Subject matter areas of IT user competence

- Aim
  - Identify the three <mark>subject matter areas</mark> of competence for IT users for your Assignments
- Literature
  - Textbook chapter 3

> Fagområde
> Field
> Sujet
> тема
> Sujeto

1

Competence

- Knowledge
  - The ranges of one's understanding, or information
  - The sum of what has been established by science
  - The data in a Knowledge Management Database
  - ...
- Competence
  - Abilities related to work
    - and also to other activities
  - Also called capacity
  - Includes
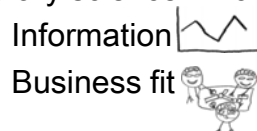   - Skill
    - Understanding

2

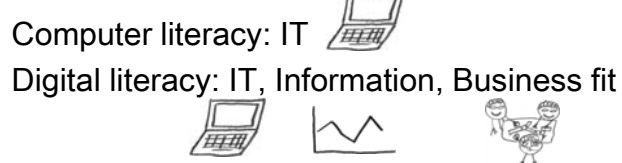Jens Kaasbøll

Three traditions of user competence

Information systems: User capability

IT

Business fit
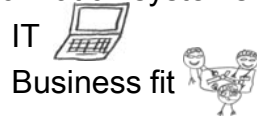
Library science: Information literacy

Information

Business fit

Schools

Computer literacy: IT

Digital literacy: IT, Information, Business fit

3

IT related problems

When people ask you for help concering IT, or when you observe their mistakes, which issues do they struggle with?
Write down 1-3 issues.

4

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Subject matter areas of competence

- **Information (data)**
  - which represents the domain

- **Information Technology**
  - Functionality, user interface

- **Business fit**
  - Activities where the IT is going to be used

5

Information

KARLSTAD
Armchair
£239

KARLSTAD
Three-seat sofa with long cover
£339

Domain

jellyflux.wordpress.com

Information technology

Business fit

6

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Information

Malaria cases

Domain

IT
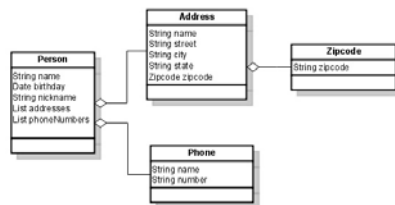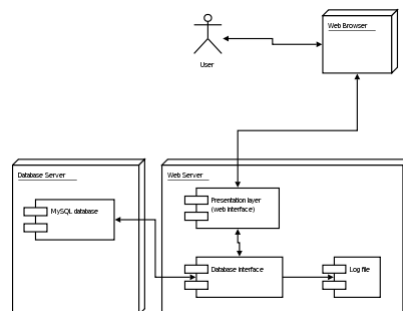

Business fit

7
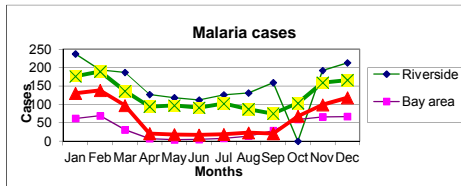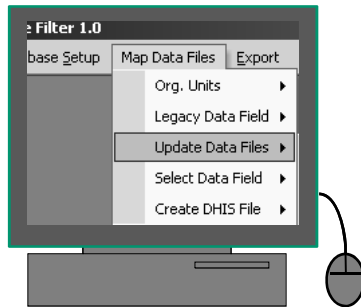
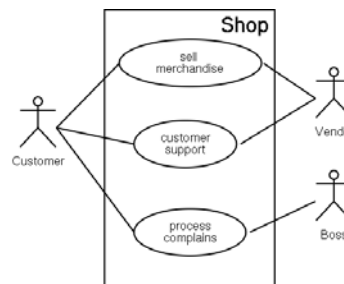## Information – Object diagram

Domain

IT – Deployment diagram

Business fit – Use case

8

Contents

Information

It is raining cats and dogs these days. We hardly go out of the house.

Domain

IT

Business fit
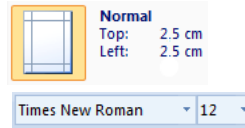
Writing and editing

Format

Information

Top margin: 2.5cm
Left margin: 2.5cm

Font: Times Roman

Domain

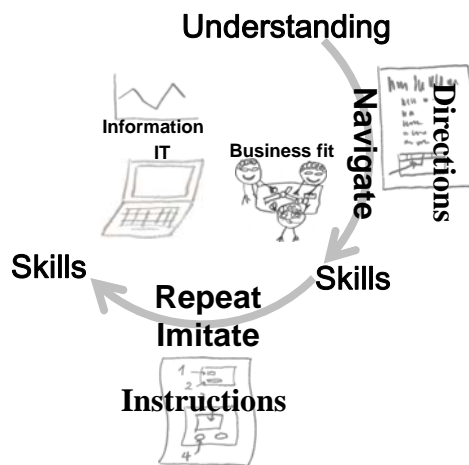It is raining cats and dogs these days. We hardly go out of the house.

IT

Normal
Top: 2.5 cm
Left: 2.5 cm

Times New Roman   12

Business fit

Formating

9

Learning the skills of IT user competence

Understanding

Information
IT

Business fit

Navigate

Directions

Skills

Skills

Repeat
Imitate

Instructions

10

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