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ITSE 1450

Module 8 Discussion 1

The notion that users should be given exactly what they ask for is rooted in the commitment to customer service and user satisfaction. The argument suggests that providing users with the data and reports they request respects their expertise in their own operational needs and acknowledges that they are best positioned to know what information will assist them in their roles. In essence, it is a user-centric approach that values direct input and aims to tailor systems to specific user requirements.

However, the danger in this approach lies in the assumption that users fully understand the possibilities and limitations of the system and can articulate their needs in a way that aligns with those possibilities. Without proper guidance, users may ask for what they are used to, not what is most efficient or insightful. This can lead to information overload, where the volume of data obscures actionable insights, or to the underutilization of the system's capabilities.