



UITQ 2005 Workshop Program Proposal 2

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 Floegel, 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