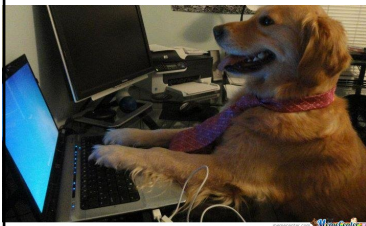


INF3280 - Development of IT competence in organisations

Welcome!

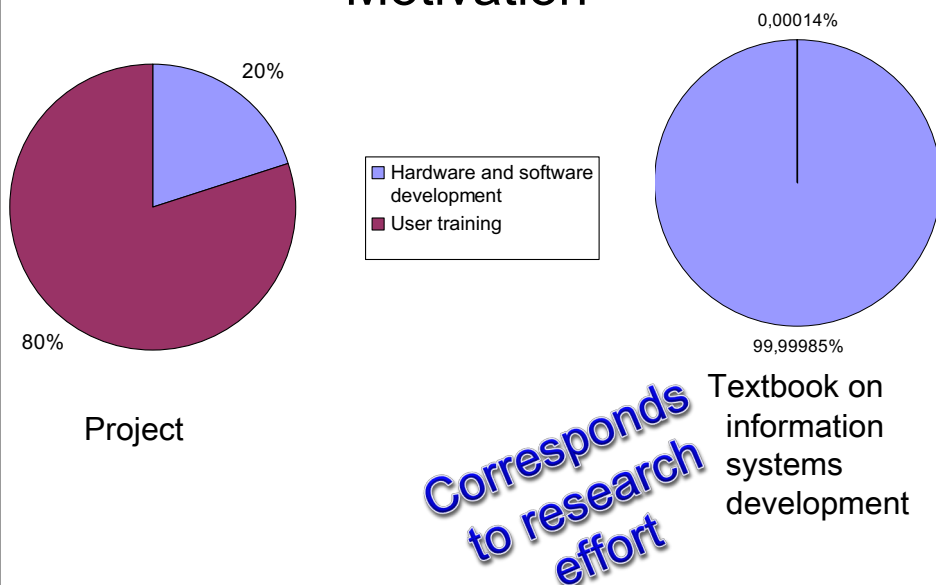


MemeCenter.com

10 ECTS credits
Builds on basic informatics competence

1

Motivation



2

Poor training, user documentation and support
→ Dissatisfaction

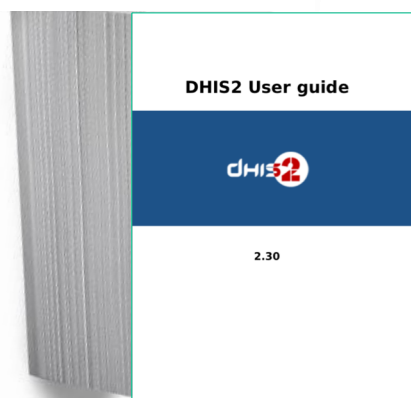


10 THINGS YOU SHOULDN'T DO
WHEN DEALING WITH END USERS

3

Technical Communication

TecCOM



DHIS2 documentation – User guide – 546 pages

4

Design and write embedded help

The image shows two screenshots illustrating embedded help. On the left is a screenshot of the Adobe Community Help website for 'InDesign / Layers', showing search results and a list of actions like 'Create layers' and 'Duplicate a layer'. On the right is a screenshot of a software interface's 'Data' menu with a 'Line' chart option highlighted. A tooltip for 'Line' is displayed, containing the text: 'Insert a line chart. Line charts are used to display trends over time.'

5

Improve software learnability

The diagram illustrates a design approach for software learnability. On the left, there are two columns of blue rectangular buttons with white text: 'Headrest', 'Back', 'Seat', 'Armrest' in the first column, and 'Backwards', 'Forwards', 'Up', 'Down' in the second. A large yellow arrow points from these buttons to a 3D rendering of a modern, metallic chair seat on the right, suggesting that the software controls are designed to be intuitive and directly related to the physical object they control.

6



Digital Employee eXperience – DEX

7

User trainer

1. Plan
2. Execute
3. Evaluate

Manage

8



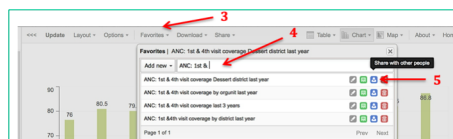
IT support

- Execute
- Manage
- Plan and introduce support channels and tools



9

Basis for Master thesis Job



- 6: Search for a user group that you want to share your interpretation with.
- 7: Click **Save** and you have now shared your interpretation with the chosen group.

Sharing settings

ANC: 1st & 4th visit coverage Dessert district last year

Search for user group

Created by Anniken Jansson

Public access

Save

- 8: Click on the **Interpretation** button to see interpretations.



Assignment

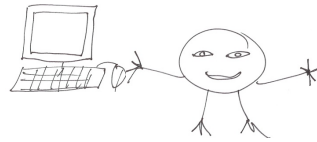
1. If you want to see interpretations that are shared with you, where can you see these?
 - a) Click the **Messages** button
 - b) Click the **Interpretations** button.
 - c) Click the **Share interpretation** button.



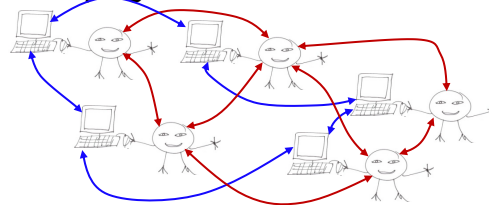
IT user competence at 4 levels

16 May
Apr
March
Feb
Jan

1. Skill
2. Understanding
3. Problem solving competence



4. Organised superusers and support personnel helping users and ...



11

You must read the complete version

Assignment 1-2

A pair of students

Select **one** topic which

- users would see as useful for some purpose
- has some novel functionality / data structure
- creates some challenges of understanding

12

Topics for Assignment 1-2

Too large

- An office application
- A comprehensive database

OK

- Automated back-ups
- 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
- A simple phone app

13

Assignment 1: Module for Understanding

1. Introduction

- a. Usefulness of the learning objectives
- b. Explanation of new functionality and data structure

2. Practical hands-on exercises

- a. Exercise 1: follow instructions
- b. Exercises 2 and 3: somewhat different from the instructions

3. Summary

- a. Multiple choice question on new functionality / data structure
- b. Discuss functionality / data structure and confront misconceptions
- c. Discuss usefulness

Assignment 2: Module for Problem solving

1. Introduction

- a. Usefulness of problem solving method
- b. Presentation of problem solving method

2. Practical hands-on exercise

- a. Exercise requiring problem solving

3. Summary

- a. Discuss problem solving approach



Assignment 1

Learning objective

Able to Create training material for understanding and Conduct training

Deliverables

Written

- Document + Learning material

Submit on Devilry 22 February

Oral

- Train the class in the tutoring sessions (øvingsgrupper)

10-15 minutes

During the period 25 February – 8 March

15

Assignment 2

Learning objective

Able to Create training material for problem solving and
Conduct training

Written deliverables – Learning material

1. Revised material from Assignment 2
2. Material for Module for Problem Solving: Presentation and Exercise

Submit on Devilry 8 March

Oral

Train the tutor group(øvingsgrupper)

Max 30 minutes

During the period 11-22 March

16



Assignment 3 – groups of 3-4 students

Learning objective

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 or informal super-users
- A user support list or blog

Empirical study

Written report

- Deadline 16 May – **No** extension due to Exam 31 May
- Maximum 7000 words

40% of the course marks

17

