

2006 PCaPAC Discussion

“Users Perspective”

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Workshop Objectives

Discuss all important issues of the use of PCs and modern IT technologies for controls of accelerators and to give scientists, engineers, and technicians a forum to exchange the ideas on control problems and their solutions

What Users want

- Software that works
- User friendly interface
- Training for new software
- Users manuals, help files...
- Broken Software repaired

- Software that works
 - How is software implemented?
 - Requirements document
 - Beta ware
 - On-line testing opportunities
 - Operational status of software
 - Is it running, fault indicators, alerts
 - Error messages
 - On screen real time progress
- User friendly interface (screens)
 - Human Factor
 - User oriented screens
 - Graphic versus text content
 - Color, Font size
 - Procedural versus information screens
 - Interface with User when developing?
- Training the User
 - Formal or On the Job Training
 - Who trains the user?
- User manual, Help files, TS guides, WIKI
 - Both brief and detailed
 - *Enables User to clearly determine if problem is software or hardware
- Broken Software repaired, improvements
 - *Problem reporting and response
 - 360 Feedback for improvements
 - Single point of contact? One deep?