
INF 3280, 2017

Assignment 5

Written group assignment

Topic

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

- A user training course
- User documentation or material for learning
- User interface and help functions in a program
- A user support department
- Organised or informal super-users
- A user support list or blog
- A standard for IT competence
- Mutual learning between users and developers

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 minimum 3 people.

The group should also read minimum 2 papers relevant to the topic in addition to the textbook manuscript; see for instance the auxiliary reading suggested in the lectures and the reference list in the textbook manuscript.

The written report should contain a problem statement, presentation of the relevant literature including course material, presentation of the 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.

Submit in Devilry with candidate numbers, not names.