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Research exercise: Communication Tactics in Information Technology

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Communications Tactics in Information Technology

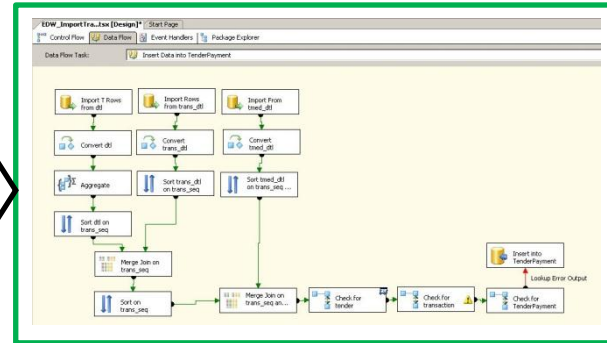
Name: Brandy Brown, Kyle Speicher

Advisor: Amanda Wright Cron

ABSTRACT:

This project focuses on the communication patterns in a technology driven organization. Communication procedures at the University of Dayton's Flyer Enterprise IT department have been observed. As communication practices stand now, the IT department employees rely heavily on verbal communication to express large sets of data and extensive projects. This study examines the training procedures as the department is in a period of turnover. Observing interactions between current and new employees reveals issues in their methods. As a result, the researchers recommend a standard new employee protocol implemented to improve communication and information transfer from current employees to new employees

Extract Transform Load (ETL), complex data set that may be confusing to a new employee



Data Discussion

- Data collected includes photos of documents frequently used in organization
- Informal interviews were conducted with employees and trainees during observations
- Common trends were found within communication practices of FEIT
- Relaxed nature created an a friendly and open environment
- Relaxed environment also left group open to easy distraction and off-topic discussion
- Documents were either extremely detailed or extremely brief

Recommendations:

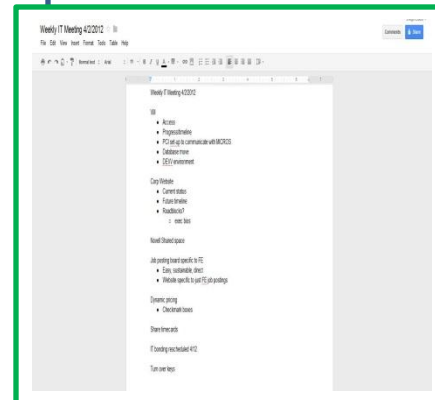
- Create an electronic version of the training manual that can be updated
- Provide information on how to handle certain situations that occur frequently
- Establish more communication through documentation, i.e. Google Doc the work an employee did for the week
- Connect more with managers of the different departments as a team to increase communication flow
- Establish consequences to enforce lack of production and proper communication

Location: Anderson Hall 14

Participants: FEIT consists of four seniors all managing different sections of the branch. They are being replaced by four new MDP Trainees. The trainees consist of two sophomores and two freshman.

Methods:

- Observations and field notes
- One on one interviews
- Questionnaires
- Research and analysis of documents



Example of a Monday meeting agenda

Conclusion:

Overall, our recommendations, although easy to implement will be hard to carry out. They rely heavily on teamwork and putting the time in to make them work effectively. However, the recommendations will allow the IT department to communicate easier and increase work productivity. By establishing a communication system with consequences it will enforce the employees to stay on task and properly communicate.