

Paper 5020

Are Your Users I.S. Compatible?

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FIORAVANTI-REDWOOD, INC.

**Are Your Users
I.S. Compatible?**

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Toronto, Ontario

Are Your Users I.S. Compatible?- 1

Telltale Signs a Gap Exists

- Users will not work on IS projects
- Users will not talk to IS staff
- Users will be seen with IS staff
- “On target” means “Within 6 Months”
- “Smooth Transition” means
“Only 50% of IS staff left during project”

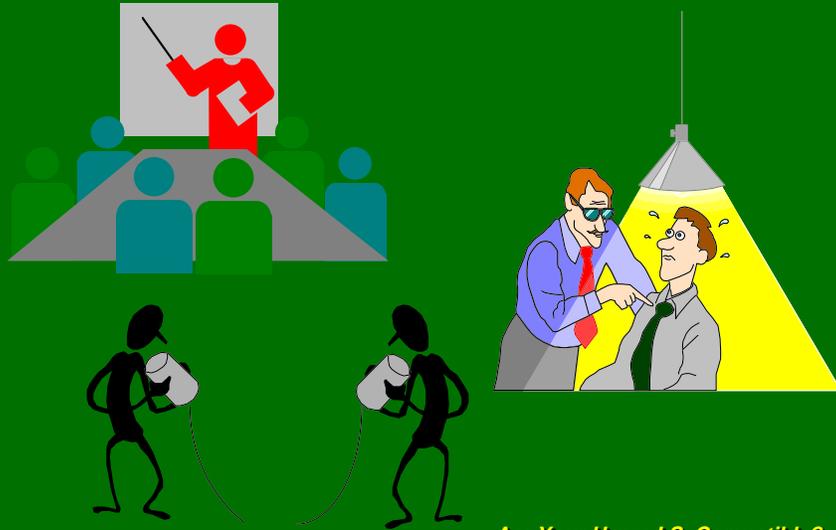
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Building the User Community you Want

- Meetings
- Language
- Effort
- Expectations
- Brains

Are Your Users I.S. Compatible?- 3

The Meeting



Are Your Users I.S. Compatible?- 4

The Language

Usability Two-Phase Commit
TCP/IP HTML
Beta-tested
ACRONYMS **Jargon**
G.U.I. R.O.I.
ANSI-compliant Spec 11780

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The Effort



Are Your Users I.S. Compatible?- 6

The Expectations



Are Your Users I.S. Compatible?- 7

The Bridge



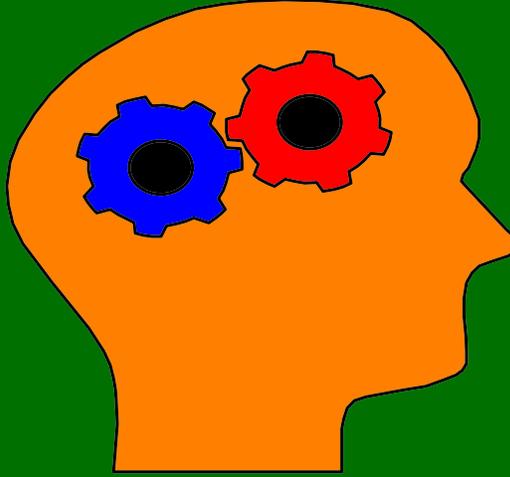
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The Tunnel



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Brains First!



Are Your Users I.S. Compatible? - 10