

CHAPTER

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# 13

**OUTPUT  
DESIGN AND  
PROTOTYPING**

# Chapter Map



# Internal Outputs

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- Internal outputs are intended for the internal system **owners** and **system users within an organization**.
  - **Detailed reports** present information with little or no filtering.
  - **Summary reports** categorize information for managers who do not want to wade through details.
    - Increasingly presented in graphical formats using charts.
  - **Exception reports** filter detailed information before presenting it.

# Detailed Report

SoundStage Entertainment Club Detailed

**PRODUCTS ORDERED ON 1/25/2000**

<i>P.O. Number</i>	<i>Product Number</i>	<i>Product Type</i>	<i>Quantity In Stock</i>	<i>Quantity On Order</i>
112312	102774	Merchandise	232	43
	232322	Title	23	43
	232332	Title	2	3
121212	222332	Merchandise	115	132
	546566	Title	667	1
	232554	Title	11,234	343
	200992	Title	54,321	1
232323	1212343	Title	1,324	11
	3434434	Merchandise	6,561	55
	4343434	Merchandise	112	111
	3434344	Title	3	232

[Return to Summary](#) [Close](#)

# Summary Report

<i>Product Type</i>	<i>Product Category</i>	<i>Current Month's Unit Sales</i>	<i>Current Year Unit Sales</i>
Merchandise	Clothing	784	4,312
	Media Accessory	541	2,079
	<b>Total:</b>	<b>1,325</b>	<b>6,391</b>
Title	Audio	667	20,439
	Game Title	11,234	12,445
	Video Title	54,321	998,872
	<b>Total:</b>	<b>66,222</b>	<b>1,031,756</b>

[View Additional Reports](#) [Close](#)

# Exception Report

 SoundStage Entertainment Club Exception

## DELINQUENT MEMBER ACCOUNTS AS OF 1/25/2000

<i>Number</i>	<i>Name</i>	<i>Area Code</i>	<i>Phone</i>	<i>Balance Due</i>
112312	Joe Dunn	323	459-6565	\$ 58.56
112121	Bob Fischer	232	878-4554	\$ 1.56
323232	Mary Slatter	234	136-5445	\$ 789.36
121212	Harold Martin	561	895-4784	\$ 45.63
232112	Kevin Dittman	623	985-5587	\$ 29.95
232321	Rick Carlina	787	985-5548	\$ 15.22
767676	Barb Kitts	454	966-5586	\$ 7.56
232323	Kenny Bum	454	789-5589	\$ 11.00

[Return to Summary](#)

[Close](#)

# External Outputs

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- **External outputs** leave an organization.
  - Intended for customers, suppliers, partners, or regulatory agencies.
- **Turnaround documents** are external outputs that eventually **re-enter** the system as inputs
  - Most “bills” and invoices include a stub to be returned by the customer with payment.

# External Document



**SoundStage Entertainment Club**  
Fax 317-494-5222

**PURCHASE  
ORDER**

The following number must appear on all related correspondence,  
shipping papers, and invoices:  
**P.O. NUMBER: 712812**

**To:**

CBS Fox Video Distribution  
26253 Rodeo DR  
Hollywood, CA

**Ship To:**

SoundStage Entertainment Club  
Shipping/Receiving Station  
Building A  
2630 Darwin Drive  
Indianapolis, IN 45213

P.O. DATE	REQUISITIONER	SHIP VIA	F.O.B. POINT	TERMS
5-3-01	LDB	UPS		Net 30

QTY	DESCRIPTION	UNIT PRICE	TOTAL
20000	Star Wars: The Phantom Menace (VHS)	15.99	319,800.00
3000	Star Wars: The Phantom Menace (DVD Dolby Digital)	19.99	59,970.00
500	Star Wars: The Phantom Menace (DVD DTS)	24.99	12,495.00
8000	Star Wars: The Phantom Menace (PlayStation II)	16.99	135,920.00
400	Star Wars: The Phantom Menace Soundtrack (CD)	16.99	6,796.00
600	Star Wars: The Phantom Menace Theater Poster	4.99	2,994.00

Subtotal	537,975.00
Tax	37,658.25
<b>Total</b>	<b>575,633.25</b>

1. Please send two copies of your invoice.
2. Enter this order in accordance with the prices, terms, delivery method, and specifications listed above.
3. Please notify us immediately if you are unable to ship as specified.

