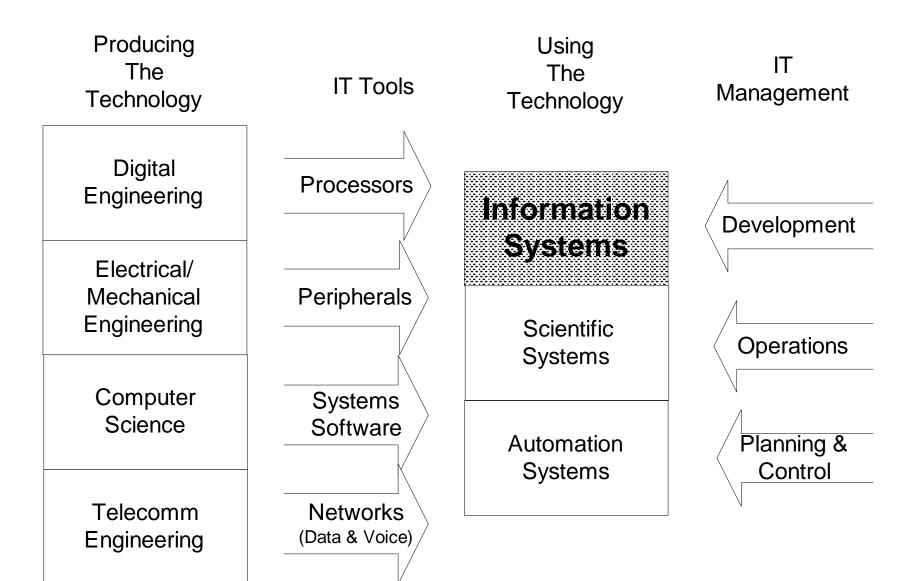
### **Health Care Information System**



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

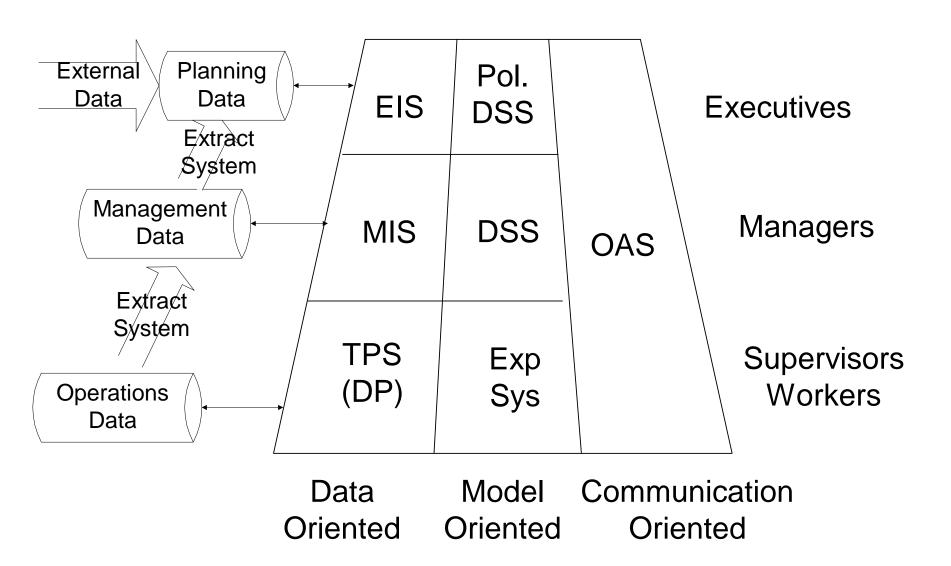
### SCOPE OF INFORMATION TECHNOLOGY



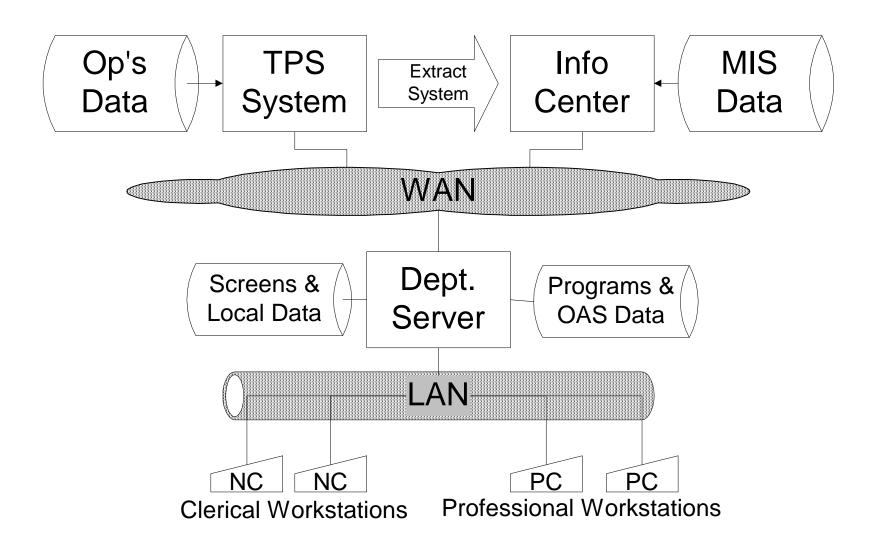
### A Systematic Framework for the Field of IS/IT

