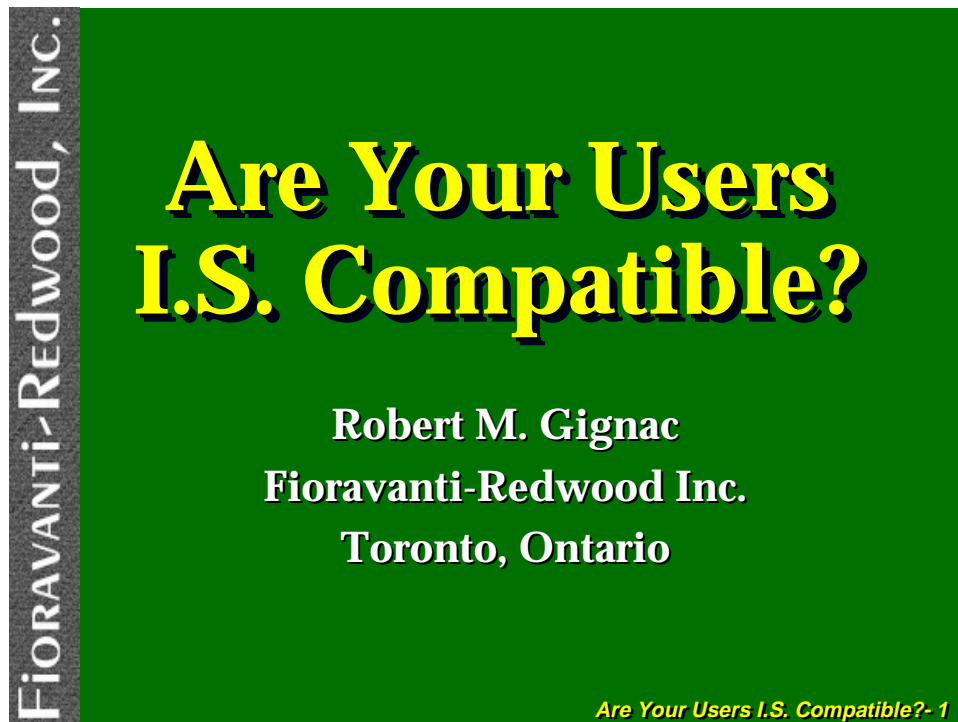


Paper 5020

Are Your Users I.S. Compatible?

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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”

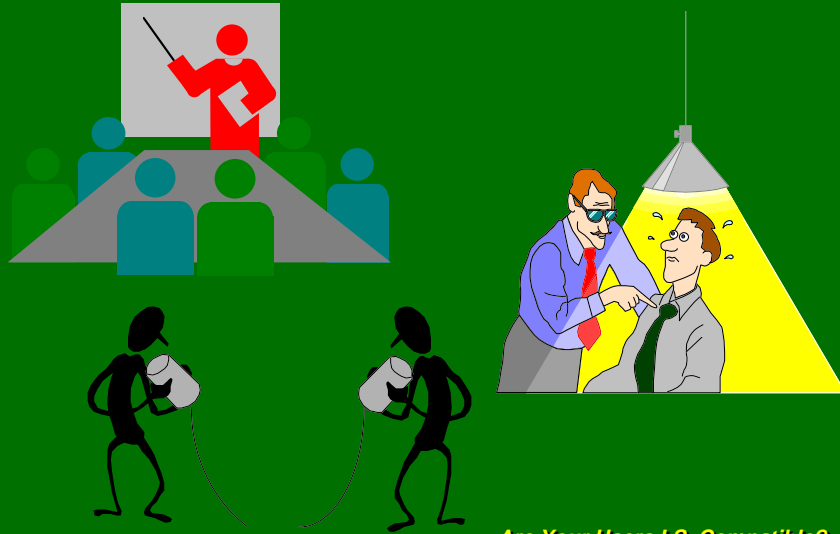
Are Your Users I.S. Compatible?- 2

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

Are Your Users I.S. Compatible?- 5

The Effort



Are Your Users I.S. Compatible?- 6

The Expectations



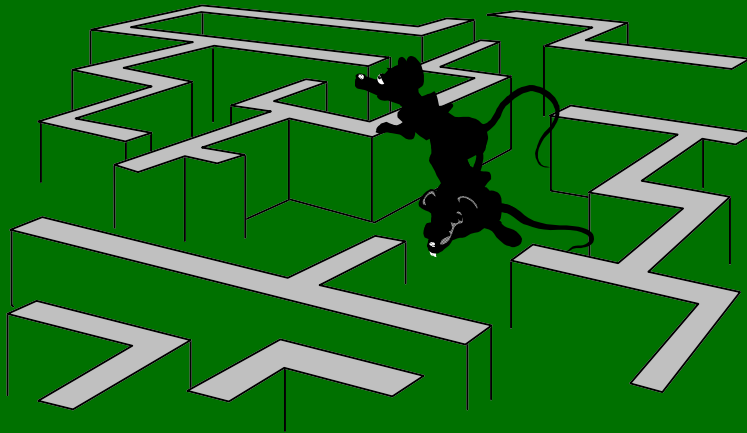
Are Your Users I.S. Compatible?- 7

The Bridge



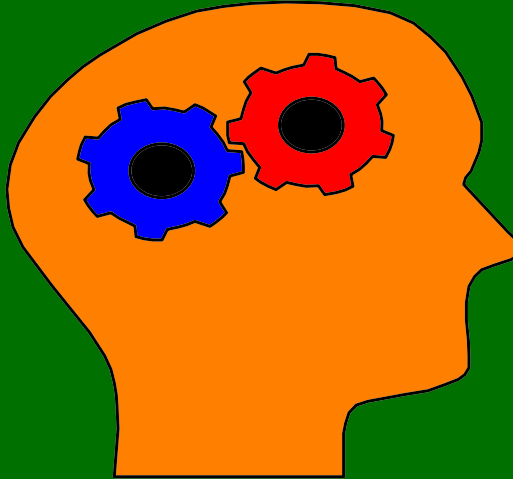
Are Your Users I.S. Compatible? - 8

The Tunnel



Are Your Users I.S. Compatible? - 9

Brains First!



Are Your Users I.S. Compatible? - 10