OLE
A tool for evaluating IT with regards to organisation, learning and ethics

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Instructions for use

The aim of the OLE tool is to support the identification of important non-technical aspects and problems in IT use. The questions below focus on such problems. Working with these questions will raise the awareness of the important aspects and facilitate measures for improving usability and productivity.

The questions do not imply any criticism of the IT system or product in question. Try to avoid the "my baby syndrome" and be careful to pinpoint all potential weaknesses in the system/product.

Try to identify all risks in your project and suggest concrete measures!

The below answers are not accepted:
1. "No, there are no problems." (you have to explain why there are no problems).
2. "Yes, there are problems, but the new system/product will eliminate them" (you have to describe exactly the measures that will be undertaken).

Use your imagination!
**Organisation, business, cooperation and coordination**

1. What concrete measures will you take in order to involve the real users in the design and construction of the IT SYSTEM?

2. What will you do in order to facilitate the cooperation between the users and the developers – in order to make it successful?

3. What will you do to make sure that the IT SYSTEM really improves the work situation, actions or behaviour of the users?

4. If the IT SYSTEM will be used in an organisation, what will you do to make sure that it supports the users’ being in control of their work situation, i.e. their independence, responsibility and competence?

5. What will you do to make sure that the IT SYSTEM will improve the cooperation between the user and other people involved in mutually depending work tasks?

6. If the IT SYSTEM will be used in an organisation, what will you do to make sure that it will fit and support the formal hierarchy and structure of the organisation?

7. What will you do to make sure that the IT SYSTEM will reduce the mental and physical workload of the user?

8. What processes and work practices (organisational and technical) will you create for dealing with problems in the use of the IT SYSTEM?

**Training, learning and skills development**

9. What will you do to make sure that the users will have a positive attitude to the IT SYSTEM?

10. What will you do to make sure that the users will get the knowledge and skills required for efficient use of the IT SYSTEM?

11. What will you do to make sure that the users will get the knowledge and skills required for dealing with situations and problems that may arise in the use of the IT SYSTEM regarding for instance, coordination or conflicts between users, relations to other people or groups involved, etc?

12. What will you do to make sure that the users get appropriate and adequate introductory training?

13. What will you do to make sure that the users will have sufficient time to practice using the IT SYSTEM, on their own or together with other users, when the system has been installed?

14. What will you do to make sure that the users can adjust and modify the IT SYSTEM when they need to?
15. What will you do to make sure that the IT SYSTEM provides the users with opportunities for continuous training and for testing and experimenting with the system on their own?

16. If the IT SYSTEM will be used in an organisation, what will you do to make sure that the organisation allows and encourages informal knowledge support, i.e. that they can ask one another for help and help one another with solving problems?

17. What will you do to make sure that the online help and user documentation provide appropriate and adequate support?

18. What will you do to make sure that there is appropriate technical support easily available to the users – either experts, other users or colleagues?

**Ethics, internal relations and relations to society at large**

19. Will there be any ethical problems or conflicts in the organisation where the IT SYSTEM will be used?

20. Will the IT SYSTEM cause any ethical problems or conflicts?

21. What groups, individuals, organisations, etc, will in any way be affected by or have a stake in the development, use or mere existence of the IT SYSTEM? (Including society at large and the environment.)

22. What values, interests, duties, standpoints and attitudes are involved in the use of the IT SYSTEM?

23. What effects will the IT SYSTEM have on each of these values, etc? Will the IT SYSTEM fit certain values and conflict with others? What values and how?

24. What will you do to make sure that the use of the IT SYSTEM will be optimal with regards to ethical aspects? For instance, adapt the design of the product, user training, organisational changes, inform stakeholders, etc? How exactly are you going to succeed with this?