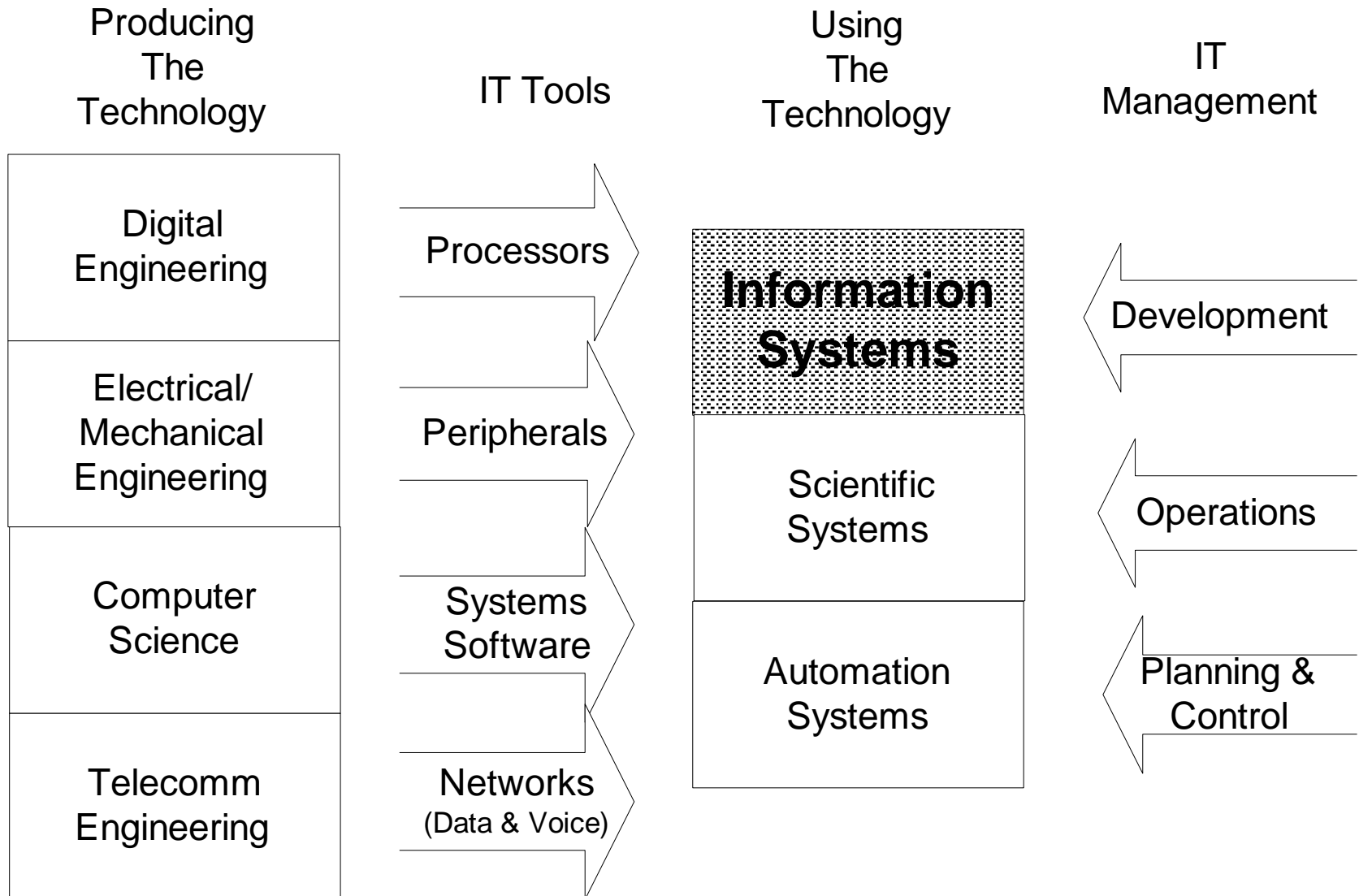


Health Care Information System

