

UNIVERSITY OF OSLO

Faculty of Mathematics and Natural Sciences

Exam in INF3280 - Development of IT competence in organisations

Day of exam: 7 June 2016 at 09:00

Exam hours: 4 hours

This examination paper consists of 4 pages.

Permitted materials: All written and printed

Make sure that your copy of this examination paper is complete before answering

The percentages in this exam paper add up to 60. Assignment 5 counts 40%.

Introduction

Most of the questions in this exam paper will concern the following case:

A new information system for internal processing, storage, retrieval and communication of documents has been introduced in the insurance company. The system has help buttons nearly everywhere.

Nana and Ravi are two of the 1000 employees who will use this system for several hours daily. Nana has been appointed superuser and has attended a one day superuser training course on the system. Ravi, like all ordinary users, has listened to a one hour presentation and demonstration of the system.

Task 1. Boolean operators. 45%.

Ravi does not get the result he wants from the system and asks Nana to help out:

Ravi: Nana, can you look here, please. I try searching in the new Insurance Document system, but it doesn't work correctly. Have you also had trouble with it?

Nana: What kind of trouble?

Ravi: I want the documents on reviews and on housefires, but I found only one. I know there should be 50 or so.

Nana: Hm. Sure you spelled the words correctly?

Ravi: Definitely. See here: reviews AND housefires. The help file said that AND should be spelled in capitals.

Nana: Yes, that is correct. But do you want the documents which include both of the terms reviews and housefires, or do you want all documents including either reviews or housefires?

Ravi: No, I want both the documents on reviews and those on housefires.

- a. 10%. Describe Ravi's
 - i. skills,
 - ii. understanding and
 - iii. problem solving competenceon using AND and OR in searches.
- b. 5%. What should Nana tell Ravi to help him get what he wants? Write one to five sentences. Also give a reason why Nana should say this.
- c. 10%. Nana learnt about Boolean operators in the superuser training. Make one slide for this training which explains searches by means of AND and OR.
- d. 20%. Consider the help page in the boxed text (from Early English Books Online EEBO). Select criteria for assessment of this page and give reasons for these selections based on course literature. Use the selected criteria for assessing the help page.

Boolean operators

EEBO allows you to combine your search terms so you can target your search at more specific areas. For example, from the Basic Search page you can list the works in EEBO which contain the words romantic and love.

You combine your search terms using the following special keywords, called Boolean operators:

- AND
- OR

AND

The AND operator retrieves all works that contain the search terms it separates. However, this type of search normally retrieves fewer results than if you searched for one of the terms on its own. If you have entered search terms in more than one search box, EEBO treats them as if they were combined using the AND operator.

Note: that if you want to search for the word 'and' in a phrase, such as 'love and hate', you should type the phrase into the search box and enclose it in double quotes; for example, "love and hate".

Example

To search for works that refer to the war and peace:

- Enter war and peace in the Keyword box.
- Click the 'Search' button.

The Search Results page will be displayed, listing all works containing the words 'war' and 'peace'.

OR

The OR operator retrieves all works that contain any or all of the search terms it separates. This type of search retrieves more results than if you searched for one of the terms on its own.

If you select more than one term from the browse index, EEBO automatically combines them in the search box using this operator.

Note: that if you want to search for the word 'or' in a phrase, such as 'love or hate', you should type the phrase into the search box and enclose it in double quotes; for example, "love or hate".

Example

To search for works that refer to the four seasons:

- Enter spring or summer or autumn or winter in the Keyword box.
- Click the 'Search' button.

The Search Results page will be displayed, listing all works containing any or all of the words 'spring', 'summer', 'autumn' or 'winter'.

Task 2. Transfer from course. 15%.

The superuser training which Nana attended was taught by two trainers from the software vendor. The course participants consisted of 20 staff; two from each department. The course took place in the insurance company's office and the company's computers were used.

The course started by the trainers presenting and demonstrating the system for one hour. Next, the participants were given usernames and passwords, and they were requested to log in and upload documents from their file server to the appropriate folders in the system. Thereafter, the participants were given assignments on sharing and protection of documents, sending notifications, and search and retrieval of documents. The two superusers from each department paired up for these assignments.

The last hour of the course was spent on user administration, which the superusers should carry out for their department. The following operations were covered; creation of user accounts, assignment of user rights, tracking user transactions and deletion of accounts.

- a. 10%. Which aspects of this course would facilitate transfer of learning to the participants' work and which ones would inhibit the transfer?
- b. 5%. How can the transfer from this course be evaluated?

Make your own assumptions about the course if the information above is insufficient for answering the questions.