



E-LEARNING

Level 3



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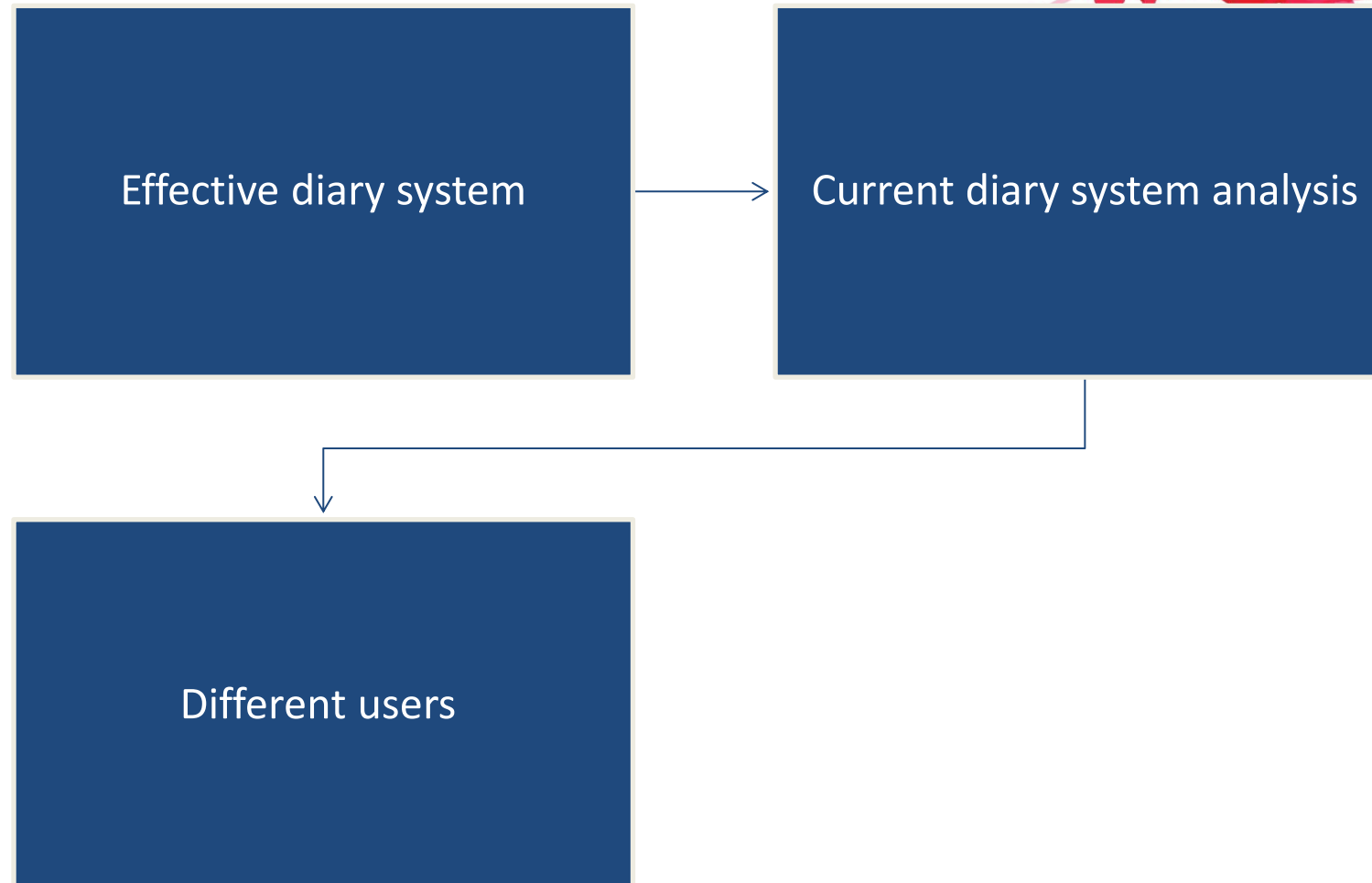
WA5: Business Administration

3.11 Use and manage diary systems

LO3.49: Analyse the effectiveness of existing diary systems based on users' needs and business requirements in order to make recommendations for improvements and the necessary training.



Route Map



Objectives

By the end of this unit learners will:

- List the factors that affect the effectiveness of a diary systems taking into consideration users' needs and business requirements.
- Examine the existing diary systems and outline their advantages and disadvantages
- Recommend improvements to the existing diary system so that they are more aligned to user's needs and business requirements.
- Find new possibilities in diary systems to improve the business efficiency
- Recommend training to users on the improvements made to diary systems.

Diary system

Back to site | Virto Calendar for SharePoint Online

My Virto Calendar

REFRESH TODAY 06/28/2020 - 08/08/2020 Categories | Month

Calendar Digital Initiative Public Relations Mark 8 Project Team Retail Sales and Marketing U.S. Sales

