ICT292 Information Systems Management

# Workshop 04: Role of Business in Information Management

In Topic 04 the focus is the discovery of an organisation’s information needs. The reading (Chapter 4), spends a lot of time focusing on the application of a socio-technical approach to the elicitation of information requirements. In this workshop, we will be looking at the 3 scenarios. The first involves Amy and the issues she is having with her brand-new information systems. The second concerns Match Lighting and issues associated with managing information in a larger, more diverse environment. The final case scenario has Amy and Match Lighting coming together.

## Aims:

The primary aims of this workshop are for you to be able to:

* Explain the business impact of poorly designed and specified information systems

## To be prepared for this lab, you will need to:

1. Have read Chapter 4 of Cox, paying particular attention to:
   1. Scenario 4.1 IT in Amy’s Candles p81.
   2. Scenario 4.2 Master Data in Match Lighting p88.
   3. Scenario 4.3 Opportunity for Amy’s Candles to work with Match Lighting. p91.

## Scenario 1: IT in Amy’s Candles

Amy’s experience of setting up and running a small business is a common one, in that management of the information needed to run the business efficiently is more difficult than expected. She has had a system created and built for her, but finds that it doesn’t quite meet her needs. Some of the specific problems are:

* A customer’s details cannot be stored without a valid order number
* A dye that is no longer available from the supplier, and which has a replacement, is out of stock and Amy keeps receiving reminders to reorder the ‘midnight moon’ dye.

In your discussion group, suggest reasons as to why these two anomalies have arisen.

## Scenario 2: Master Data in Match Lighting

In this scenario, Mr Cook, the IT Manager, is getting complaints from the various systems at Match Lighting are providing incorrect information. It is suggested this has happened because the various departments have developed their own information systems to deal with their own problems.

In your discussion group, discuss

* The problems that were caused in Match Lighting by this approach to systems development, and what impact those problems would have
* Mr Cook has created two master files for Customer and Product. In the university, there is a master file for Student. List some systems in the university that you think would use this master file. What other entities do you think would require this type of approach?
* What do you think would be some of the possible barriers to the adoption of the master files at Match Lighting?

## Scenario 3: Opportunity for Amy’s Candles to Work with Match Lighting

In this scenario, Amy has been approached by Match Lighting who want to stock and sell her candles. If she is to do this, she will need to make substantial investments in machinery and improve her information systems. Looking at the CATWOE’s in 4.3, you will see the differences in views between Amy and Mr Alvis.

In your discussion group, discuss:

* Reasons why would Amy be considering the arrangement with Match Lighting? Why is Match Lighting considering working with Amy?
* When you look at the three conceptual models (4.5, 4.6 and 4.7), how do you think the arrangement will change the way that Amy does business?
* What changes to her systems do you think Amy will be required to make?