

Enablement Evaluation - Template

✓ indicates achievements; > indicates possible future actions

| ACTIVITY/ OBJECTIVES (SMART where possible) | RESOURCE | PROCESSES/ ACTIVITIES (SMART where possible, include stakeholders and methods) | OUTPUTS (Tangible metrics/ evidence/ services delivered/ direct results) | BENEFIT: OUTCOMES (quant/qual benefits including changes in knowledge, skills, behaviour, examples. Relate to Objectives) | BENEFIT: IMPACT (longer term, quant/ qual changes in org, service, community. Relate to Objectives) | LESSONS LEARNED AND ACTIONS | EFFORT TO DO TASK AND ADMIN (1-5) | VALUE OF ACTIVITY (1-5) |
|---|---------------|---|---|---|--|---|-----------------------------------|-------------------------|
| <p>1. Inductions for new University staff</p> <p>Objectives:</p> <p>1.1 Raise awareness of IT services</p> <p>1.2. Improve usability by helping to resolve early user issues</p> <p>1.3 Increase value and relevance by channelling user requirements</p> | <p>CD,...</p> | <ul style="list-style-type: none"> ✓ Staff induction events ✓ Produce and update Leaflet/s. ✓ Enhance and develop presentations; keep them up to date. > Make leaflets and talks available after session ✓ Maintain Intranet documentation > Ensure new staff/students are aware of and can find supporting information | <p>Compare Objectives (column 1):</p> <p>1.1 ✓ Induction sessions – IT attendance record.</p> <ul style="list-style-type: none"> ✓ Numbers of attendees ✓ Numbers of leaflets given out ✓ Leaflet/s. <p>Slideshow versions checked/updated before event</p> <ul style="list-style-type: none"> > Intranet info available ongoing on intranet > Hits on intranet go up? <p>1.2 > Track number of user problems and questions addressed</p> <p>1.3 > Track number of user requirements processed</p> | <p>Value of event to participants, measured by:</p> <ul style="list-style-type: none"> ✓ Good feedback from inductions on usefulness/value/ relevance of our presence. ✓ Continue to be invited to inductions. <p>1.1 Raised awareness (and increased value) of services measured by:</p> <ul style="list-style-type: none"> ✓ Leaflets taken. ✓ Users spoken to > Membership of Research IT Yammer group? > Sign up to email list for further info? > CD perception of attendee reaction and engagement (1-5). <p>1.2 User issues measured by:</p> <ul style="list-style-type: none"> ✓ resolved calls/queries logged/emails by CD. > Five bar gate at event for those not logged by CD. <p>1.3 User requirements channelled, measured by:</p> <ul style="list-style-type: none"> ✓ CD emails or calls that he has logged. > Five bar gate at event for those not logged by CD. | <p>Services are more widely used, especially by new users. Measured by</p> <ul style="list-style-type: none"> > User survey? > Usage figures for services promoted <p>Quality and quantity of work goes up in University.</p> <p>Induction is seen as an essential activity by</p> <ul style="list-style-type: none"> ✓ HR, ✓ participants and University IT management. | <ul style="list-style-type: none"> > Continue as-is, keep content up-to-date. > Develop/add to intranet area for new users. > Keep five-bar gate for calls not formally logged. | <p>3</p> | <p>4</p> |