

UNIVERSITY OF OSLO

Faculty of Mathematics and Natural Sciences

Exam in INF3280 - Development of IT competence in organisations

Day of exam: 2 June 2014 at 09:00

Exam hours: 4 hours

This examination paper consists 7 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%.

Task 1. Evaluating help file. 15%

The following three pages display a help file available on the web. Two of the scenarios in the text have been removed in order to limit its size, and you are to evaluate the contents of the file presented here.

- a. Scenario two isolated. Which of the three levels of IT user competence skill
understanding
problem solving
do(es) Scenario two aim at? Give reasons.
If some of the criteria
recognisability
sequence
feedback
apply, evaluate Scenario two according to the relevant criteria.
- b. The remaining parts of the help. Which of the three levels of IT user competence
Skill
Understanding
Problem solving
do(es) the remaining parts of the help aim at? Give reasons.
If some of the criteria
Recognisability
Sequence
Feedback
apply, evaluate the remaining parts of the help according to the criteria which apply.

Sharing a Google Doc with a non-Google user

You've just completed a Google spreadsheet with charts, formulas, and data galore. Now you're ready to share your spreadsheet with your colleagues and you realize that you don't know whether or not they have a Google account. The good news is that there are many ways to share a [Google Doc](#) with a non-Google account holder.

The easiest solution is to simply ask your colleague(s) if they have a Google account. But in this case, we'll assume that you either don't have time to ask, you need to share a document with several colleagues under deadline, or it is a situation in which you simply can't get that information ahead of time.

	A	B	C	D	E	F
1						
2						
3						
4						
5						
6	Model	2011 Honda Civic		2011 Ford Focus		2012 Hyundai Elantra
7	MSRP	\$15,605 - \$25,490		\$15,605 - \$25,490		\$15,605 - \$25,490
8	Destination Charge	77000%		77000%		77000%
9	Invoice Price	\$14,388 - \$24,022		\$14,388 - \$24,022		\$14,388 - \$24,022
10	Available Engines	140-hp 1.8-liter i-4 (regular gas)		140-hp 1.8-liter i-4 (regular gas)		140-hp 1.8-liter i-4 (regular gas)
11		113-hp 1.8-liter i-4 (natural gas)		113-hp 1.8-liter i-4 (natural gas)		113-hp 1.8-liter i-4 (natural gas)
12		197-hp 2.0-liter i-4 (premium)		197-hp 2.0-liter i-4 (premium)		197-hp 2.0-liter i-4 (premium)
13	Available Transmissions	6-spd man w/OO		6-spd man w/OO		6-spd man w/OO
14						

In this post, we'll discuss three of the most common scenarios for sharing a Google Doc with a non-Google account holder, but first we should probably get clear on some vocabulary.

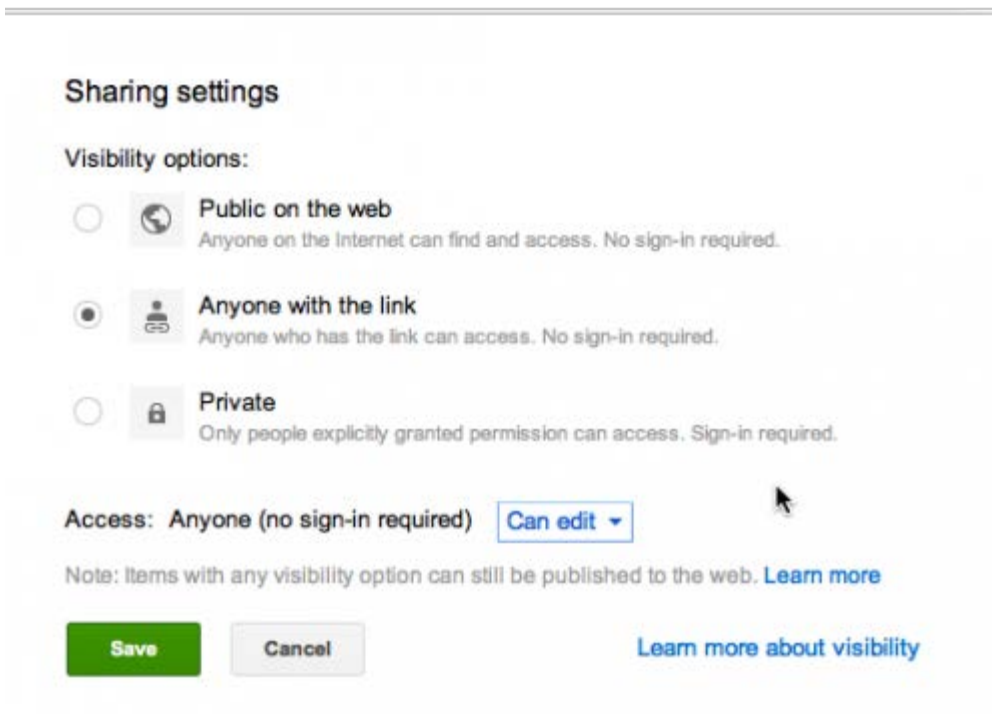
A Google account is not a [Gmail](#) account. A Google account is a unified sign-in system that gives one access to Google products like Docs, Groups, AdWords, and so on. A Google account can be associated with any email address—not just Gmail addresses. It's very likely that the person you are trying to share a Doc with already has a Google account that they have created at one time or another.

