

❖ Consultants in Minnesota ❖

October 1998

President's Message

by Ray Giske

I recently have been involved in conversations with people who have been trying to use computers and are finding them much too difficult to use. The people with whom I have had the conversations include:

t An elementary school teacher who was trying to install a CD-ROM containing

complexity of the components they were dealing with. In the third case, there was a mix of experience and even among the experienced user's it was clear that the complexity of the software was intimidating.

Perhaps that is why a recent article in Business Week magazine (Sept. 28, 1998) caught my eye. The article, by Stephen H. Wildstrom, describes a "User's Bill of Rights" that has been developed by Dr. Clare-Marie Karat, a psychologist at the Thomas J. Watson Research Center in Hawthorne, N.

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exercises for use by students in independent study in the class room;

t The director of an agency at the State of Minnesota who was preparing to make a presentation and had prepared, with the help of staff, a Power point presentation;

t A number of people representing a client's staff who voiced their frustrations with a generalized report writer that was much too difficult to use.

Y. The 10 points in the User's Bill of Rights include:

1. The user is always right. If there is a problem with the use of the system, the system is the problem not the user.
2. The user has the right to easily install software and hardware systems.
3. The user has the right to a system that performs exactly as promised.
4. The user has the right to easy-to-use instructions for understanding and utilizing a system to achieve desired goals.
5. The user has the right to be in

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In the first two cases, the user was very inexperienced in the use of computers and were rather intimidated by the

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- control of the system and to be able to get the system to respond to a request for attention.
6. The user has the right to a system that provides clear, understandable, and accurate information regarding the task it is performing and the progress toward completion.
 7. The user has the right to be clearly informed about all system requirements for successfully using software or hardware.
 8. The user has the right to know the limits of the system's capabilities.
 9. The user has the right to communicate with the technology provider and receive a thoughtful and helpful response when raising concerns.
 10. The user should be the master of software and hardware technology, not vice-versa. Products should be natural and intuitive to use.

Quoting from Wildstrom, *"It's easy to quibble over the specifics of one or another of Karat's proposed items. I'd add a point requiring all error messages to be comprehensible and explained in detail. But the important thing is for the industry to begin a dialogue that would lead to formal adoption of something very much like this User's Bill of Rights."*

So... How do we, as a group of information systems professionals begin this dialogue? Is it really an issue? Or are we dealing with systems and applications where users are more experienced and we don't have to worry about it? Perhaps we should simply put the whole thing in the "too hard pile" and ignore it.

Stephen Wildstrom is indicates he is interested in hearing from readers. His e-mail address is: tech&you@businessweek.com. I'm also interested in hearing from you if you have any thoughts on this.

[ed. note]

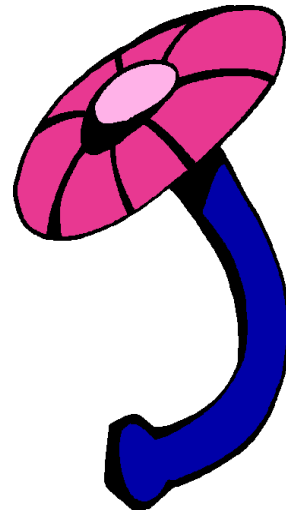
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Attention all ICCA members:
Get involved, write a story for the newsletter. I need stuff to fill these white(blue) pages!!.

ICCA September speaker

By: Don Peplinski <dpeplins@isd.net>

The speaker at the September meeting was Chuck Shaleen, a Sales Manager for NOREX. NOREX is a privately held firm which originated in the Twin Cities in 1980. It is a unique consortium of IT departments from over 750 organizations in the U.S. and Canada. They provide their members with a peer network so they can share their "real-world" experiences and help each other avoid "reinventing the wheel". They also provide alternatives for the acquisition and disposal of new and used hardware. NOREX has several means for exchanging information with their members. They publish shared documents for policies and procedures, standards, contracts, strategic plans, etc. NOREX does industry research to help expand their knowledge base and have recommendations by members for members on topics such as YK2, data recovery, telecommunications, etc. If you would like more information about NOREX, their web site is www.norexonline.com.