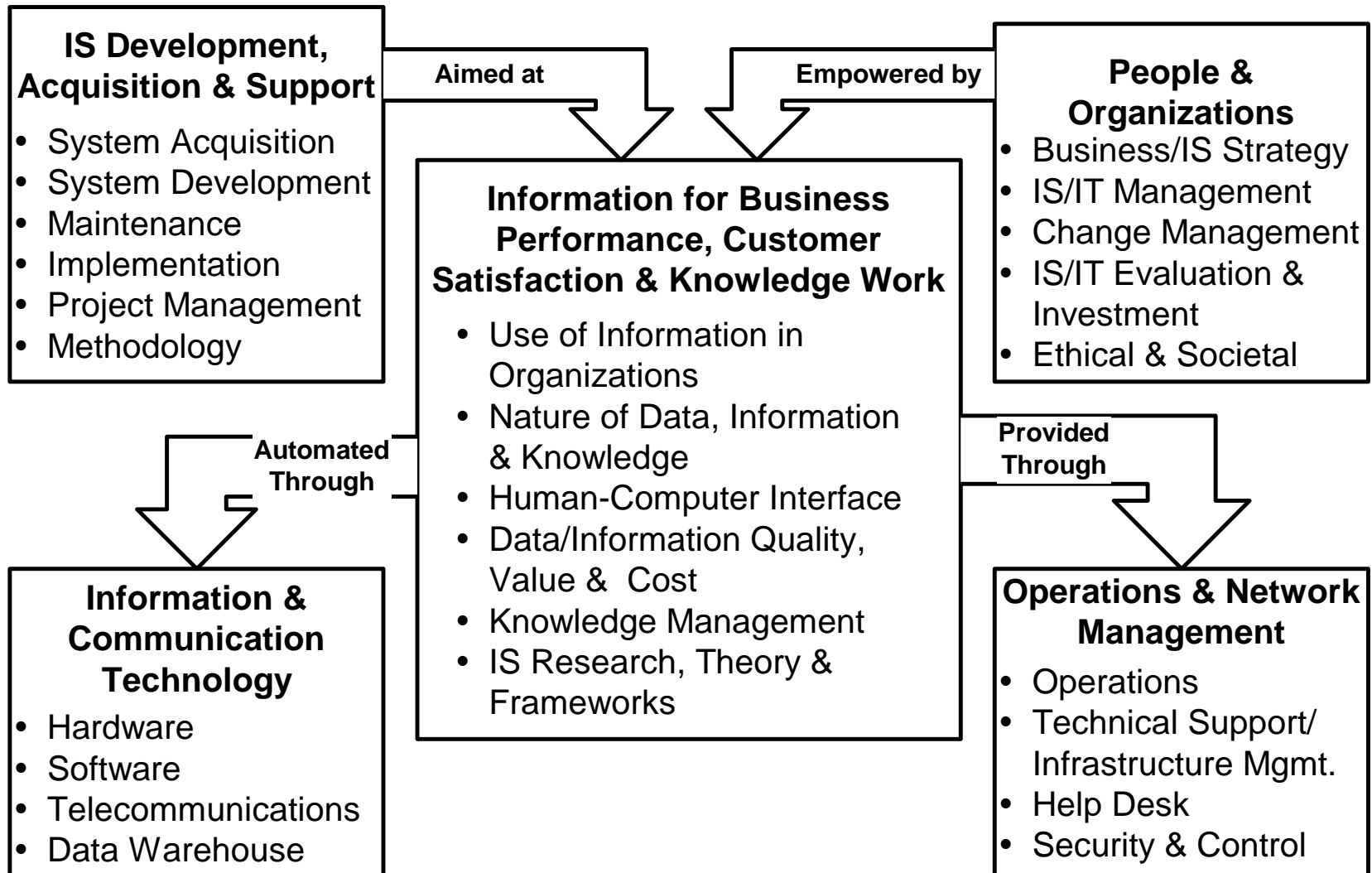


Ir. Munawar, MMSI., M.Com., PhD