A *Doc* is a Google document, spreadsheet, presentation, drawing, or form. Docs can only be edited within the Google Docs application. A *Google account* is a user name and password that allows a person to sign into Google Drive. This may be an @gmail account, a Google Apps account, or any email address associated with a Google account. You can associate any email address in the world with a Google Apps account.

Three scenarios for sharing a Doc with a non-Google account holder

Scenario one: ~~Removed in order to shorten the case~~

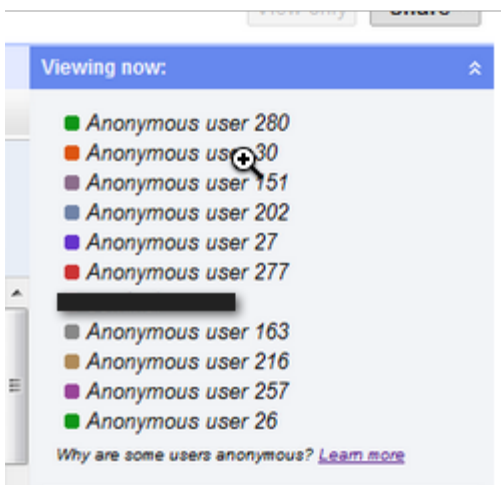
Scenario two: *You need to share a doc with a group of people who do not have Google accounts and you would like them to make edits to the doc.* If this is the case, the best thing to do is to change the visibility options of the Doc to **Anyone with a link**. You can change the visibility options by opening your Doc, then clicking the **Share** button at the top right and selecting **Change** under the **Who has access** portion of the **Sharing settings** dialog box. This will bring up the Doc's visibility options. Select the second option, **Anyone with the link**, and then select **Can edit** from the dropdown menu by Access. Finally, click **Save** to keep your changes.



Note: If you are a Google Apps user and you do not see the option **Anyone with the link** it may be that your Google Apps administrator has disabled this type of sharing. If this is the case, you should move on to scenario number three, below.

Once you click the **Save** button you will be back at the main sharing screen. Copy the link in the **Link to share** field. This is the link you should share with people who need to make edits to the Doc. Once you share the **Link to share** link, your editors will be able to access the Doc in edit mode without being asked to sign in. Do not share the URL you see in your browser's URL menu because that is a private link only for you.

If you are in the Doc at the same time as another person, the people that do not have Google App accounts will show up as *Anonymous User*. You'll also see these non-Google people show up as anonymous users when you look at the revision history.



The anonymous users with which you share your Google Doc link do not automatically become what Google calls *collaborators*, so be aware that you will not be able to use the Email collaborators function (as mentioned in scenario one) if you share the Doc using the supplied link.

It should also be noted that it is a best practice to change the visibility settings of the Doc back to Private when people are done editing and the Doc is complete. That way, no one can use the link you shared to come back into the Doc later and make more changes.

I would not consider using the **Link to share** functionality a best practice for sharing confidential Docs because

this system of sharing creates a link that anyone can access. If you need to share a confidential Doc, see scenario three, below.

Scenario three: ~~Removed in order to shorten the case~~

These are the three best ways to share a Google Doc with a non-Google user. I would also keep in mind that as more and more people are using Google products in one way or another, it is very likely that many of the people you need to share a Doc with will already have a Google account.

To learn more about Google Docs and Google Drive, check out [Google Drive Essential Training](#) on lynda.com.

Task 2. Training superusers. 45%

You are working in a hospital with 12 departments and an average of 100 staff in each department. The hospital will replace their existing computerised system for patient and staff data with a new one, which is more flexible and allows sharing data with neighbouring hospitals. All functionality from the old system is also available in the new one, but the user interface is changed.

The new system will be installed with demo data one month prior to shutting down the old one. Existing data is transferred to the new system when the old system is shut down. The work load in the hospital will be reduced by 10% two weeks before and two weeks after start-up of the new system to ease the introduction.

You have been given the task of training superusers for the new information system. There will be five superusers in each department. The superusers have been chosen based on that they helped out others on the previous system.

