Assignment 1
Organisational development and vision seminars

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Agenda
- Main messages.
- Introduction to the "vision seminar method".
- Assignment
  - Goal
  - What to do and how?
- Instructions for reports.

Medical records, before...

One patient – sometimes many records...
Archive
After...

One patient – one record
Read via screen...

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What has happened?

- Consider the new situation – what has changed?
- Effects of different kind?
- Let us list important aspects (type of effects) to consider when analysing important effects of introducing new IT, computers, information systems, technology in a work environment!
- Effects? God? Bad?

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Vision seminars

- We want to develop “all relevant” aspects of the organisation, including the new IT/Information systems.
- We want to design tomorrow’s organisation, work and IT systems. (Specify requirements for....)
- The goal: an efficient, safe and sustainable work!
Vision...

Steps in the vision seminar process

- Work groups of professionals.
- Specify strategic goals and prerequisites.
- Describe "now": present organisation, work, conditions, problems, need for development.
- Develop visions (målbilder) of the future work stepwise and iteratively.
- The result should/can be:
  - Aspects on future organisation, work, IT etc.
  - Scenarios of the future work.
  - Preliminary requirements for new IT, as a part of the new work.

The assignment (No 1)

1. Describe the close relations between organisational and systems development.

Write a short discussion about the relations between organisation, work processes etc. (organisation och verksamhet) and the technical support systems.
- Look in hci textbooks, search for articles etc.
Assignment...

2. Describe (shortly) the problems and possibilities when trying to develop organisations and systems simultaneously.
   - Do existing systems development models (e.g. RUP) consider all relevant aspects (organisation, work processes, competencies, work environment etc)?
   - How can this problem be solved? What are your ideas about this?

Assignment...

3. Shortly describe the vision seminar process as a method for specifying the goals for future development of organisation, work and information systems
   - Perform a small vision seminar and describe the process and the result.

Vision seminars/workshop

- Perform a small vision seminar process (e.g. 2 meetings) using another group as “the professional workers”.
- Follow as much as possible the “vision seminar process model”.
What is a “vision” of future work?
- A concrete specification of what we are striving at.
- Aims at a specified time horizon.
- Will perhaps never be fully reached.
- Do not mean that everybody gets what they want.
- Will change over time.
- Is necessary for coordinated development.
- In necessary to be able to discuss goals, future solutions, effects etc.
- Can be evaluated before the future solution is implemented.

The process
- Put together the work group and process leaders
- Plan the meetings and intervals
- Time horizon? (When is future?)
- “Threats and dreams”
- Future “environment”
- Aspects the future work
- Iterations!!!
- Scenarios (a day at work)
- Information systems (preliminary)

Aspects (1)
- Overall goals for the future work
- Delimitation in the work with the proposal of future work
- Recognized threats and problems
- Possibilities and dream scenarios
- Positive parts of today’s work
- Culture, engagement and basic values
- Service to costumer
- Quality and quantity in work
- The future organization
- The future work organization
- Aspects on mobile work
- Competence and knowledge
- Recruitment
Aspects (2)
- Collaboration internally and externally
- The practical content of future work
  - New work tasks
  - Deleted work tasks
  - Changed work tasks
- Automation of work processes, information handling
  - Transformation to e-services
- Information needs in the future work
- Future IT system
  - Perceived problems today
  - The historical development of IT system in the organization
  - Present status and ongoing IT projects
  - General requirements on future IT systems
  - Desired functionality in a future IT system
  - Usability requirements on future IT system
- Occupational health issues
  - Recognized problems today
  - Future plans to work on occupational health issues
  - General requirements on the future work environment

Exercise

The assignment report
- Write a (short) report, well structured. Give references.
  Motivate. Nice looking....
- Present it orally and discuss your
  findings and results. (10+5 min)
  - Concentrate on few important aspects
  - Describe your “vision seminar
    workshops”.
Questions?