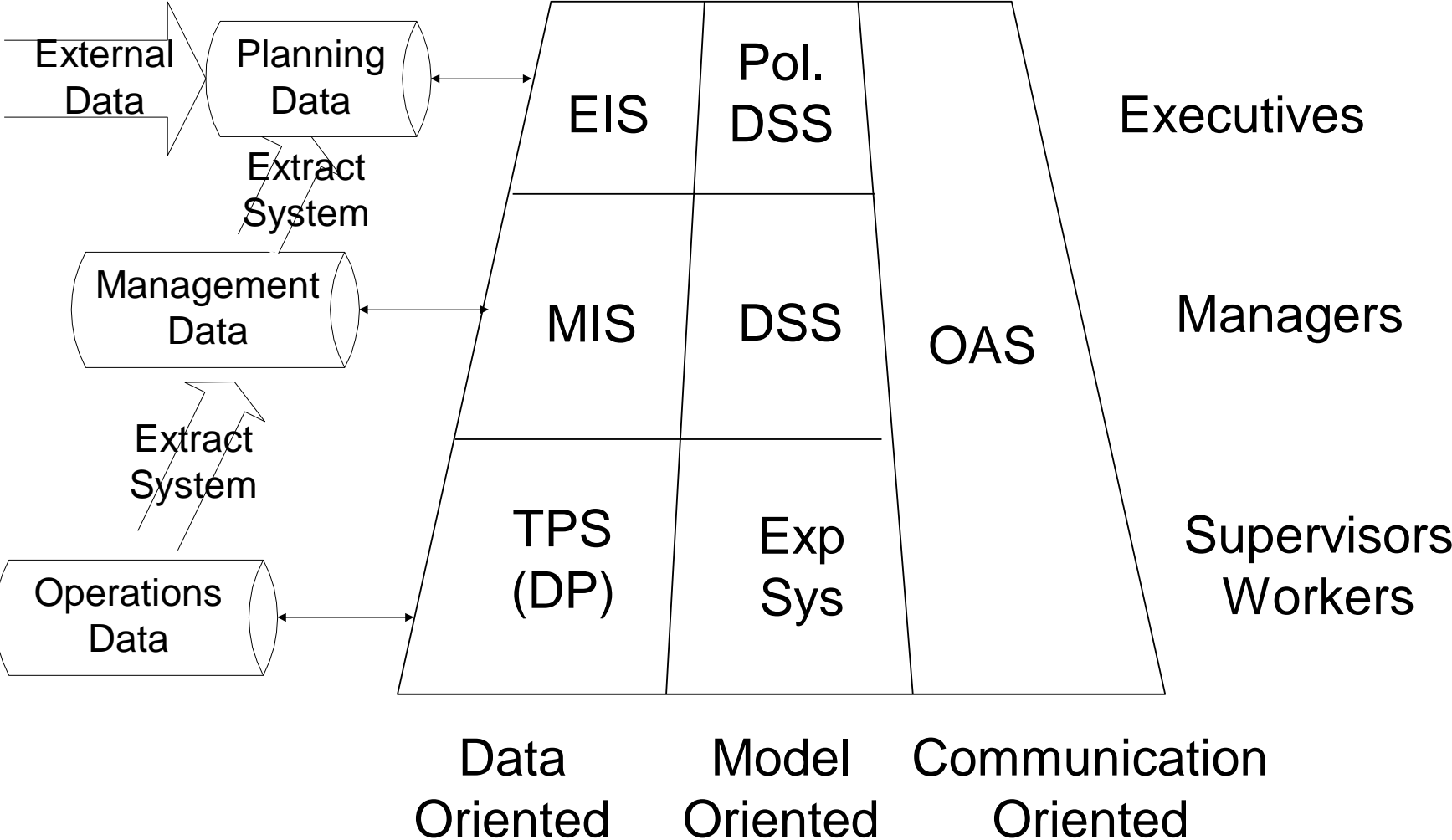
SCOPE OF INFORMATION TECHNOLOGY



