

# INFS 328

## Systems Analysis and Design

### Session 9 – Systems Implementation – Part 2 – User Training

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# Session Overview

This session looks at another aspect of systems implementation. Thus, the design of user manuals and training of end users. Completing the user manuals both for training purposes and for continued use during operations

# Session Outline

The key topics to be covered in the session are as follows:

- Training – User Interface
- Training of Middle and Senior Management

Topic One

# TRAINING – USER TRAINING



# Training - User Training

## User Training

After you have tested your system you should follow the activities with the necessary training. No system can be successful without proper training whether it involves software, hardware etc, a successful information system requires training for users. In the training section, the organization selects the personnel who will both operate and manage the new system and must train them in the use of it and its related activities. The organization must select the appropriate training delivery method depending on who is being trained. So if you are training users, the method will be different from training that of non-users.

# Training - User Training

## User Training

Training for users will include the following:

- If the information system is manual and you have computerized, then the users will need training in basic computer literacy.

# Training - User Training

## User Training

Training for users will include the following:

- Users will have to learn how to use specific applications and modules quickly and in great detail, examining important procedures, commands and data entry requirements.

# Training - User Training

## User Training

Training for users will include the following:

- Users should have on the job training i.e. training while they are actively using the new system.
- Training updates may be required as the users become more familiar with the system and require further knowledge and skills development or consolidation



# Training - User Training

## **Guidelines for Developing a Training Programme for Users**

When developing a training programme for users, you should keep the following guidelines in mind:

- Train people in groups as this is a better use of your time, and it encourages group learning possibilities as you will master specific skills through practice with large groups where common problems and issues can be addressed.

# Training - User Training

## **Guidelines for Developing a Training Programme for Users**

- Select the most effective place to conduct the training. Training employees at your company's location offers several advantages. Employees incur no travel expenses and training can take place in the actual environment where the system will operate.

# Training - User Training

## **Guidelines for Developing a Training Programme for Users**

- Provide for learning by hearing, seeing and doing. Some people learn best from lectures discussions and question – and- answer sessions. Others learn best from viewing demonstration or reading documentation and other materials. Most people learn best from hands-on-experience. You should provide training that supports each type of learning.

# Training - User Training

## Guidelines for Developing a Training Programme for Users

- Prepare effective training materials including interactive tutorials and user manuals.

# Questions

## **Individual Assignment:**

Explain the procedure for user training

## **Forum Question**

Training can be performed one on one, however, group training is generally preferred. Discuss.

Topic Two

# **TRAINING OF MIDDLE AND SENIOR MANAGEMENT**



# Training of Middle and Senior Management

Having learnt that training of users is essential, you will have to also realise that training differs from one level of an organisation chart to the other. In this section you will learn how to train both the middle and senior managers to use your newly designed information system.

You should then be able to state the kinds of training decided by middle and senior management of an organisation for which the information system is designed.

# Training of Middle and Senior Management

## **Middle Management Training**

Middle management will be trained on elements of the system for which they are responsible. They will need an understanding of the particular business issues and security and control features related to a particular system.



# Training of Middle and Senior Management

## **Senior Management Training**

Senior management should be trained on a much structured manner and should be business focused. Training takes the form of short demonstrations, power point presentations, video demonstrations and executive seminars.

# Questions

## **Individual Assignment:**

Describe the principles involved in training middle level and senior managers to use a newly designed information system.

## **Forum Question**

Discuss why it is necessary to train middle and senior level management separately.

# References

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