**Madge Worthy** 4 - 0 1  
 \_\_\_\_\_  
 Authorized by Date



# Turnaround Document



## SoundStage Entertainment Club

2630 Darwin Drive - Bldg B  
Indianapolis, IN 45213  
317 496 0998 fax 317 494 0999

Invoice No. 301231

### INVOICE

#### Customer

Name KATRINA SMITH  
Address 3019 DURAC DR  
City LITTLE ROCK State AR ZIP 42653  
Phone 502-430-4545

Due Date 2/24/01  
Order No. 346910

Payment Amt

Detach and return top portion with payment

Qty	Description	Unit Price	TOTAL
1	EAGLES HELL FREEZES OVER (DVD DD)	\$19.99	\$19.99
1	THE GRAMMY BOX (CD) ***COUNTS AS 3 CREDITS	\$21.99	\$21.99
1	GONE WITH THE WIND DIRECTORS CUT (DVD DS)	\$17.99	\$17.99
1	SIXTH SENSE (VHS)	FREE SS CR	\$0.00
1	A BUG'S LIFE (VHS)	FREE SS CR	\$0.00
1	NASCAR 2000 (VHS) *** CLOSEOUT (NO SS CR)	\$9.99	\$9.99
10 SOUNDSTAGE CREDITS WERE USED TO PAY FOR PART OF THIS PURCHASE			
WE APPRECIATE THE FINE MANNER IN WHICH YOU HAVE PAID ON YOUR ACCOUNT. IN APPRECIATION WE HAVE ADDED 7 SOUNDSTAGE CREDITS TO YOUR ACCOUNT			
YOU CAN EARN 7 CREDITS BY PAYING THIS INVOICE BY THE DUE DATE			

#### Payment Details

- Cash  
 Check  
 Credit Card

Name   
CC #  Expires

SubTotal	\$69.96
Shipping & Handling	\$7.00
Taxes	\$2.95
<b>TOTAL</b>	<b>\$79.91</b>

Office Use Only

Please return top portion invoice with payment. Make checks payable to:  
SoundStage Entertainment Club.

RETURN TOP PORTION WITH PAYMENT

# Output Implementation Methods

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## 1 Printed output

- **Tabular** output presents information in columns.
- **Zoned** output places text and numbers into designated “areas”

## 2 Screen output

- Graphic output is the use of pictorial charts to convey information in ways that demonstrate trends and relationships that cannot be easily seen in tabular formats.

## 3 Point-of-sale terminals

## 4 Multimedia

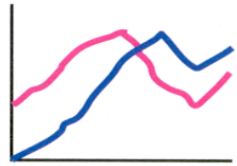
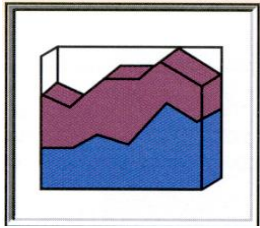
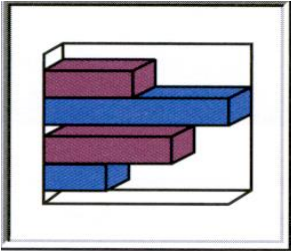
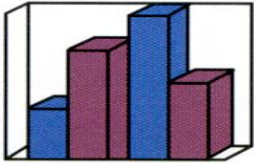
## 5 E-mail

## 6 Hyperlinks



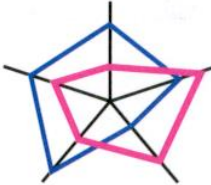
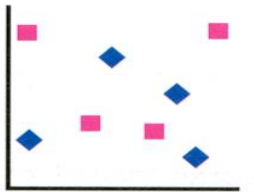
## 7 Microfilm

- Or microfiche

# Chart Types

	Sample	Selection Criteria
<b>Line Chart</b>		<b>Line charts</b> show one or more series of data over a period of time. They are useful for <b>summarizing and showing data at regular intervals</b> . Each line represents one series or category of data.
<b>Area Chart</b>		<b>Area charts</b> are similar to line charts except that the focus is on the <b>area under the line</b> . That area is useful for <b>summarizing and showing the change in data over time</b> . Each line represents one series or category of data.
<b>Bar Chart</b>		<b>Bar charts</b> are useful for <b>comparing series or categories of data</b> . Each bar represents one series or category of data.
<b>Column Chart</b>		<b>Column charts</b> are similar to bar charts except that the bars are vertical. Also, a series of column charts may be used to <b>compare the same categories</b> at different times or time intervals. Each bar represents one series or category of data.

