

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 superusers
- A standard for IT competence

Empirical study

Written report

- Deadline 16 May
- Maximum 7000 words

40% of the course marks

1

Evaluation of training



- Introductory course for archiving system
- Observing the course
 - Description of the course
 - Could have observed Reaction and Learning
- Questionnaire to participants
 1. Reaction to training
 2. Learning
 1. Why do we use ePhorte?
 2. What is a journal item?
 3. Which of these three concepts fall under the concept «status»? ...
- Interviewed course developers
 - Development of the course over time

2





IT support

- Organisation, quality, user interaction, responsibility
- Experiment (called observation in the report)
 - Measuring response time to 10 requests
 - Testing web pages for resetting password
- Interviews with 3 supporters
 - User interaction
 - Organisation
 - Learning new technology



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“Install a patch for the update of the new version. If that doesn’t work, install the new version of the update for the patch. If all else fails, install a patch for the new version of the update.”

3

Superusers

100 threads in each of 3 categories

User comments

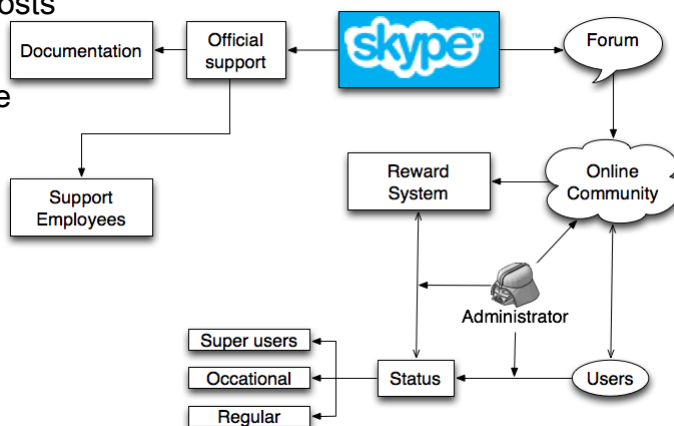
Median # users, posts

threads

without response

Solved

w/wo superuser

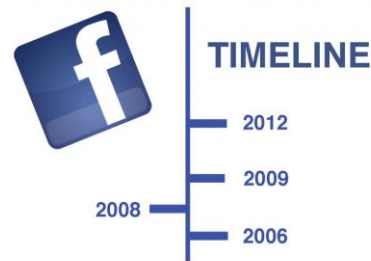


4



User interface and documentation – videos

- Experiment (called observation in the report)
 - 3 users watching the videos
 - Given 18 tasks
 - Researcher observes user performance
- Interviews with the same users
- Questionnaire to the same users
 - Evaluating the videos



5

Research on superusers

The opinion of

- IT users
- Managers
- IT-staff
- Superusers

On what superusers should be able to do

Champion the system towards other users
 Encourage other users who have problems
 Solve IT related problems
 Guide other users in solving a problem
 Guide other users such that they become able to solve the particular problem themselves next time
 Guide other users such that they become able to solve other problems themselves
 Learn new IT solutions, changes, and updates
 Observe misfits between IT and business
 Carry out IT related tasks which other users don't want to do
 Communicate with IT people
 Other tasks

On how superusers can learn all this

Specific training on superuser role
 Coaching on the job
 Frequent communication with IT support
 Reading user documentation and help
 Frequent communication with other superusers
 Other activities?

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