#### **IS** Development, Aimed at **Empowered by** People & **Acquisition & Support Organizations** System Acquisition Business/IS Strategy System Development IS/IT Management Information for Business Maintenance Change Management Performance, Customer **Implementation** IS/IT Evaluation & **Satisfaction & Knowledge Work Project Management** Investment Use of Information in Methodology **Ethical & Societal Organizations** Nature of Data, Information **Provided** Automated & Knowledge **Through Through Human-Computer Interface** Data/Information Quality, Value & Cost **Operations & Network** Information & Knowledge Management Management Communication IS Research, Theory & **Technology Operations Frameworks** Technical Support/ Hardware Infrastructure Mgmt. Software Help Desk **Telecommunications** Security & Control Data Warehouse

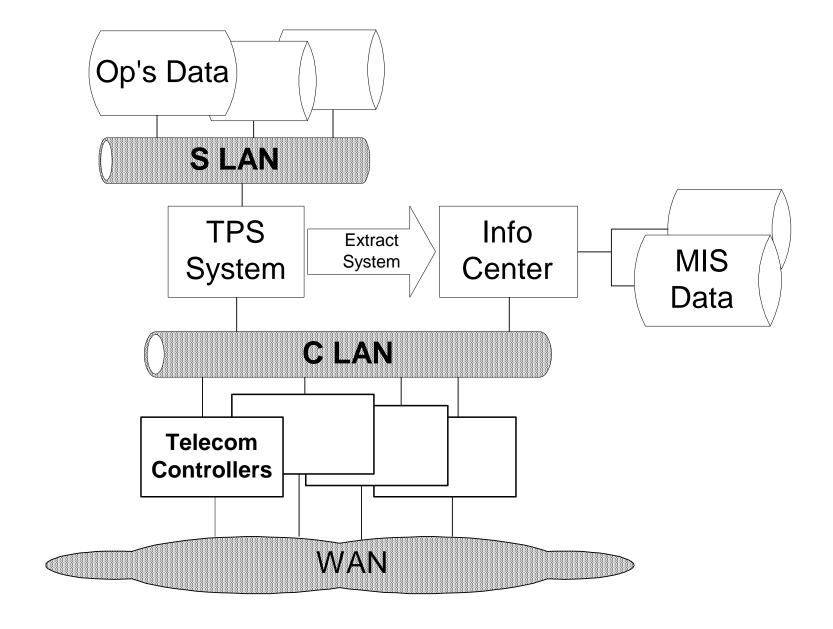
### INFORMATION SYSTEMS FRAMEWORK



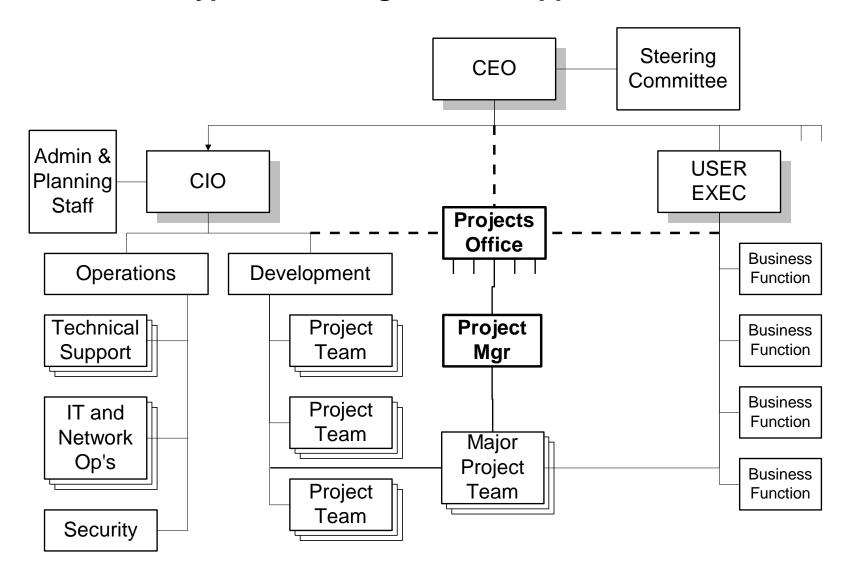
## Modern IT/IS Architecture



### Modern IT/IS Data Center Architecture



### **Typical IT/IS Organization Approach**



# Administration and Planning Staff: The Great Jobs

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

## **Overview of Consulting Skills**

<b>Technical Skills</b>	<b>Interpersonal Skills</b>	<b>Consulting Skills</b>
Specific to your Discipline	Applies to all Situations	Contacting Phase • Negotiating
• IS/IT Systems	<ul> <li>Assertiveness</li> </ul>	<ul><li> Mixed Motivations</li><li> Exposure &amp; Control</li></ul>
<ul><li>Business Processes</li><li>Planning</li></ul>	<ul> <li>Supportivenes</li> </ul>	<ul><li>Diagnosis Phase</li><li>Political Climate</li></ul>
<ul> <li>Project Management</li> </ul>	<ul> <li>Confrontation</li> </ul>	<ul><li>Level of Detail</li><li>Interview/Intervention</li></ul>
<ul><li> Accounting</li><li> Finance</li></ul>	• Listening	Feedback Phase • Controversial Data
<ul><li> Marketing</li><li> Personnel</li></ul>	<ul><li> Management Style</li><li> Group Processes</li></ul>	• Resistence Types  Decision Phase
• Engineering	• Group Processes	• Running Meetings
		<ul><li>Here &amp; Now Choices</li><li>Not taking it Persona</li></ul>

### **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**