# Chart Types (concluded)

	Sample	Selection Criteria
<b>Pie Chart</b>		<b>Pie charts</b> show the <b>relationship of parts to a whole</b> . They are useful for <b>summarizing percentages of a whole</b> within a single series of data. Each slice represents one item in that series of data.
<b>Donut Chart</b>		<b>Donut charts</b> are similar to pie charts except that they can show <b>multiple series or categories of data</b> , each as its own concentric ring. Within each ring, a slice of that ring represents one item in that series of data.
<b>Radar Chart</b>		<b>Radar charts</b> are useful for <b>comparing different aspects of more than one series or category of data</b> . Each data series is represented as a geometric shape around a central point. Multiple series are overlaid so that can be compared.
<b>Scatter Chart</b>		<b>Scatter charts</b> are useful for <b>showing the relationship between two or more series or categories of data</b> measured at uneven intervals of time. Each series is represented by data points using either different colors or bullets.


# Output Design Guidelines

- Outputs should be **simple to read and interpret**.
  - Every output must have a **title**.
  - Every output should **time and date** stamped.
  - Reports and screens should include **headings**.
  - Fields and columns should be clearly **labeled**.
  - Reports should include legends for all **abbreviations**.
  - Use information hiding to expand and **contract information**.
  - Information should **never** have to be **manually edited**.
  - Information should be **balanced across the page or screen**.
  - Provide for easy **navigation** within information.
  - **Avoid computer jargon** and most error messages.
- The **timing of outputs** is important.
- The **distribution** of (or access to) outputs must be sufficient to assist all relevant users.
- Outputs must be **acceptable to the system users** who will receive them.

# Output Design Process

- 1 Identify system outputs and review **logical requirements**.
- 2 Specify **physical output requirements**.
- 3 As necessary, design any **preprinted forms**.
- 4 **Design, validate and test outputs** using some combination of:
  1. **Layout** tools (e.g., hand sketches, spacing charts, or CASE tools).
  2. **Prototyping** tools (e.g., spreadsheet, PC DBMS, 4GL)
  3. **Code generating** tools (e.g., report writer)

# Tabular Report Design Principles

Design Issue	Design Guideline	Examples
Page Size	<p>At one time, most reports were printed on oversized paper. This required special binding and storage. Today, the page sizes of choice are standard (8 ½" x 11") and legal (8 ½" x 14"). These sizes are compatible with the predominance of laser printers in the modern business.</p>	Not applicable.
Page Orientation	<p>Page orientation is the width and length of a page as it is rotated. The <i>portrait</i> orientation (e.g., 8 ½ W x 11 L) is often preferred because it is oriented the way we orient most books and reports; however, (e.g., 11 W x 8 ½L) is often necessitated for tabular reports because more columns can be printed.</p>	
Page Headings	<p>Page headers should appear on every page. At a minimum, they should include a recognizable report title, date and time, and page numbers. Headers may be consolidated into one line or use multiple lines.</p>	<p>JAN 4, 2001 <span style="float: right;">PAGE 4 OF 6</span></p> <p style="text-align: center;">OVERSUBSCRIPTIONS BY COURSE</p>
Report Legends	<p>A legend is an explanation of abbreviations, colors, or codes used in a report.</p> <p>In a printed report, a legend can be printed on only the first page, or on every page.</p> <p>On a display screen, a legend can</p>	<p>REPORT LEGEND:</p> <p>SEATS      NUMBER OF SEATS IN THE CLASSROOM  LIM         COURSE ENROLLMENT LIMIT  REQ         NUMBER OF SEATS REQUESTED BY DEPARTMENT  RES         NUMBER OF RESERVED FOR DEPARTMENT  USED        NUMBER OF SEATS USED BY DEPARTMENT  AVL         NUMBER OF SEATS AVAILABLE FOR DEPARTMENT  OVR         NUMBER OF OVERSUBSCRIPTIONS FOR DEPARTMENT</p>