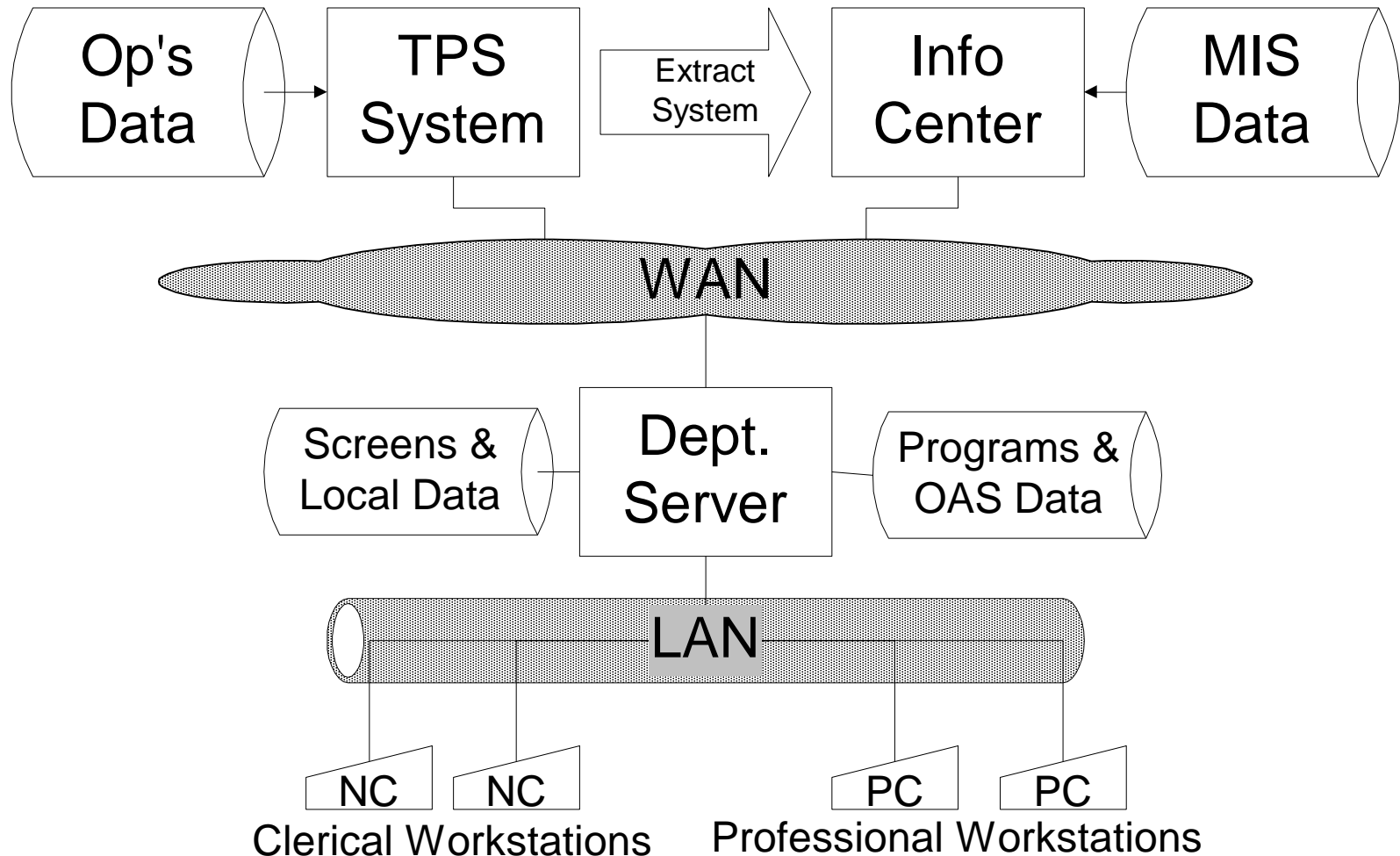
A Systematic Framework for the Field of IS/IT



