Part III

End-User Information Systems: Implementation and Support

Parts I and II were all about the EUIS environment and business solutions for

knowledge workers. In Part III we take a look at implementation and support
for EUIS tools. To be truly effective, new tools must be learned and assimilated into the
user's work life. Managers, EUIS professionals, and end users must understand how best
to learn to use technologies. Managers must also create policies that address a myriad of
implementation issues, including the physical security of the technology and data
integrity and security

Chapter 6, "Training End Users," has as a premise that learning the effective and
efficient use of technology cannot be left to chance. Training and supporting a diverse,
information-based workforce in the effective use of information technologies is a press-
ing need in today's enterprises. Workers must continually learn in an environment of
change and ambiguity In Chapter 6, we describe a comprehensive approach to thinking

about training, the *training cycle.* Here, you'll find approaches to needs assessment, ways to design learning strategies, perspectives on implementing training programs, and ways to determine the usefulness of training efforts (evaluation). You'll find a discussion of a wide range of learning strategies, based on principles of adult learning, ranging from traditional classroom-based learning to Web-based Training (WBT).

In Chapter 7, "Support and Help Desk Management," we overview learning-related services that are typically the purview of Information Systems Departments (as opposed to training efforts organized by Human Resource Departments). Performance Support and Help Desks are prevalent strategies that provide ongoing support and just-in-time learning for users. Performance support includes online help, expert systems, databases, and hypermedia. Performance support is developed in tandem with system development and is built into many software applications. Help Desks, on the other hand, while they can include access to large databases of questions/answers, typically are supported by live agents who help users work their way through problems. Help Desks are a complex, important aspect of ensuring that users can effectively use technology to do their work.

In Chapter 8, "Management Issues," we focus on risks, opportunities, and concerns that managers face in today's digital workplaces. We examine pressing management issues including establishing policies for EUIS, safeguarding physical hardware and software, controlling access to information, protecting the integrity and confidentiality of data, and a wide range of legal issues.