

Many Novice Dashboard Users

- Many business data around us
 - Many jobs are dealing with dashboards
 - By 2021: 40% of IT staff with business background (Gartner, 2017)
- Companies are spending a lot of money for onboarding
 - Novice users often not able to use tools adequately due to lacking development of BI tools (Smuts et al., 2015)
 - Need of understanding function and displayed content to be productive
- Need for improving the learning process and support users by using BI dashboards
- Novice users of BI&A dashboards need to do a learning process to increase their performance rate (Wallace and Lamberti, 2016)

