

# INF3280 - Development of IT competence in organisations

Welcome!

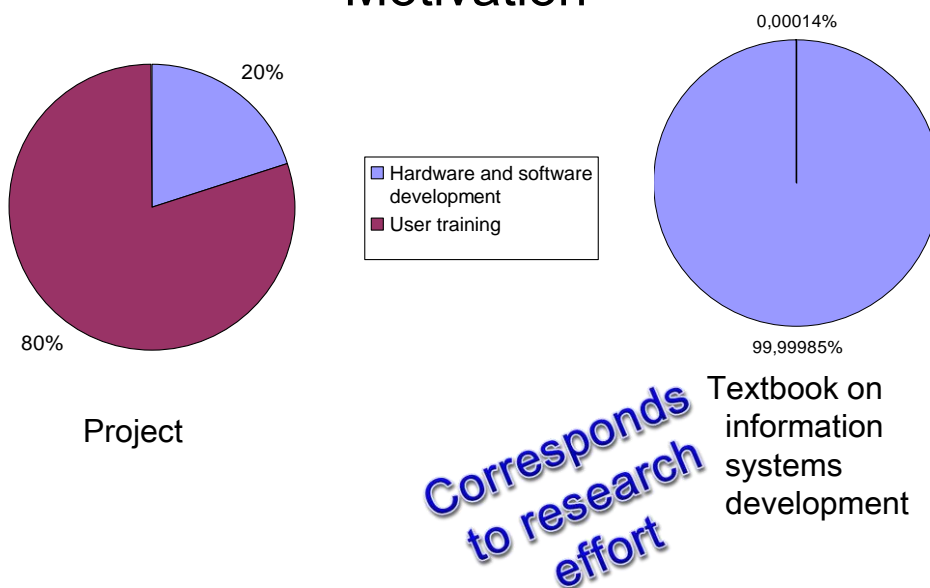


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10 ECTS credits  
Builds on basic informatics competence

1

## Motivation



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## Development of IT competence in organisations aims at work or thesis on

- Implementation of IT
- User training
- User support
- Learning of IT
- User competence
- Learnability
- Help functionality
- User documentation
- Human resource development
- Management of IT training and support



10 IT JOBS THAT ARE HARDEST TO FILL

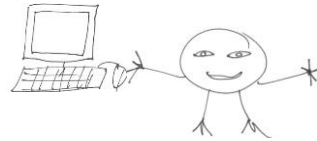
## Learning outcomes

- The module provides
  - Skills in teaching and supervision of computer use
  - Competence for planning and evaluating IT training and support
- Includes the following topics
  - development of competence in organizations,
  - the constituents of user competence,
  - skills and understanding of IT and its use,
  - metacognitive skills,
  - learning of office tools and information systems
  - standards for user competence,
  - learnability of software,
  - material for supporting learning, also IT based

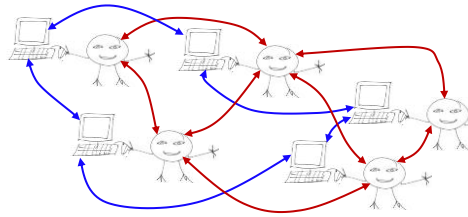
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## IT user competence at 4 levels

1. Skill
2. Understanding
3. Problem solving competence



4. Organised superusers helping others



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## Assignment 1-4

A pair of students

Select one topic which

- users would see as useful for some purpose
- users would struggle with learning
- has at least one novel concept

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## Topics for Assignment 1-4

### Too large

an office application  
a comprehensive  
database

### OK

automated back-ups  
mailmerge  
advanced page numbering  
table of contents  
mail filters  
bibliography  
graphs in spread sheets  
upload media files to internet  
sites  
advanced searches  
an app or utility program with  
one main functionality

### Too small or trivial

sending e-mails  
formatting text with button  
choices  
summarising columns in  
spreadsheets  
converting a file to pdf-  
format  
setting the alarm on a  
phone

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## Assignment 1

### Purpose

learning planning and conducting **skills** training

### Deliverables

#### Written

- Instruction material
- Write reasons for choice of media

Deadline 6 February

#### Oral

- Train the class in the tutoring sessions (øvingsgrupper)

10-15 minutes

During the period 10-22 February

8



## Assignment 2 and 3

### Assignment 2

#### Purpose

Determine and define the **concepts** of the topic

#### Written deliverable

Definition of concept

Deadline 20 February

### Assignment 3

#### Purpose

Planning training for **problem solving competence**

#### Written deliverable

Training material for presentation and exercise

Deadline 6 March

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## Assignment 4

### Purpose

learning planning and conducting training for **transfer**

### Deliverables

#### Written

- The combined and refined training material from Assignment 1-3

Deadline 13 March

#### Oral

- Train the tutor group(øvingsgrupper)

Max 30 minutes

During the period 17-28 March

10



## Assignment 5 – groups of 3-4 students

### Purpose:

learning to evaluate **organised** efforts for improving IT competence in organisations

### Examples

- A training programme
- User documentation or material for learning
- User interface and help functions in a program
- A user support department
- Organised superusers
- A standard for IT competence

### Empirical study

### Written report

- Deadline 16 May
- Maximum 7000 words

**40% of the course marks**

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## Suggested topic for Assignment 5 – Research on super-user competence

### How do

- IT users
- Managers
- IT-staff

### characterise ideal super-user competence on

- Championing adoption of IT systems
- Communicating with IT people
- Guiding other users
- Solving IT related problems
- Possibly other important tasks for super-users

?

### How can they learn this?

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