# Tabular Report Design Principles

Design Issue	Design Guideline	Examples
<b>Column Headings</b>	Column headings should be short and descriptive. If possible, avoid abbreviations. Unfortunately, this is not always possible. If abbreviations are used, include a legend (see above).	
<b>Heading Alignments</b>	<p>The relationship of column headings to the actual column data under those headings can greatly affect readability. Alignment should be tested with users for preferences with a special emphasis on the risk of misinterpretation of the information.</p> <p>See examples for possibilities (that can be combined)</p>	<p>Left justification (good for longer and variable length fields)</p> <pre> NAME ===== XXXXXXXX X XXXXXX XXX XXXXX </pre> <p>Right justification (good for some numeric fields; especially monetary fields). Be sure to align decimal points.</p> <pre>           AMOUNT           =====           \$\$\$,\$\$\$.<i>cc</i> </pre> <p>Center (good for fixed length fields and some moderate length fields)</p> <pre>           STATUS           =====           XXXX           XXXX </pre>
<b>Column Spacing</b>	The spacing between columns impacts readability. If the columns are too close, users may not properly differentiate between the columns. If they are spaced too far apart, the user may have difficulty following a single row all the way across a page. As a general rule of thumb, place 3-5 spaces between each column.	



# Tabular Report Design Principles (concluded)

Design Issue	Design Guideline	Examples																																												
Row Headings	The first one or two columns should serve as the identification data that differentiates each row.	<p><b>By number:</b></p> <table> <thead> <tr> <th>STUDENT ID</th> <th>STUDENT NAME</th> </tr> </thead> <tbody> <tr> <td>999-38-8476</td> <td>MARY ELLEN KUKOW</td> </tr> <tr> <td>999-39-5857</td> <td></td> </tr> </tbody> </table>	STUDENT ID	STUDENT NAME	999-38-8476	MARY ELLEN KUKOW	999-39-5857																																							
	STUDENT ID	STUDENT NAME																																												
999-38-8476	MARY ELLEN KUKOW																																													
999-39-5857																																														
Rows should be sequenced in a fashion that supports their use. Frequently rows are sorted on a numerical key or alphabetically	<p><b>By alpha:</b></p> <table> <thead> <tr> <th>SERVICE</th> <th>CANCEL</th> <th>SUBSCR</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>HBO</td> <td>45</td> <td>345</td> <td>7665</td> </tr> </tbody> </table>	SERVICE	CANCEL	SUBSCR	TOTAL	HBO	45	345	7665																																					
SERVICE	CANCEL	SUBSCR	TOTAL																																											
HBO	45	345	7665																																											
Formatting	Data is often stored without formatting characters to save storage space. Outputs should reformat that data to match the users' norms.	<table> <thead> <tr> <th>As stored:</th> <th>As output:</th> </tr> </thead> <tbody> <tr> <td>307877262</td> <td>307-87-7262</td> </tr> <tr> <td>8004445454</td> <td>(800) 444 -5454</td> </tr> <tr> <td>02272000</td> <td>Feb 27, 2000</td> </tr> </tbody> </table>	As stored:	As output:	307877262	307-87-7262	8004445454	(800) 444 -5454	02272000	Feb 27, 2000																																				
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307877262	307-87-7262																																													
8004445454	(800) 444 -5454																																													
02272000	Feb 27, 2000																																													
Control Breaks	Frequently, rows represent groups of meaningful data. Those groups should be logically grouped in the report. The transition from group to the next is called a <i>control break</i> and is frequently followed by sub-totals for the group.	<table> <thead> <tr> <th>RANK</th> <th>NAME</th> <th>SALARY</th> <th></th> </tr> </thead> <tbody> <tr> <td>CPT</td> <td>JANEWAY, K</td> <td>175,000</td> <td></td> </tr> <tr> <td>CPT</td> <td>KIRK, J</td> <td>225,000</td> <td></td> </tr> <tr> <td>CPT</td> <td>PICARD, J</td> <td>200,000</td> <td></td> </tr> <tr> <td>CPT</td> <td>SISKO, B</td> <td>165,000</td> <td></td> </tr> <tr> <td></td> <td>CAPTAINS TOTAL</td> <td>765,000</td> <td>↳ a control break</td> </tr> <tr> <td>LTC</td> <td>CHAKOTAY</td> <td>110,000</td> <td></td> </tr> <tr> <td>LTC</td> <td>DATA</td> <td>125,000</td> <td></td> </tr> <tr> <td>LTC</td> <td>RIKER, W</td> <td>140,000</td> <td></td> </tr> <tr> <td>LTC</td> <td>SPOCK, S</td> <td>155,000</td> <td></td> </tr> <tr> <td></td> <td>EXEC OFFCR TOTAL</td> <td>530,000</td> <td></td> </tr> </tbody> </table>	RANK	NAME	SALARY		CPT	JANEWAY, K	175,000		CPT	KIRK, J	225,000		CPT	PICARD, J	200,000		CPT	SISKO, B	165,000			CAPTAINS TOTAL	765,000	↳ a control break	LTC	CHAKOTAY	110,000		LTC	DATA	125,000		LTC	RIKER, W	140,000		LTC	SPOCK, S	155,000			EXEC OFFCR TOTAL	530,000	
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LTC	SPOCK, S	155,000																																												
	EXEC OFFCR TOTAL	530,000																																												
End of Report	The end of a report should be clearly indicated to ensure that users have the entire report.	*** END OF REPORT ***																																												