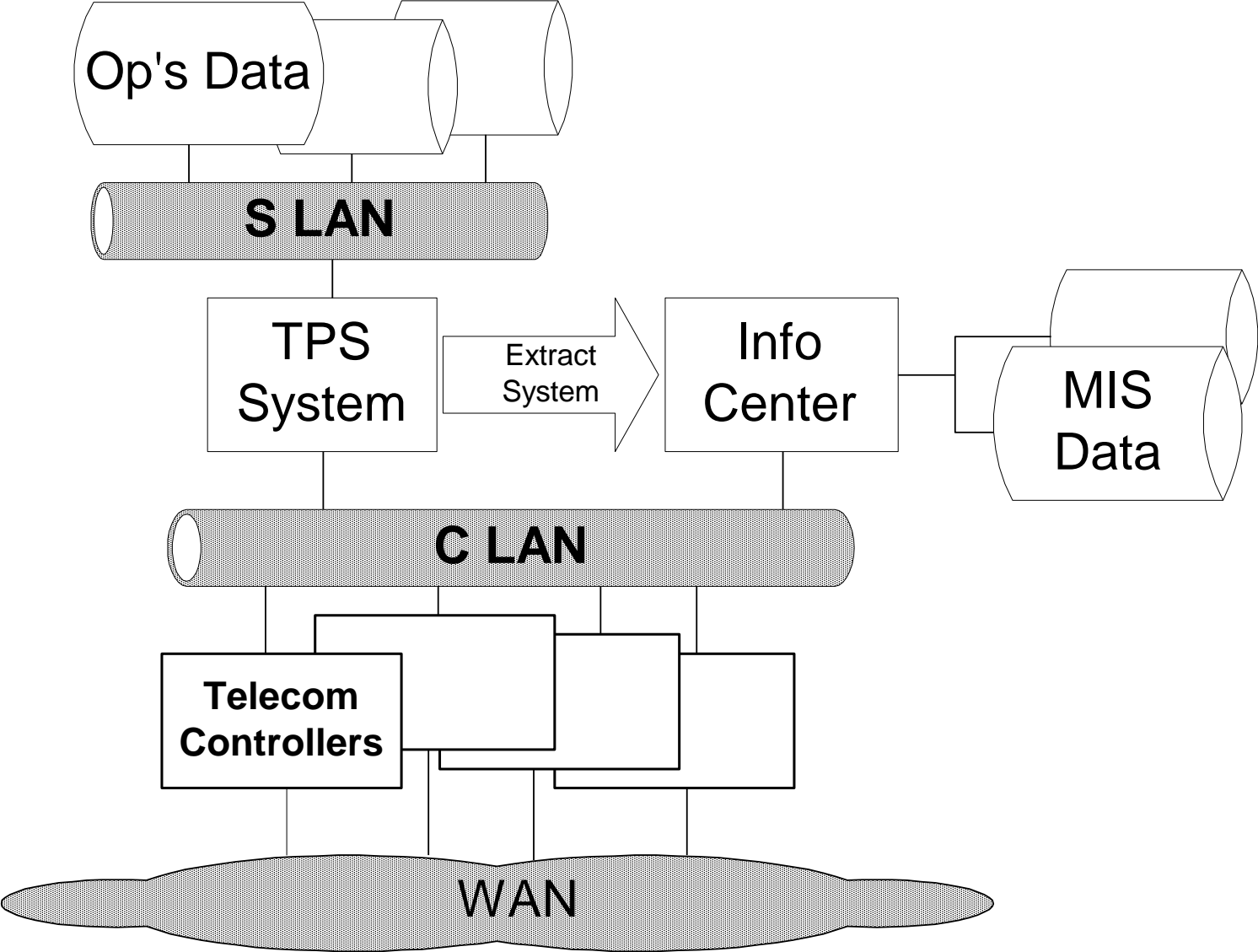
INFORMATION SYSTEMS FRAMEWORK



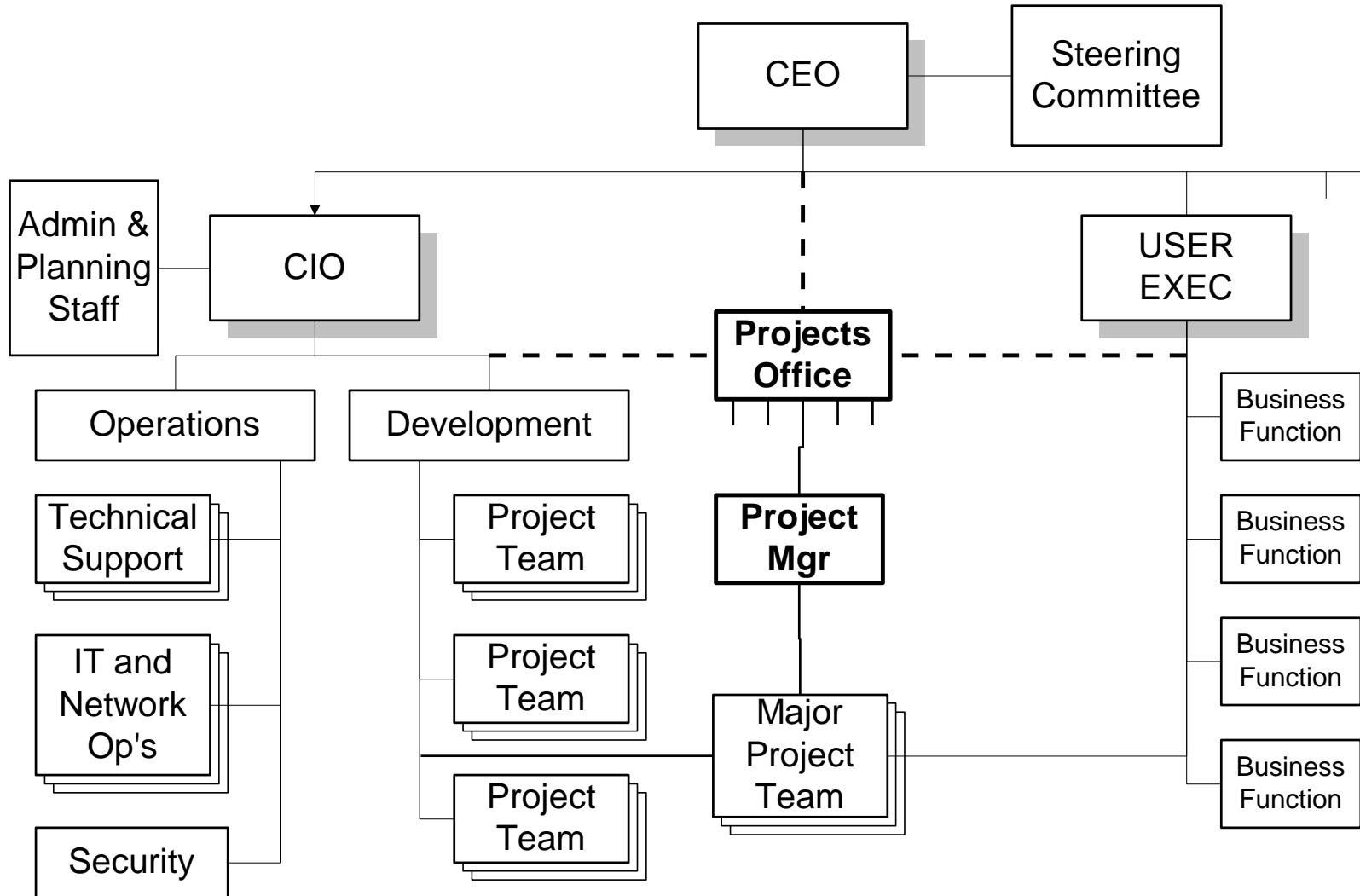
Modern IT/IS Architecture



Modern IT/IS Data Center Architecture



Typical IT/IS Organization Approach



Administration and Planning Staff: The Great Jobs

1. **Systems Planner/Consultant**
Manual, Organization and Technical
Application Aspects
2. **Architecture Planner/Consultant**
NEW Hardware, Software and
Communication Tools
3. **Quality Management**
Data Security, Quality and Control
Standards and Procedures
4. **Administrative Manager**
Physical Security, Financial and
Administrative Operations

Overview of Consulting Skills

Technical Skills

*Specific to your
Discipline*

- IS/IT Systems
- Business Processes
- Planning
- Project Management

- Accounting
- Finance
- Marketing
- Personnel
- Engineering

Interpersonal Skills

Applies to all Situations

- Assertiveness
- Supportiveness

- Confrontation

- Listening

- Management Style
- Group Processes

Consulting Skills

Contacting Phase

- Negotiating
- Mixed Motivations
- Exposure & Control

Diagnosis Phase

- Political Climate
- Level of Detail
- Interview/Intervention

Feedback Phase

- Controversial Data
- Resistance Types

Decision Phase

- Running Meetings
- Here & Now Choices
- Not taking it Personal

