ISO 9241:

Definition of usability:

"The extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use"
6 Themes

1. Organisational and systems development, vision seminars
2. Work environment problems
3. Cost-benefit analysis of IT systems
4. Specific domains (choose one!)
   - Process control
   - Health Care
   - Administrative systems
5. Systems development, success factors and pitfalls
6. Attitudes and ethical standpoints

Administrative work – before....

After....
What has happened?

- Consider the new situation – what has changed?
- Effects of different kind?
- List important aspects to consider!
- God? Bad?

Train traffic control – before...

Before....
Medical records, before...

One patient – sometimes many records...

After...

One patient – one record

IT and organisational effects

- 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!
- (Same as important aspects to consider when new systems are planned?)
The main message is:
- Introducing IT leads to several different changes/effects.
- Even if you try not to...
- We must study all relevant aspects, not only technical ones.
- The development must include all relevant aspects.
- Introducing new IT can be a motor of positive changes.
- We must not develop IT for today's work, but for the future work.

There are problems...
- Most development models do not consider other than technical aspects in enough detail.
- Analyse some development models in this respect!
  - E.g. RUP?
  - What is lacking?

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.
**When is IT useful?**

- It is only when you reach organisational changes that IT contribute to positive changes. "Don't Pave Over Old Cow Paths"
- E.g.:
  - Decentralization, new work processes, new competencies, cooperation, communication, overview, local planning, follow up, evaluation, quality assurance ...
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.

Assignments

- Work in small groups (2-3 pers)
- Plan your work carefully
- Follow the instructions
- Ask for help when needed
- Written and oral reports at scheduled seminars
The assignment (No 1)
- Describe the close relations between organisational and systems development.
- Describe the problems and possibilities when trying to develop organisations and systems simultaneously.
- Describe the vision seminar process as a tool to solve this.
  - Possibilities?
  - Problems?
- 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”.

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?

Example of “aspects”

- Threats and problems
- Possibilities and ideal solutions
- Culture, basic values
- Services to customers
- Quality and quantity in future work
- Future formal organisation
- Future work organisation (responsibilities, who is doing what)
- Mobility
- Competencies and learning
- Cooperation, internal, external
- Future work:
  - New, disappeared, changed work processes
  - Automatization of work processes (E-services)
  - Information requirements (what is needed in the future organisation)
  - Communication and communication channels
- Future IT systems
  - Problems today?
  - Future demands
  - Functionality?
  - Usability?
- IT-support organisation
- Work environment
- Others....