# Screen Output Design Principles

Screen Design Consideration	Design Guidelines
<b>Size</b>	<p>Different displays support different resolutions. The designer should consider the “lowest Common denominator.”</p> <hr/> <p>The default window size should be less than or equal to the worst resolution display in the user community. For instance, if some users will have only a 640 x 480 pixel resolution display, don't design windows to open at an 800 x 600 pixel resolution.</p>
<b>Scrolling</b>	<p>On-line outputs have the advantage of not being limited by the physical page. This can also be a disadvantage if important information such as column headings scrolls off the screen. If possible, freeze important headings at the top of a screen.</p>
<b>Navigation</b>	<p>Users should always have a sense of where they are in a network of online screens. Given that, users also require the ability to <b>navigate between screens</b>.</p> <p><b>WINDOWS:</b> Outputs appear in windows called <b>forms</b>. A form may display one record or many. The scroll bar should indicate where you are in the report. Buttons are frequently provided to move forward and backward through records in the report, and to exit The report.</p> <p><b>INTERNET:</b> Outputs appear in windows called <b>pages</b>. A page may display one record or many. Buttons or hyperlinks may be used to navigate through records. Custom search engines can also be used to navigate to specific locations within a report.</p>
<b>Partitioning</b>	<p><b>WINDOWS:</b> <b>Zones</b> are forms within forms. Each form is independent of the other but can be related. The zones can be independently scrollable. The Microsoft <i>Outlook</i> bar is one example. Zones can be used for legends or control breaks that take the user to different sections within a report.</p> <p><b>INTERNET:</b> <b>Frames</b> are pages within pages. Users can scroll independently within pages. <b>Frames can enhance reports in many ways. They can be used for a legend, table of contents, or summary information.</b></p>

# Screen Output Design Principles (concluded)

## Screen Design Consideration

## Design Guidelines

### Information Hiding

On-line applications such as those that run under *Windows* or within an Internet browser offer capabilities to hide information until it is either needed or becomes important. Examples of such information hiding include:

- Drill-down controls that **show minimal information** and provide readers with simple ways to expand or contract the level of detail displayed.
  - In *Windows* outputs the use of a small plus- or minus-sign in a small box to the left of a data record offers the option of expanding or contracting the record into more or less detail. All of this expansion and contraction occurs within the output's window.
  - In *Intranet* applications, any given piece of summary information can be highlighted as a hyperlink to expand that information into greater detail. Typically, the expanded information is opened in a separate Window so the reader can use the browser's forward and backward buttons to switch between levels of detail.
- Pop-up dialog boxes may be triggered by information

### Highlighting

Highlighting can be used in reports to call users' attention to erroneous data, exception data, or specific problems. Highlighting can also be a distraction if misused. On-going human factors research will continue to guide our future use of highlighting. Examples of highlighting include:

