

Care for the user – how to achieve acceptance of standardization

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Amye, living with rheumatoid arthritis



PhUSE SDE, Brüssel, 23FEB2010

Overview

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- Introduction
- User's situation in a department/difficulties
- Solutions
- Consequences of solutions implementation.
- Conclusion



Introduction

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- Generic programs are one tool of standardization.

Reason: effective, low-cost programming

Non-acceptance of the user does not reach this objective.

- Why do some of the user not like them?
=> Look at the situation of an user



User's situation in a department

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Users are:

- Team player
- Responsible for their work
- Intelligent
- Under high pressure
- Learning every day



Difficulties for the generic-program acceptance from team players

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⇒ Difficulties for generic programs to involve team players:

- Is User Requirement representative?
- Is User Requirement still up-to date?
- How to report the state of work?



Difficulties for generic-program acceptance from responsible person

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⇒ Difficulties for generic programs to be understood by the responsible person :

- How to perform an Acceptance Test ?
- Mass of information – what is necessary?
- What is a good training?



Difficulties for generic-program acceptance from intelligent person

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⇒ Difficulties for a generic tool to be reasonable for a intelligent person:

- What is a reasonable tool?
- Readable code?
- Availability of development tools from User?



Difficulties for generic-program acceptance from person under high pressure

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⇒ Difficulties for generic tools to have little demands on a person under high pressure:

- How to lower the pressure?
- What is nerve-racking for the user?
- What is a time saving program?



Difficulties for generic-program acceptance from every day learning person

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⇒ Difficulties for a generic program to lower the learning curve for a every day learning person:

- Preparation of information?
- How to keep the interest on the generic tool?
- How much details?



How to achieve generic-program acceptance from team player?

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▶ Team Player's involvement: Communication

- Generic group work should be well known
- Check the work of the user sometimes, you should know what's needed or which implementations are not working
- At least once per year ask the user in a meeting about their general wishes/complaints
- A folder/system where ideas and complaints of the user can be collected should be available
- Report the status of generic work constantly (electronically, verbally)



How to achieve generic-program acceptance from team player?

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- ▶ Team Player's involvement: User Requirement:
 - Overview of Requests => decision
 - Deciding in User's committee
 - Split in different tasks
 - Be fast
 - Give the User community explanation of decision and priorities



How to achieve generic-program acceptance from a responsible person?

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Responsible person get generic-program understanding with

➤ Acceptance Test:

- User is getting a test version of the program
- Template programs
- Pilot generic macro for study

➤ User Manual:

- Readable, complete, easy to find things
- Separate details from first hand information

➤ Training:

- Short, shows an overview of the tasks, and an example
- If complex => training on object



How to achieve generic-program acceptance from a intelligent person?

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▶ Intelligent person needs to be convinced with

⇒ Reasonable Source code:

- Effective, clear program code as possible
- Paragraphs recognition of the specific task
- Self-explanatory invocation if possible

⇒ Reasonable generic tool:

- Very often used
- Not every day code
- Complicate method which is used over various studies and should stay the same.



How to achieve generic-program acceptance from a person under high pressure?

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- Support person under high pressure on time management:
 - Support/Service with generic macros or programming
 - Clear explorer folder structure
 - Put thoughts to the LOG of your programs (Messages, Length, order)
 - Explain and check pre-requisites of a macro
 - Try to keep the time as limited as necessary for the user
(Good preparation of meetings, documentations, e-mails)
 - Rework old work or historical reasons step by step (= don't require things from people when they are of no interest anymore)



How to achieve generic-program acceptance from a every day learning person?

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Every day learning person needs the explanation for generic programs in a way, which is:

➤ Easy

- do not use specific terms
- logical order of subjects (necessity, in line with time)

➤ Clear

- use bullet points, tables, subtitles, new paragraphs, graphics
- abbreviations/dataset names/ parameter names: explain long term also

➤ Reasonable Amount

- keep it rare and in a reasonable time (generally 1-2 h should be enough)
- repeat things in various forms (mail – training / presentation – UM)



Consequences of proposal consideration

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User in department

- get very quick enough information of the generic tool
- know what generic programs are doing with less effort
- get the tools which are reasonable for their daily work
- has the possibility to keep his interest in the changing and therefore challenging part of programming
- is not irritated from generic programs



Conclusion

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Proper programs which were created with enough

- Care
- Documentation
- Good service
- Involvement of the user = Communication

will lead to an acceptance of the user for generic macros and therefore to an effective programming department for the company.



Care for the user – how to achieve acceptance of standardization

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Questions?