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	JUL 1	2	3	4
	Company All Hands	Art Review	UX Sync	X1050 Marketing sync	Art Review	
	UX Sync	X1050 Marketing sync	Website Review	UX Sync		
	Website Review		Social Media Campaign	Social Media Campaign		
	+ 5 more		+ 4 more	+ 2 more		
5	6	7	8	9	10	11
	Company All Hands	Art Review	UX Sync	Cloud and Mobile Profe	Art Review	Server Upgrades
	UX Sync	X1050 Marketing sync	Website Review	Cloud and Mobile Profe	UX Sync	Server Upgrades
	Website Review		Social Media Campaign	Responsive Design Kick	Social Media Campaign	
	+ 7 more		+ 4 more	+ 4 more	+ 2 more	
12	13	14	15	16	17	18
Server Upgrades	Company All Hands	Art Review	UX Sync	X1050 Marketing sync	Art Review	
Server Upgrades	UX Sync	X1050 Marketing sync	Website Review	UX Sync		
	Website Review		Social Media Campaign	Social Media Campaign		
	+ 5 more		+ 4 more	+ 2 more		
19	20	21	22	23	24	25
	Company All Hands	Art Review	UX Sync	X1050 Marketing sync	Art Review	
	UX Sync	X1050 Marketing sync	Website Review	UX Sync		
	Website Review		Social Media Campaign	Social Media Campaign		



Calendar - kathyt@lucenepubintl.com - Outlook

File Home Send / Receive View Help Adobe PDF Tell me what you want to do

New Appointment New Meeting New Teams Meeting Today Next 7 Days Day Work Week Week Month Schedule View Add Share

April 2019 April 22 - 26, 2019 Washington, D.C. Today 77°F / 63°F Tomorrow 67°F / 57°F Saturday 68°F / 57°F Search Current Folder

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
22	23	24	25	26
Paris East Co Seattle		Sales Training: Conf Room Baker, K...		
3 ^{PM} 9 ^{PM} 6 ^{PM}				
4 10 7				
5 11 8	Personal Trainer	Personal Trainer	Personal Trainer	Personal Trainer
6 12 ^{PM} 9	FW: Meeting -- Daily Standup: Co	FW: Meeting -- Daily Standup: Co	FW: Meeting -- Daily Standup: Co	FW: Meeting -- Daily Standup: Co
7 1 10	Market Plan Review Microsoft Teams Meeting Lee Gu	Leadership Team Prep Conf Room Adams Grady Archie	Planning Meeting Conf Room Baker Nestor Wilke	Engineering round table Microsoft Teams Meeting Lee Gu
8 2 11	1 on 1 Adele: My Office			Lunch with Adele Cafe 36 Kathy Thompson
9 3 12 ^{PM}	Lunch at Fourth Coffee Fourth Coffee	Work on Specs document		
10 4 1	Daily Sync: Teams: Miriam Graham			
11 5 2	FW: Meet for launch planning : M	FW: Meet for launch planning : M	Team Meeting Conf Room Rainier Joni Sherman	FW: Meet for launch planning : M
12 ^{PM} 6 3	Project Review Conf Room Adams Miriam Graham	Project Review Conf Room Adams Miriam Graham		Project Review Conf Room Adams Miriam Graham
1 7 4				
2 8 5				
3 9 6				
4 10 7				

38.9 GB Free Items: 24 All folders are up to date. Connected to: Microsoft Exchange 100%

Effective diary system

Users expectations:

- Always up to date and synchronized
- Provides just the right ammount of information needed (dependent of the users needs)
- Enables shaing and privacy both at the same time

Effective diary system

Users expectations:

- Automated backup in case of system failure
- Accessible online and offline as well
- Enables management of the resources

+ PORTABILITY

- **Compatibility** with other company's software and hardware
- Initial **set up** of the system



Factors affecting effectiveness

But mostly

HUMAN FACTOR

- Ability to use the system in terms of technical knowledge
- Accuracy of entries
- Respecting the procedures



Factors affecting effectiveness

HUMAN FACTOR

Solution: Additional training whenever needed!

Current diary system analysis

MOODLE FORUM DISCUSSION

How to find out the needs and requirements for the system?



Current diary system analysis

How to find out the needs and requirements for the system?

- **Observation** (do people complain about the system? Are they using the diary with difficulties?)
- **Asking questions** (Interviews, Questionnaires)
- **Analysis of company processes** (does the current system fit in and support the company processes?)

Current diary system analysis

The tool you use should contain questions to be able to list

- **Strenghts and advantages**
- **Drawbacks and disadvantages**

of the current calendar system!

Methodological Tool I



Comparing different user needs

E-EUPA_LO_3.49_M_001

Different users

PA and the calendar system

- Needs active access to calendars of people she works for (being able to edit)
- Needs passive access to calendars of other colleagues (see their events)
- Is the one that manages resources for others
- Needs to be an expert on the system

Manager and the calendar system

- May require PA to completely manage his calendar or only manage certain type of events
- May create windows for certain type of events for PA to fill in (ie schedule meetings)
- May want to analyze the allocation of time of his subordinates
- May need reminders or documents related to meetings inserted directly in the diary

Different users

Business developer and the calendar system

- Needs the calendar merely for meetings organization and follow up activities
- May require a PA to fill the windows for meetings
- May require travelling and resource organization

Different users

Different types of companies may have different requirements based on:

- The number of employees
- The number of resources they need to manage
- The Industry
- Number of branches/locations
- Existing business processes

Questions on iSpring

Review Question 1

What are the expectations of a company for an effective diary system?

Review Question 2

List factors that affect the effectiveness of the diary system

Review Question 3

How can you find out information for the analysis of the diary system?

List possible methods

Module Key points

Key Point 1

The most important factor that affects the effectiveness of diary systems is
THE HUMAN FACTOR

Key Point 1

Each company may have different expectations from diary systems,
and sometimes the conditions change therefore it should be regularly monitored for effectiveness and changed when needed



WELL DONE!

You have completed Unit 3.11 - Part C



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