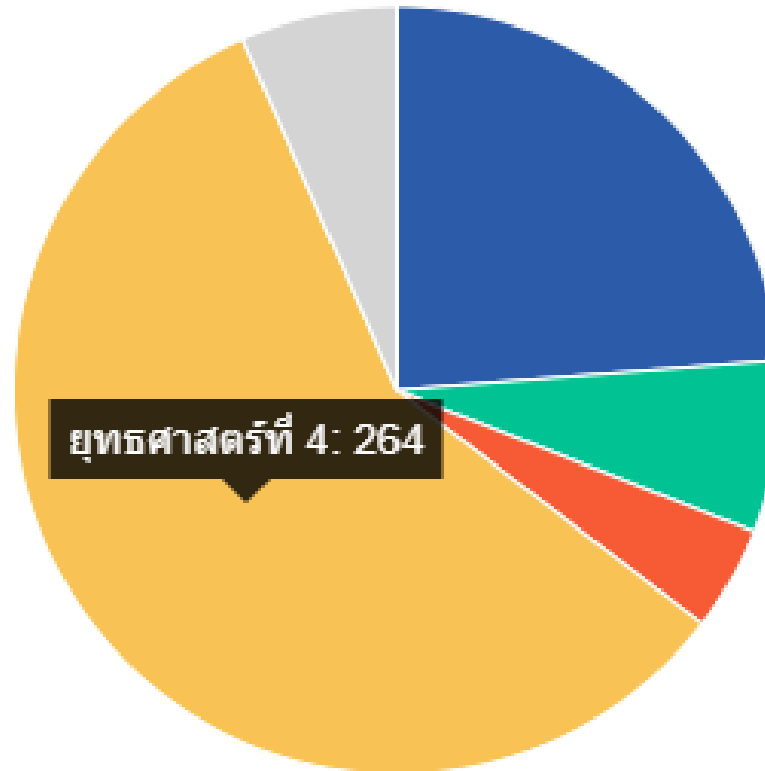
- Color (avoid colors that the colorblind cannot distinguish)
- Font and case (changing case can draw attention)
- Justification (left, right, or centered)
- Hyphenation (not recommended in reports)
- Blinking (can draw attention or become annoying)
- Reverse video

### Printing

For many users, there is still comfort in printed reports. Always provide users the option to print a permanent copy of the report. For Internet use, reports may need to be made available in industry standard formats such as *Adobe Acrobat*, which allows users to open and read those reports using free and widely available software.

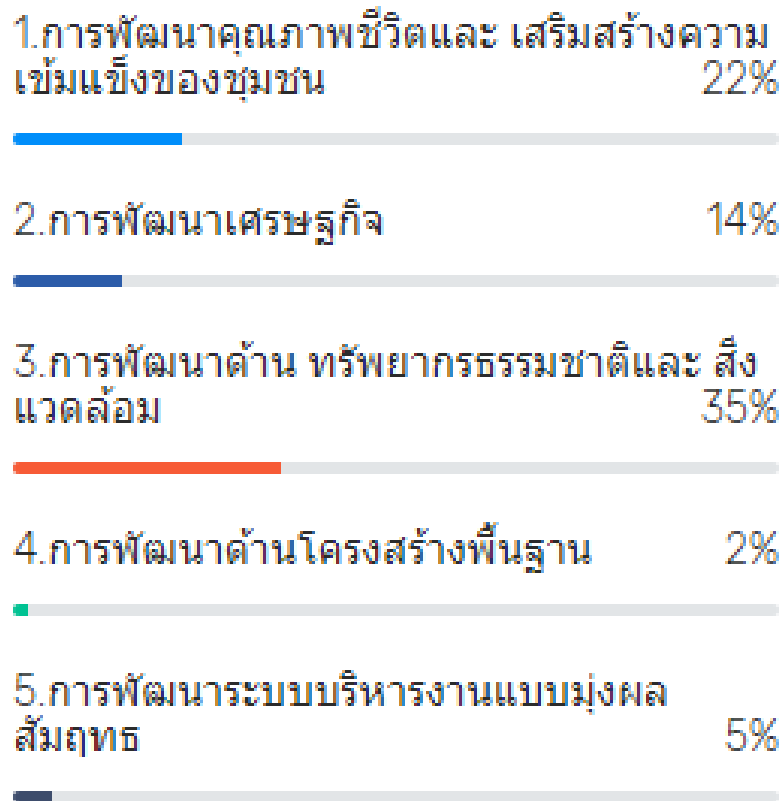
# Graphical Report Prototype

● ยุทธศาสตร์ที่ 1 ● ยุทธศาสตร์ที่ 2 ● ยุทธศาสตร์ที่ 3 ● ยุทธศาสตร์ที่ 4 ● ยุทธศาสตร์ที่ 5

