

## Practical assignment 4.3

### *Drawing up users' instructions*

#### Activities

Drawing up (users') instructions

Keeping (users') instructions up to date

Explaining the system's working to the users

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 4	Setting up and organizing a service desk
Work process 4.3	Drawing up users' instructions



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**Activities**

Drawing up (users') instructions  
Keeping (users') instructions up to date  
Explaining the system's working to the users

## Introduction

In practical assignment 4.3 leer you will learn how to draw up users' instructions.

In this practical assignment *Drawing up users' instructions* you will find the following components:

- an overview of the qualification dossier (QD);
- assignments;
- support in the assignments:
  - *questions;*
  - *the step-by-step plan that you can use in preparing and carrying out the assignments;*
  - *tips carrying out the assignments.*

## Overview of the qualification dossier

### ICT management

Core task Work process		ICT Manager	Network Manager
<b>1 Developing (parts of) information systems</b>			
1.1	Determining the information needs	x	x
1.2	Producing a design for (part of) an information system	x	x
1.3	Drawing up a plan of action	x	x
1.4	Creating a test environment	x	x
<b>2 Implementing (parts of) information systems</b>			
2.1	Drawing up an implementation plan	x	x
2.2	Carrying out an implementation plan	x	x
2.3	Providing support for acceptance tests	x	x
2.4	Evaluating an implementation	x	x
<b>3 Managing (parts of) information systems</b>			
3.1	Preventing disruptions / malfunctions	x	x
3.2	Localizing and remedying disruptions / malfunctions	x	x
3.3	Dealing with and rounding off incidents reported	x	
3.4	Drawing up and monitoring procedures	x	x
<b>4 Setting up and organizing a service desk</b>			
4.1	Making a service desk operational	x	
4.2	Managing a service desk	x	
4.3	Drawing up users' instructions	x	

**Activities**

- ▶ Drawing up (users') instructions
- ▶ Keeping (users') instructions up to date
- ▶ Explaining the system's working to the users

## Assignment 1: Drawing up users' instructions

In this assignment you will draw up users' instructions independently.

Determine the way(s) in which the instructions are made available.

Create the instructions in accordance with instructions already in use in the organization. Test whether the instructions are clear and unambiguous. The users' instructions fit in with the work of the service desk and are particularly important for relieving the burden on the service desk.

Point out the instructions to the users and, if necessary, explain them.

Adapt the instructions to accommodate new developments.

Support in the assignments



## Questions

You can use these questions in preparing the assignments. The subjects will come up again in the review discussions with your practical tutor.

1. You might be confronted with all sorts of matters that make it difficult to carry out your assignment well. These could be what the work actually involves (for example dealing with confidential information), contacts with others (colleagues, clients) and the circumstances under which you have to work (for example working against the clock). What plays a role in your work situation, and how do you deal with it?
2. What are the possible ways of making instructions available (on paper, intranet)?
3. Are there agreements about the format?
4. How are instructions tested in the organization before they are implemented?
5. What are the procedures for making changes/modifications; must advance warning of them be given?
6. Is there an audit system to determine whether instructions are still up to date?



## Step-by-step plan

You can refer to this step-by step plan when preparing and carrying out the tasks required for this practical assignment.

- Step 1 Determine whether there are already instructions for parts of the information system and whether you can or must draw up the new instructions according to the format used for this.
- Step 2 Determine how you should make the instructions available, for example on paper, via the intranet, on CD or via a presentation.
- Step 3 Draw up the instructions and test them, enlisting the help of users of (part of) the information system.
- Step 4 If necessary, change the instructions on the basis of the test results.
- Step 5 Make the instructions available.
- Step 6 Implement a system with which the information can be kept up to date.
- Step 7 Present the users with a way in which they can/should use the instructions.

## Support in the assignments



### Tips

- In making the instructions available via the intranet, the responsibility for the correct content lies with you as the person that drew them up, however the implementation will often have to take place in consultation with the managers of the website(s).
- When drawing up instructions, take into account international activities; if instructions must be made available in a number of languages this can have consequences for the format used.
- Keeping the instructions up to date might need to be carried out in collaboration with a supplier.
- When making instructions available, you must not only take into account modern means of communication such as hand-helds and the Blackberry, but also applications such as Sharepoint (services or server).