INF3280 - Development of IT competence in organisations

Welcome!
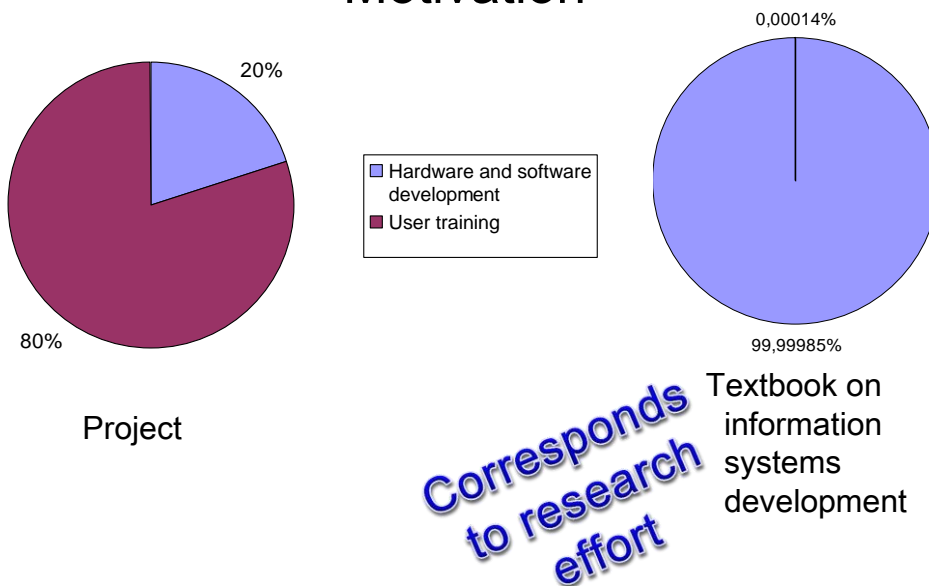

MemeCenter.com

10 ECTS credits
Builds on basic informatics competence

1

Motivation

20%

80%

Project

☐ Hardware and software development
☐ User training

0,00014%

99,99985%

Corresponds to research effort

Textbook on information systems development

2

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Development of IT competence in organisations
aims at work or thesis on

- Implementation of IT
- User training
- User support
- Learning of IT
- User competence
- Learnability
- Help functionality
- User documentation
- Human resource development
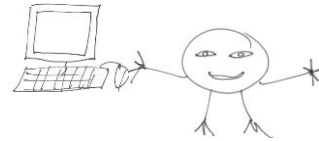- Management of IT training and support

10 IT JOBS THAT ARE HARDEST TO FILL
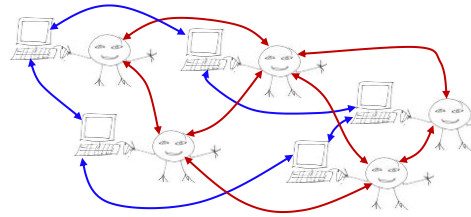2015: 4 IT JOB SKILLS FOR THE NEW YEAR

Learning outcomes

- The module provides
  - Skills in teaching and supervision of computer use
  - Competence for planning and evaluating IT training and support
- Includes the following topics
  - development of competence in organizations,
  - the constituents of user competence,
  - skills and understanding of IT and its use,
  - metacognitive skills,
  - learning of office tools and information systems
  - standards for user competence,
  - learnability of software,
  - material for supporting learning, also IT based

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IT user competence at 4 levels

1. Skill
2. Understanding
3. Problem solving competence

4. Organised superusers
   helping others

5

You must read the complete version

Assignment 1-4

A pair of students

Select one topic which

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

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Topics for Assignment 1-4

Too large	OK	Too small or trivial
an office application	automated back-ups	sending e-mails
a comprehensive database	advanced page numbering	formatting text with button choices
	table of contents	summarising columns in spreadsheets
	mail filters	converting a file to pdf-format
	bibliography	setting the alarm on a phone
	graphs in spread sheets	
	upload media files to internet sites	
	advanced searches	
	an app or utility program with one main functionality	

Assignment 1

Purpose

learning planning and conducting **skills** training

Deliverables

Written

- Instruction material
- Write reasons for choice of media
  Deadline 5 February

Oral

- Train the class in the tutoring sessions (øvingsgrupper)
  10-15 minutes
  During the period 8-19 February

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Assignment 2 and 3

Assignment 2

 Purpose

  Find learning challenges of novel **functionality and data structure**

  Create training material for understanding

 Written deliverable

  A functional and a structural model

 Deadline 22 February

Assignment 3

 Purpose

  Planning training for **problem solving competence**

 Written deliverable

  Training material for presentation and exercise

 Deadline 2 March

9

Assignment 4

Purpose

 learning planning and conducting training for **transfer**

Deliverables

 Written

 • The combined and refined training material from Assignment 1-3

  Deadline 7 March

 Oral

 • Train the tutor group(øvingsgrupper)

  Max 30 minutes

  During the period 7-18 March

10

Assignment 5 – groups of 3-4 students

Purpose:

learning to 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 13 May

Maximum 7000 words

40% of the course marks

11

Suggested topics for Assignment 5

- Learning processes in a high tech medical room
- Evaluation of a user training course built into the DHIS2 software
- Evaluation of a distance training course for implementors of DHIS2 software

These topics will be further specified

12