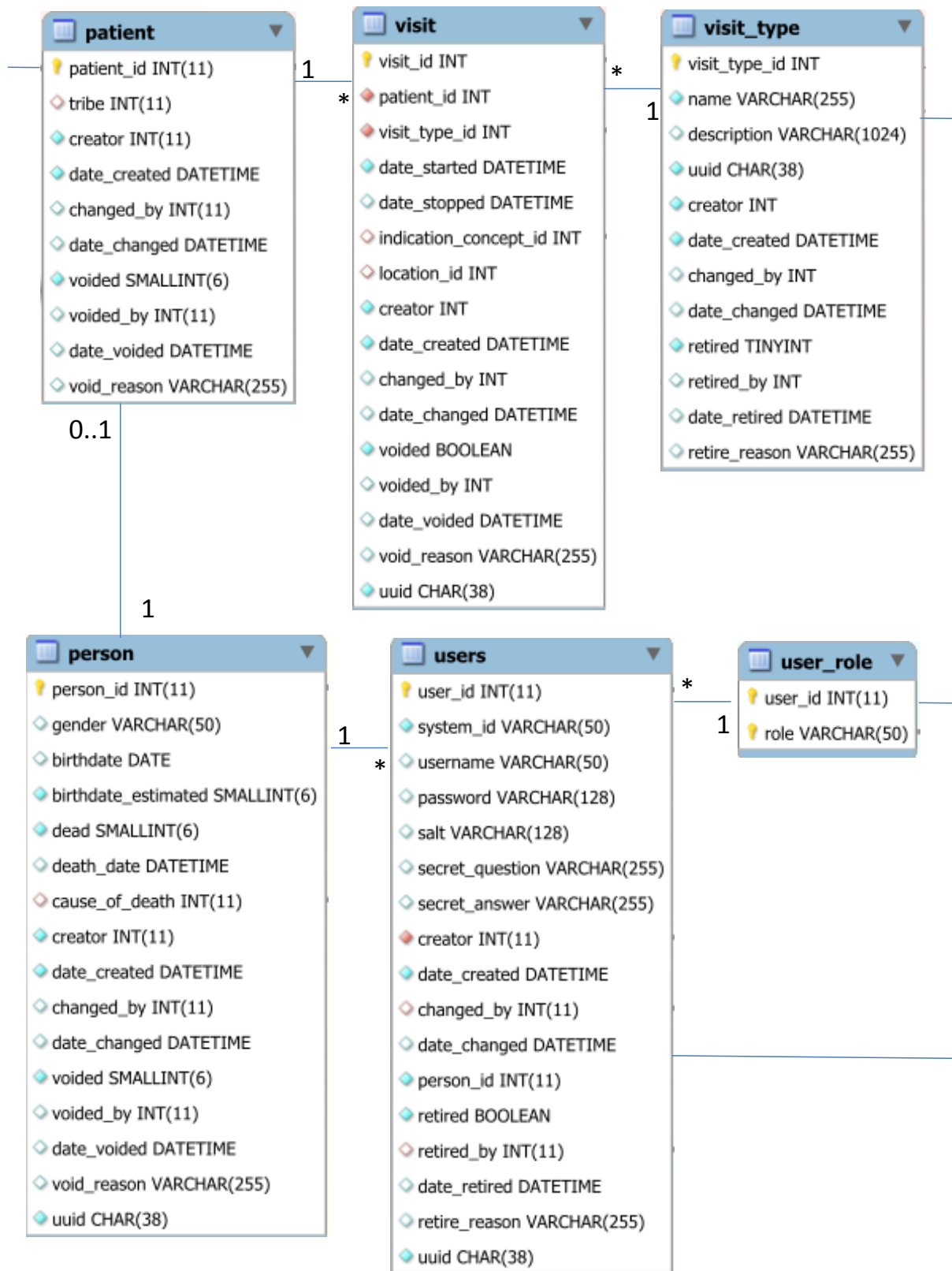
Each visit of a patient to the hospital has to be registered, and there are many types of visits, for instance open heart surgery and daytime check-up. While visits are registered under the patient, visit types are defined in the Tailoring menu. Only the superusers will be given the privilege to define the visit types for their department and to manage the user accounts for the staff in their department. They did not do these operations in the previous system.

Below, you will find a part of the data model for the system and a screenshot of parts of the interface for booking visits.

The superusers will receive two days of training for a total of 12 hours. You are given six days for training all 60 superusers in three batches. One very experienced superuser will assist you in the training.

The superusers will have to train and support the other staff in their department.

- a. 5%. Write learning goals for each of the two days of superuser training, 1-3 goals per day.
- b. 10%. Make a plan for the two days, maximum one page. The plan should include a schedule with one or two hours as the session durations, an indication of the distribution of time for presentations, discussions and hands-on practicals for each session, and plans for collaboration between the participants during training.
- c. 5%. Give reasons for your goals and plan.
- d. 10%. Make maximum one page of learning material to be used during the superusers' learning of visit types.
- e. 5%. Give reasons for your choices of contents on the page.
- f. 5%. Write a tool tip for the user interface for selection of visit type when booking a visit. It should include what to do if the user cannot find a relevant visit type.
- g. 5%. Write one question for assessment of learning (Kirkpatrick level 2) after first day of training and one for assessment of learning after second day. The questions should be such that the answers become useful for you for adjusting teaching the following days. The questions could target smaller or larger parts of the training.



Booking visit

Patient name

Mary Smith

Time

September ▾

10 ▾

2014 ▾

31

08 ▾

:

00 ▾

Visit type

▾

- Open heart surgery
- Check-up