Project Work: The Tar Pit

The Joys

- ! Making Things
 - ! Making *Useful* Things
 - ! Solving a Complex Puzzle
 - ! Always Learning
 - ! Pure Thought-Stuff
- gratifies creative longings*

The Woes

- ! Perform Perfectly
 - ! Other's Objectives
 - ! Debugging is Dull Work
 - ! Debugging Never Ends
 - ! Obsolete on Completion
- many (most) floundered*

Top Five Reasons for Failure

- Lack of Prioritization (*Only one number one*)
- No one in charge (*with power and knowledge*)
- Poor Requirements Management
 - Poorly defined scope (*80/20 rule*)
 - Missing details (*often 50% of tasks*)
- Lack of Inspections (*adds a third to the time*)
- No Project Management
 - Lack of control (*line control of all resources*)
 - No true plan (*WBS and PERT*)

Thoughts on Project Management/Planning

- ! You Will Understand It Only After You Have Changed It
- ! Maintaining Conceptual Integrity
- ! Planning to Throw One Away
- ! The Second Project Effect
- ! Sharp Tools
- ! Milestones or Millstones
 - under the rug (action or status meeting)
 - the other piece is late, anyway!

The Great Convergence

We are in a convergence of three powerful, technological forces:

- (1) Cheap and ubiquitous computing devices
- (2) Low-cost, high bandwidth
- (3) Open standards

See the [Power of Technology](#)