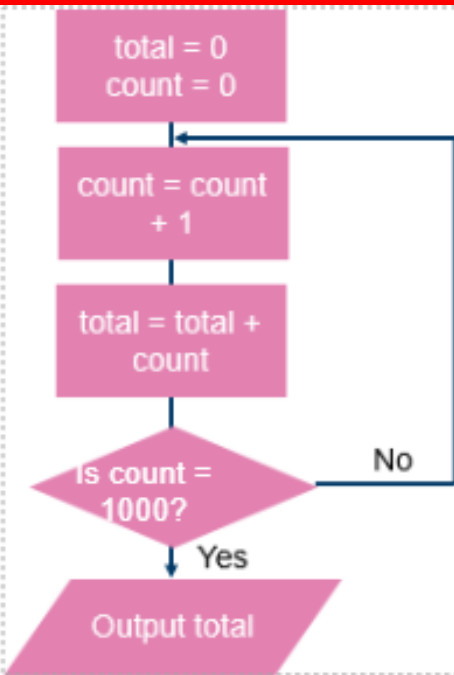
Variables allow us to store a number or text in a flowchart

Variables are often used in calculations
Calculations will always be in a process box

You can input or output what is stored in the variable

Counting in a flow chart

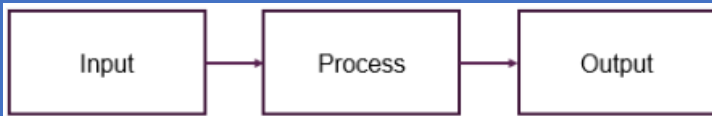
The statement $\text{count} = \text{count} + 1$ means "Add 1 to the variable called count"



Computer Systems

A computer system consists of all the hardware and software required to perform the required tasks

At its simplest, a computer system consists of input, processing and output



Drawing a systems diagram

Most IT system diagrams will include:

- Hardware
 - Input / output devices
 - Storage devices / databases
 - Network equipment such as Wi-Fi access points
 - Computers / Smartphones / Tablets
- People involved in the system can also be included
- Processes or events are described

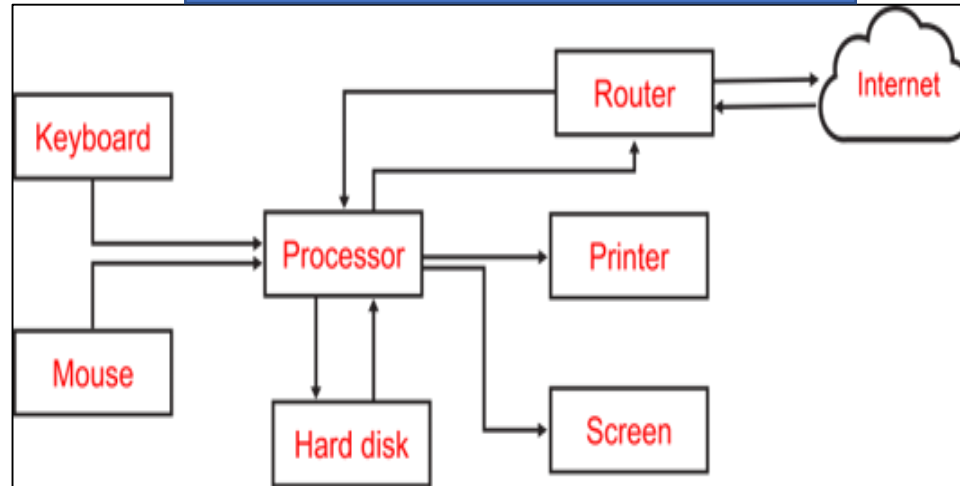
Step 1: Identify the key components

Step 2: Draw the key parts

Step 3: Connections

Step 4: Label the diagram

A Simple System Diagram



Why use system diagrams?

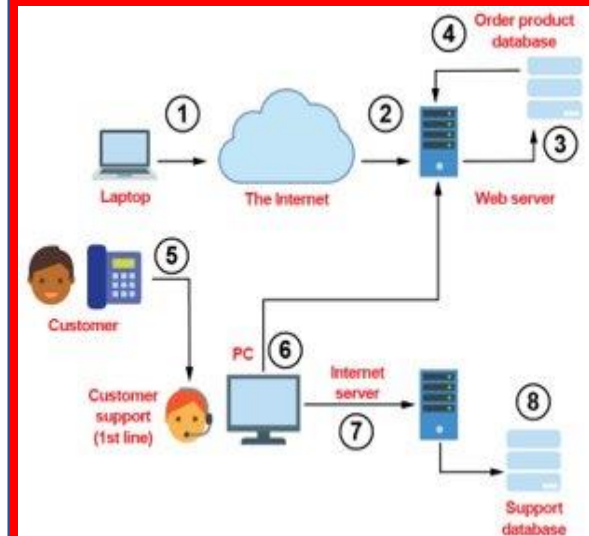
- They can give a lot of information in a small space:
 - Input and output devices
 - Connections between components and data or signals
 - Computers / servers involved
 - Communication devices
 - Feedback loops
- They are a good way to communicate designs, infrastructure and processes about IT and an organisation's systems
- They help in designing workable systems

Other uses for Systems Diagrams

System diagrams can also be used for an organisation

System diagrams may use standard icons or be more informal

You may choose to just use boxes with text inside



Written information

Written information is good for giving further analysis of data.

Uses in business

- Policies
- Catalogues
- Reports
- Emails
- Letters

Rules on writing:

- Write concisely
- Use appropriate language for your audience
- Check your writing for spelling, punctuation and grammar
- Include references and acknowledgements

For long documents or business reports:

- Include page numbers and a contents page
- Include a summary



Tables

Tables are a useful way of presenting information. How the data is presented in a table makes a difference to how easy it is to extract useful information.

Uses of tables:

- Timetabling
- Financial models
- Planning
- Survey results
- Flight departures / arrivals

Disadvantage:

A table may not be able to show all the required information.

DEPARTURES			
TIME	DESTINATION	FLIGHT	GATE
12:39	LONDON	BA 903	31
12:57	SYDNEY	QF5723	27
13:08	TORONTO	AC5984	22
13:21	TOKYO	JL 608	41
13:37	HONG KONG	CX5471	29
13:48	MADRID	IB3941	30
14:19	BERLIN	LH5021	28
14:35	NEW YORK	AA 997	11
14:54	PARIS	AF5870	23
15:10	ROME	AZ5324	43

How to improve table design:

Giving the table a title

- Referencing the source of the data
- Including units for the speed
- Considering what data the audience needs
- Use formatting features to help the reader:
 - Conditional formatting makes it easier to see the difference in speeds
 - Bold column titles are clearer

Example Exam Question

4. A coffee shop chain is currently researching when their shops have the most demand from customers. They will be using this information to work out how many baristas they need to employ at any given time.

Their research will be presented as a report to the board of directors to help them make decisions.

(a) Describe **three** features that could be used in the report to make it easier to read. [6]

(b) As part of the research, a large amount of data has been found which shows how many customers use the shops in each hour they are open. This data will be presented in a table.

Describe **two** guidelines for creating a useful table. [4]