Assignment 5

Written group assignment

Topic

The purpose of this assignment is learning to evaluate organised efforts for improving IT competence in organisations. Such organised efforts can be chosen freely, and they could for example be

- User training course

- User documentation or material for learning

- User interface and help functions in a program

- A user support department

- Organised super-users

- A standard for IT competence

While you can choose freely, one topic of *super-user competence* will be suggested in particular. Super-users are IT users who help out other users. There exist several studies on the role of super-users. They are supposed to be problem solvers, good at guiding others and communicating with IT people, and champions for introduction of IT. However, little is known about what it means to be a champion and how you can lean it, and what it means to be good at guiding others and communicating with IT people. Our knowledge on problem solving competence and learning is summarised in chapter 5, 7.2, 7.4 and 8.1, but this knowledge is based on a variety of studies of users, and little about super-users in particular.

The world therefore needs to know which competence super-users need for doing and how they can learn:

- Championing adoption of IT systems

- Communicating with IT people

- Guiding other users

- Solving IT related problems

- Possibly other important tasks for super-users

One way of finding some answers is asking people who experience super-users; including other users, the super-users' managers and IT personnel.

This study can be carried out by several groups investigating in different places. If three or more groups choose doing this study, we can summarise the results and publish it.

Details of the study will be worked out later.

Requirements

The empirical study in this assignment should consist of at least reading of relevant documents describing the organisation/software/course plus observations or interviews with min. 3 people.

The group should also read a couple of other literature relevant to the topic; see for instance the reference list in the textbook.

The written report should contain a problem statement, presentation of the relevant literature including course material, presentation of the organised efforts for improving IT competence, evaluation method, results, comparison of the results with the literature, conclusion, and reference list. Maximum 7000 words

The group should consist of 3-4 students.

Deadline for the final report which will be graded by the external examiner is 16th May. This report will constitute 40% of the total mark in the course.