Interview 1

Interviewee: Rene McGregor (Qlikview SA Consultant)

Interview Questions:

1. How many years Qlikview experience do you have?
2. How much do you feel user competence affects the effectiveness of Qlikview?
3. Through your experience can you rate your user’s (past/present) Qlikview competence on a scale of 1 to 10. 1 being any computer literate person who has never used a QV app, and 10 being an experienced Qlikview user aware of all its user functions and is able to gather useful information effectively and efficiently.
4. What action does you or your company make to train users on Qlikview and how effective do you find this method?
5. What are the main difficulties your users experience when using Qlikview apps?
6. Do you feel a How To Use Qlikview app will benefit user incompetence?
7. Do you have any suggestions as to how this How To Use Qlikview app should work.
8. What do you think would be the best way to measure the effectiveness of this training app?

Me: [Brief overview of topic and question 1]

Rene: I have been with Qlikview South Africa for 7 years as a consultant and was a Qlikview user and developer at my previous company for 2 years.

Me: Ok developer and user, interesting. How many companies do you see where the developers are the users?

Rene: well at the previous company what I mean by user, I was mainly a developer developing for other users so what I mean by user is that I was between the 2 of them developing apps I could use, so more the technical side.

Me: Ok cool, [question 2]

Rene: I think it has a **huge impact on the usage of Qlikview**, the first place I would blame that situation or through the ball to is what we call **user adoption**. So in our area what we are trying to do is have that middle person that once something gets developed, there is consistent and constant training. In our organization when a user is not using qlikview correctly we generally go back to see who the consultant was and say the ball now lays in their court because once they’ve developed something they have been working on that app for 1 or 2 weeks and know that app like the back of their hand then you just through it at the user and say use it. **If they haven’t been trained in Qlikview properly, haven’t had proper navigation training and we haven’t sat with them and explain specifically what that app delivers and how to use it, you can’t expect them to know how to use it or try.**

Me: ok from my experience and what I am trying to do here is not generally app specific problems. It is more just general knowledge on how to use qlikview. Basically users request something like adding a dimension to a chart and it’s already there but it’s in a cyclic group, and because they don’t know what a cyclic group looks like they don’t know that the dimension is already there. So after getting comebacks like that and reduce that waste of time, also if you sit with the user and observe them for a little while you can learn so much as to how they are using the app, all the things they are doing wrong and all the things they are doing correct. There life could be made so much easier if they just knew all the functionality and proper navigation.

Rene: See so the problem there is that there should be **higher focus on proper navigation training**. What we give them, well the standard basics, we give them videos that you can sit and watch in your own spare time if you feel intimidated by someone training you in person. Before an app goes live we give proper training so you can understand how to use it. So that’s what we give to help, then there’s the third thing of looking at the usage of the app. How many users are using it, once they’ve been trained how many users are using it and how often. If after a month your target usage is not matching what is actually happening you should then go revisit that app and its users. As a consultant though, we don’t have that time or that presence at the company so we want to put the owners on the team that’s responsible for Qlikview in the companies. In your environment here, that person I see is Caronne, so she is going through making sure people are using it as they should.

Me: [Question 3]

Rene: I think that may be too general for me to rate because in certain organizations I have lots of users sitting at the 8 level and then there are organizations when many users are sitting at the 1 level. So overall I just have to see the usage and the user tells me what works or not. But some of the smaller companies that higher ups as well as the lower people all use and interact with Qlikview have a far greater understanding and have adopted Qlikview much more than many bigger companies. Because they have the information they need available at their fingertips and because if your higher ups know Qlikview then you want to learn Qlikview as you can imagine it provides some sort of inspiration. Whereas in a bigger corporate company, that’s not usually the case.

Me: Yes I can add to that from my experience, you’ll want to know as much as your colleague knows, and with that relationship with your peers you can sometimes learn bad habits or if they have a negative perspective of it then you’ll adopt a negative perspective of Qlikview. [Question 4]

Rene: Ok so like I said we don’t take an app into production until we have trained the targeted audience, we usually do it in groups of 5 where those people have to sit with their laptops and work through the app together, or a 1 on 1 environment if we have the opportunity to do so. When you sit with them and train them, you actually let them do the driving, so you can very quickly see what they are doing wrong and if they are not using it right, those people need further training. What we like to do when we introduce an app is ask, “give me your 5 top KPIs you need to know for the day on this app” and see how we can get to those KPIs. Obviously with respect to the app that was developed. And then you take them through your business based questions “Ok if I know this how I need to get to it”. So you have to sit with them and train them properly and see how they use an app.

Me: That obviously a very affective way and the best way definitely,

Rene: Just ask them what are the 5 most important questions you need answered in this app and by watching them you can see very quickly who understands it and who doesn’t.

Me: I found out recently only about a month ago that Caronne does the 1 2 1 training with the users and that’s brilliant but it is and added resource required being Caronne and the users time, and also some users who are unable to meet with her for the 1 2 1 training for example the people in Joburg or China.

Rene: well you can use remote tools, but now the most important thing, we are developing apps for the customer, and especially in the bigger companies they need someone who does user adoption. So that person sole role, like a BA would but maybe not involved in as much experience as a BA that goes there and promotes user adoption.

Me: [Question 5]

Rene: Ok so a lot of people come from a reporting environment so they think Qlikview is a reporting tool or all they want is to see the data in the format they want then they extract it to excel and do the pivots or whatever excel functions they know. So for us it is the challenge of making them aware that it’s not a reporting tool, it’s an analysis tool and that it can give you a lot of insight into your business just by doing a few clicks. So we need to make them understand the difference.

Me: [Question 6]

Rene: we do have some form of tools like that like when you do onsite training at qlikview SA designer training that shows you some front end basics. As for the navigation training we give them the videos.