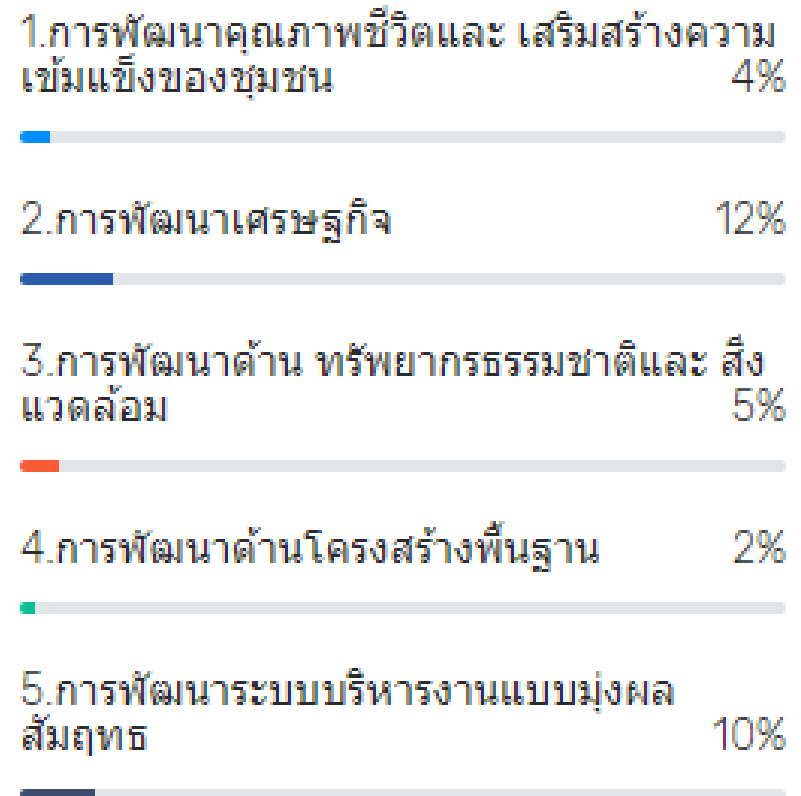


# Example Output Prototype

## การดำเนินงานยุทธศาสตร์ (การใช้บ)



## โครงการที่แล้วเสร็จ



# Example Output Prototype

รายชื่อโครงการ แบ่งตามยุทธศาสตร์

Show  entries

Search:

#	ชื่อโครงการ	รายละเอียด	งบประมาณ	ความก้าวหน้า	ตัวชี้วัด (KPI)	หน่วยงานที่รับผิดชอบ	สถานะดำเนินงาน
1	โครงการอบรมเลี้ยงโคนเนื้อ ม. 4 บ้านโคกวัด	- เพื่อให้ประชาชนมีอาชีพเสริมเพิ่มรายได้	80,000	93.79%	จำนวน ครัวเรือนที่มีรายได้เพิ่มขึ้น	กองสวัสดิการสังคม	กำลังดำเนินงาน
2	โครงการส่งเสริมอาชีพผู้พิการ ผู้ด้อยโอกาส	- เพื่อให้ผู้พิการ ผู้ด้อยโอกาสมีรายได้เพิ่มขึ้น	150,000	100%	ผู้พิการในเขตเทศบาลฯ	กองสวัสดิการสังคม	ดำเนินงานเสร็จสิ้น
3	โครงการอบรมให้ความรู้กระบวนการผลิต กับมาตรฐานที่ควรรู้ ของผลิตภัณฑ์ชุมชน	- เพื่อให้ผู้ผลิตสินค้า ชุมชนมีความรู้ความเข้าใจ ในกระบวนการ ที่ถูกต้อง - เพื่อให้สินค้าทุกชนิดที่ ผลิตในชุมชน เป็น สินค้าที่ได้มาตรฐาน เป็นที่ยอมรับ	50,000	100%	กลุ่มอาชีพในเขตเทศบาลฯ	กองสวัสดิการสังคม	ดำเนินงานเสร็จสิ้น
4	โครงการส่งเสริมอาชีพเกษตรกร ทาปุยหมัก	- เพื่อให้กลุ่มอาชีพ เกษตรกรสามารถ ทาปุยหมักและใช้ใน ครัวเรือนได้เอง - เพื่อเพิ่มรายได้ลด รายจ่ายให้ครัวเรือน - เพื่อให้กลุ่ม เกษตรกรสามารถ ลดต้นทุนการผลิตได้	50,000	100%	- จำนวน สถานที่สำหรับ การผลิตพืชผลทางการ เกษตร	กองสวัสดิการสังคม	ดำเนินงานเสร็จสิ้น

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The Matrix Preview

The Matrix Preview video player interface showing a scene with Keanu Reeves on a mobile phone.



# Summary

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- Internal, external, and turnaround outputs.
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