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**INF 3280, 2019**

**Assignment 3**

**Written group assignment**

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**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

- problem statement,
- relevant literature including course material,
- the efforts for improving IT competence which you study (course, learning material, social media, superusers, IT support ...)
- 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 16<sup>th</sup> May. This report will constitute 40% of the total mark in the course.

Submit in Devilry with candidate numbers, not names.