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Project Management

About our October ICCA presenter:
By: Gordon Schesel

A "Project Management Workshop" by **Rita Mulcahy**, PMP, President of RMC - PROJECT MANAGEMENT...a national project management training and consulting firm. She is a certified Project Management Professional (PMP) with over 14 years and \$2.5 billion of hands-on project experience and a past PMI chapter VP and acting President. Rita teaches project management across North America to large and small companies including, AT&T, IBM, Blue Shield, and people new to project management. Her experience "in the field" as well as her training style have made her a sought after speaker and trainer across the Country. Her last 6 workshops scored PERFECT 10 scores!!!!

This will be your home for all eternity. You've been selfish, greedy and a big liar all your life. Frankly releasing Windows 95 two years early, would by itself, have landed you here. But enough of that."

"You've arrived on a day when I'm in a good mood, so I'll be generous and give you a choice of three places in which you'll be locked up forever."

Satan takes Bill to a huge lake of fire in which millions of poor souls are being tormented and tortured. He then takes him to a massive coliseum where thousands of people are being chased about and devoured by starving lions.

Finally, he takes Bill to a tiny room in which there is a beautiful young woman with an alluring look on her face, at a table on which there is a bottle of the finest wine. To Bill's delight, he sees a PC in the corner.

Without hesitation thinking he outsmarted the devil, Bill says "I'll take this option."

"Fine," says Satan, allowing Bill to enter the room. Satan then locks the door.

As Satan turns around, he bumps into Lucifer. "That was Bill Gates!" cried Lucifer. "Why did you give him the best room in the house?"

"That's what everyone thinks"

snickered Satan.

"The vintage bottle of wine you see - It has a hole in it."

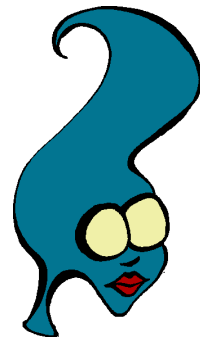
"That Beautiful young lady - She doesn't"

"What about the PC?"

"Oh, If you look carefully, you'll see that it crashed!" laughed Satan. And it's missing three keys,"

"Which three?"

"Control, Alt and Delete."



BILL GATES IN HELL

From: William B. Smale

The US Justice Department - unable to sentence Bill Gates to any meaningful economic fine decided that his punishment would be more severe - and sentenced him to eternity in Hell.

Satan greets him: "Welcome Mr. Gates, we've been waiting for you.



Meeting Reservations: Members may phone your reservation to Joan Barnes at 651-257-2570, **by 3:00 PM, Friday, October 16, 1998.** Non-members should mail this form to: ICCA Minnesota, c/o Steve Roetzel, 4428 Lakeshore Terrace, Eagan, MN 55122.

Name: _____ Company: _____
Address: _____ City: _____
State: _____ Phone: () _____

Marinated Grilled Flank Steak with burgundy mushrooms
Baked Stuffed Cod with seafood stuffing

Members \$20 Non-members \$23 x _____ = _____
Enclosed is a check for: _____



Next Meeting

Tuesday October 20

Project Management
Wyndham Garden Hotel

4460 W 78th St. Circle
Bloomington
612-831-3131

Social Hour at 5:30PM
Dinner at 6:30PM

For reservations call
Joan Barnes @ 651-257-2570

FUTURE MEETINGS

HP vendor presentation
or MicroSoft vendor presentation
Wednesday November 18
Italian Market Deli by Lido

Visitors at the ICCA Minnesota meeting Thursday September 17, 1998

A hearty welcome to our visitors at the ICCA meeting
September 17, 1998. We all hope you will visit again
and become part of our association:

Stephen Jackson
SCJ Consulting, Inc.

Stephen McCarthy
McCarthy International

And a special welcome to our newest member.
Joan Schwartz



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