

TECHNOLOGY COLLOQUIUM VIGNETTES—Group 3

In this workshop, delegates were divided into four groups, each of which was invited to draft a vision for e-records management.

The workshop activities were conducted using draft tools (vignettes) developed by the Project. They are intended to provide scenarios related to ERM in various formats that will have a greater impact than more conventional documents or expositions.

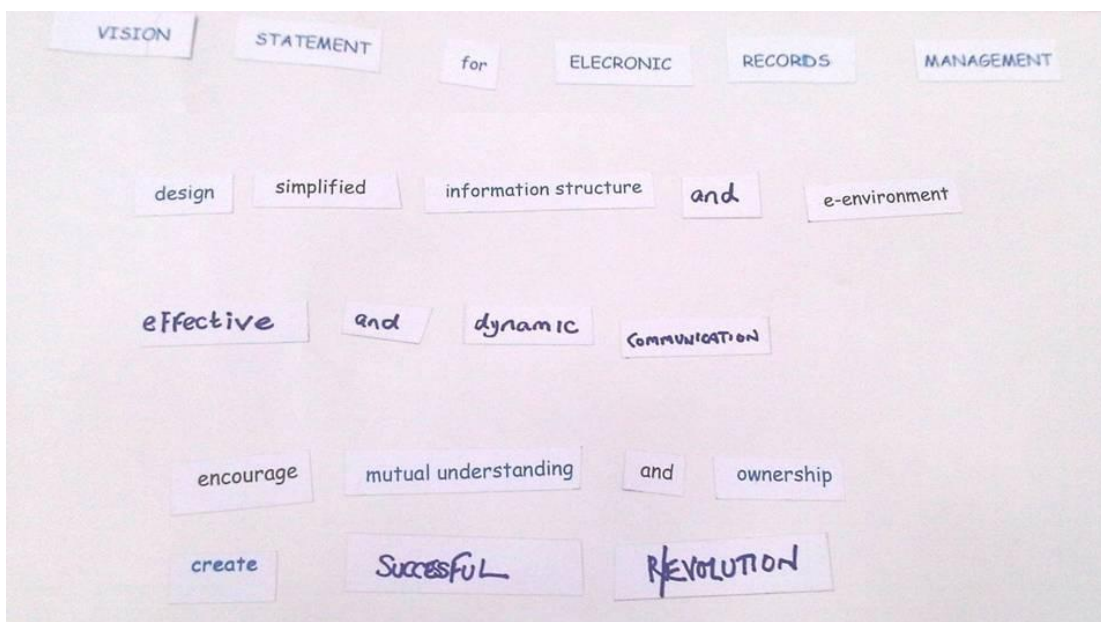
The vignettes used were of three types—‘fridge phrases’, rich pictures, and narrative. The delegate groups used the vignettes to develop and/or communicate their ideas.

Each group as a whole drafted a vision for ERM. The whole group used the ‘Fridge Phrases’ tool to develop the vision and / or to articulate it more fully.

They then went on to communicate the vision through rich pictures, narrative, or both.

The groups reported back their thoughts not only on the topic itself but also on the usefulness or otherwise of the vignettes as tools in this context.

ILLUSTRATING THE VISION—FRIDGE PHRASES



ILLUSTRATING THE VISION—STORIES

Donald was given a task by Mickey. The task had a time limit. Mickey hasn't communicated the task clearly. There was no mutual understanding of the task and Donald took no real ownership of it.

He looked in his own very complicated database but could not find the information. He didn't talk to anyone else to see if their systems had the information.

Donald was unable to provide the information to Mickey.