

SENSORVEILEDNING Exam HINF1102/AUTUMN 2022

Exam questionS	Ta utgangspunkt i caset i Ellingsen og Monteiro (2006) fra kurslitteraturen og diskuter fordeler og ulemper ved strukturerte kommunikasjonsformer.	Velg en artikkel eller caset fra pensumlitteraturen som du synes viser en suksessfull IS implementasjon og forklar implementeringsstrategien. Hva mener du er grunnen til dette? Hva menes egentlig med 'suksess' i case?	Tenk deg at du leder et sykehus hvor det skal innføres et nytt EPJ-system (Elektronisk Pasientjournal) hvor det tidligere var et papirbasert system. Ta utgangspunkt i kurslitteraturen og forklar hvorfor det er viktig å involvere brukerne og drøft hvordan du skal involvere brukerne i innføringsprosessen.
A	explains what is structured communication, explains what is standardization and how structured communication is a form of standardization, uses some examples from the case to illustrate benefits and challenges of structured communication	explains the implementation strategy from the case with good examples and discusses success in implementation as a multidimensional (based on Berg key terms)	describes a plan for how to implement the EPJ in the hospital with attention to user involvement and explains the choices made, explains why user involvement is critical based on the pensum and with examples from pensum.
B	discusses benefits and challenges of structured communication with examples from the case of Ellingsen and Monteiro, links the discussion to the challenge of standardization in healthcare IS, explains what standardization is	explains the implementation strategy from the case with some examples and discusses success in implementation as a multidimensional (based on Berg key terms) but with limited use of pensum	describes user involvement and explains why user involvement is critical based on the pensum and with examples from pensum.
C	discusses benefits and challenges of structured communication with examples from the case of Ellingsen and Monteiro	explains implementation strategies in general and the case in general (mainly repeating from the article), mentions the criteria from Berg on successful implementation but these are not discussed in depth against the selected case	describes in general user involvement and implementation, limited use of the literature from pensum

D	some points about standardization but not specific about structured communication, unclear why structured communication is a form of standardization, describes in general the benefits and challenges of the implementation from the case (but this is not specific about stanadrzization or structured communication)	can state that a successful implementation is multidimensional but not not explain why and does not expalin the case from this perspective, the description of the case is mainly a repetition of the article with limited reflections	can state that user involvement is important but does not provide an explanation based in the pensum, not specific about the hospital implementation of EPJ (as asked by the question)
E	shows an unclear understanding of structured communication and standardization	shows unclear understanding of implementation strategy and successful implementation	shows an unclear understanding of user involvement in implementation of the EPJ
F	does not show understanding of structured communication and standardization	does not show understanding of implementation strategy and successful implementation	does not show understanding of user involvement in implementation processes