Tuesday, May 24

9.00  The Users’ IT Prize presentation of nominees and winners, in Swedish
12.00  Lunch (free for all attending!)
13.00  Workshop opened by co-chairs Yngve Sundblad and Åke Walldius
13.15  Customer Satisfaction as a Driver of Shareholder Value and a Requirement for IT Systems, Claes Fornell, University of Michigan, Ann Arbor
14.00  Paper presentations with discussions: Certification instruments
   UsersAward – first Results of a Pilot Study in Germany
   - Jochen Prümper, Thomas Vöhringer-Kuhnt & Jörn Hurtienne
   Certification of the User-Centredness of Development Organisation - Timo Jokela
15.00  Coffee break
15.20  Software is Orgware – A Semiotic Perspective on Computer Artifacts, Peter Brödner, Institute for Work and Technology, Gelsenkirchen
16.05  Paper presentation with discussion: International perspective
   Profitability and ICT literacy – Japanese experiences,
   Takehiro Eto, Japan Productivity Center for Socio-Economic Development, Tokyo
16.35  End of day 1
18.00  Departure from Stadshusbron with MS Carl Philip for Workshop Dinner

Wednesday, May 25

9.00  Informing Public Deliberation about Urban Futures:
   Value Sensitive Design of User Interaction with a Large Scale Urban Simulation,
   Alan Borning, Washington State University, Seattle
9.45  Paper presentations with discussions: Education and Health issues
   How to Teach User-Driven IT Design to Computer Science Students? - Karl-Heinz Rödiger
   Health Hazards and Costs Due to Deficiencies in IT Quality - Bengt Sandblad
10.35  Coffee break
10.50  Paper presentations with discussions: Certifying user participation in development and deployment
   From IT Design to Workpractice Construction - Lars Taxén
   Approaches for inclusion of usability and accessibility in ICT procurements - Clas Thorén
   Buying Usable – the User Centred Procurement Process
   - Magnus Lif, Bengt Göransson & Torsten Sandbäck
12.05  Lunch
13.30  The art and science of user-oriented research in IT-quality,
   John Bowers, Royal Institute of Technology, Stockholm
14.15  Paper presentations with discussions: Development aspects of Deployment
   Ergonomic Customizing of SAP-Software: Results from two Studies
   - Stefanie Flisgel, Reinhard Linz & Jochen Prümper
   Users? What users? - shaping global corporations and generic users with ERP - Christian Koch
15.05  Coffee break
15.20  Conclusions from the workshop in the light of the UsersAward and other research experiences,
   summary discussion led by Yngve Sundblad and Åke Walldius
16.00  End of workshop