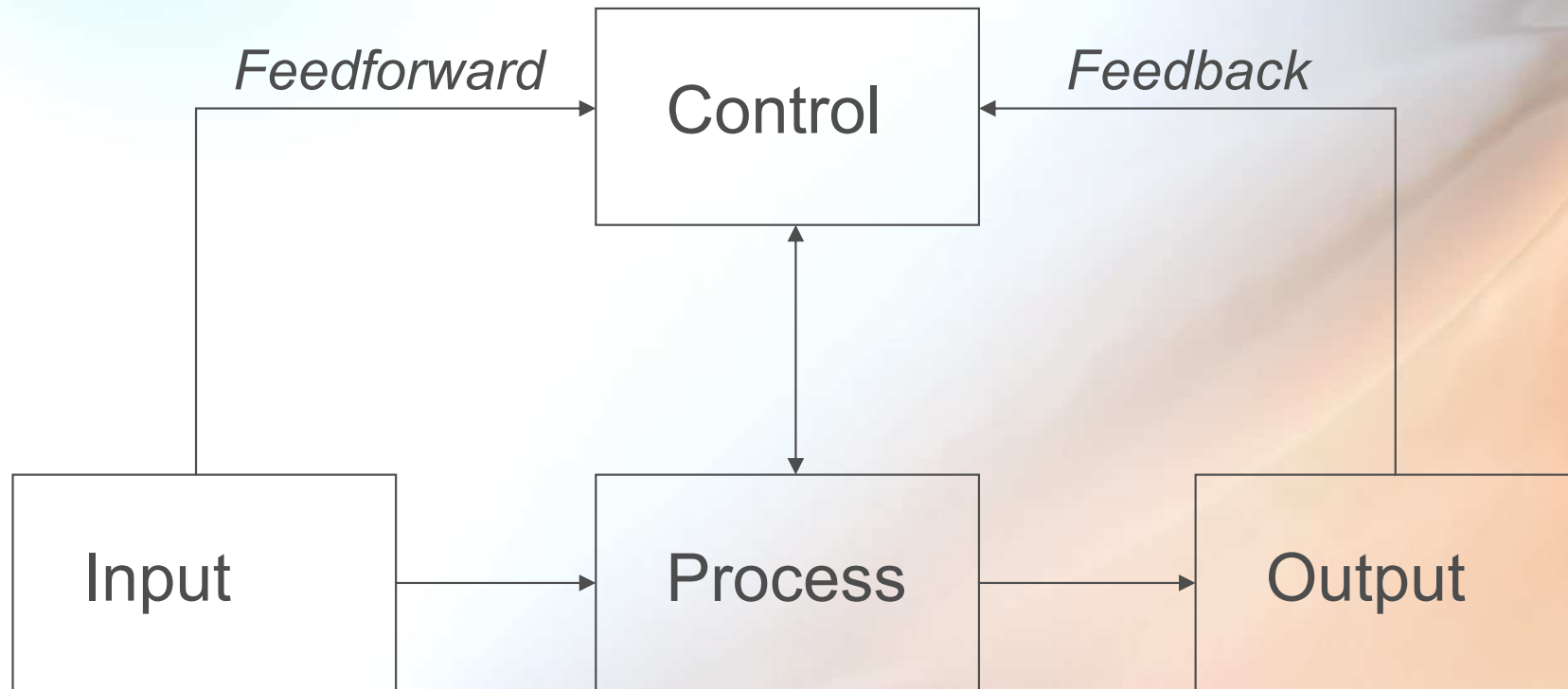




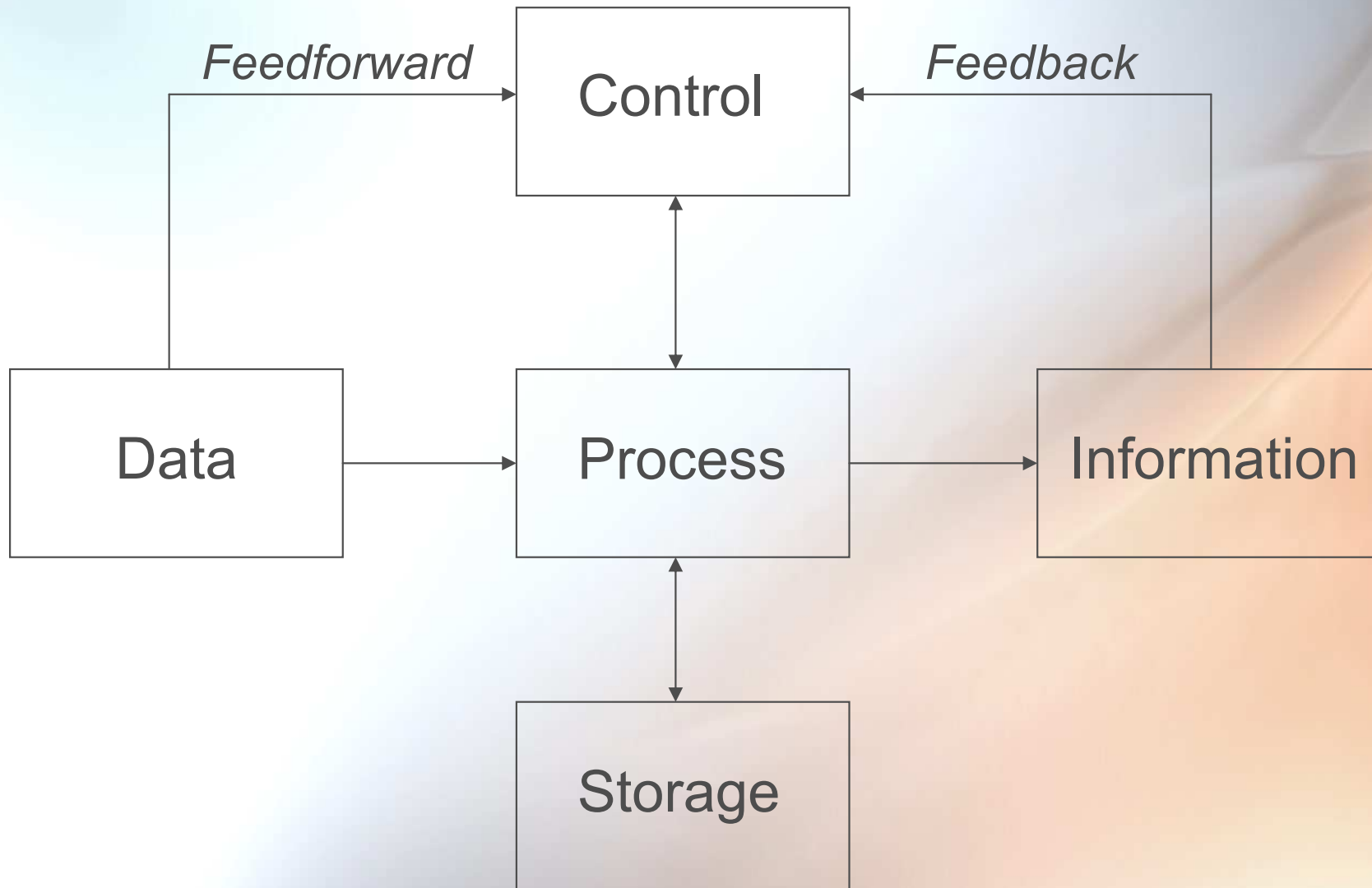
MIS 131: Information Systems Administration

Part II: The Information Systems Department

What is a System?



An Information System



Information Systems



DSS/EIS

MRS

TPS

Traditional IT: Islands of Technology



The diagram consists of three white circles with black outlines, each containing a text label. The circles are arranged in a triangular pattern: one on the left, one on the right, and one centered below them. The background is a blurred image of a person's hand holding a pen over a document.

Data Processing

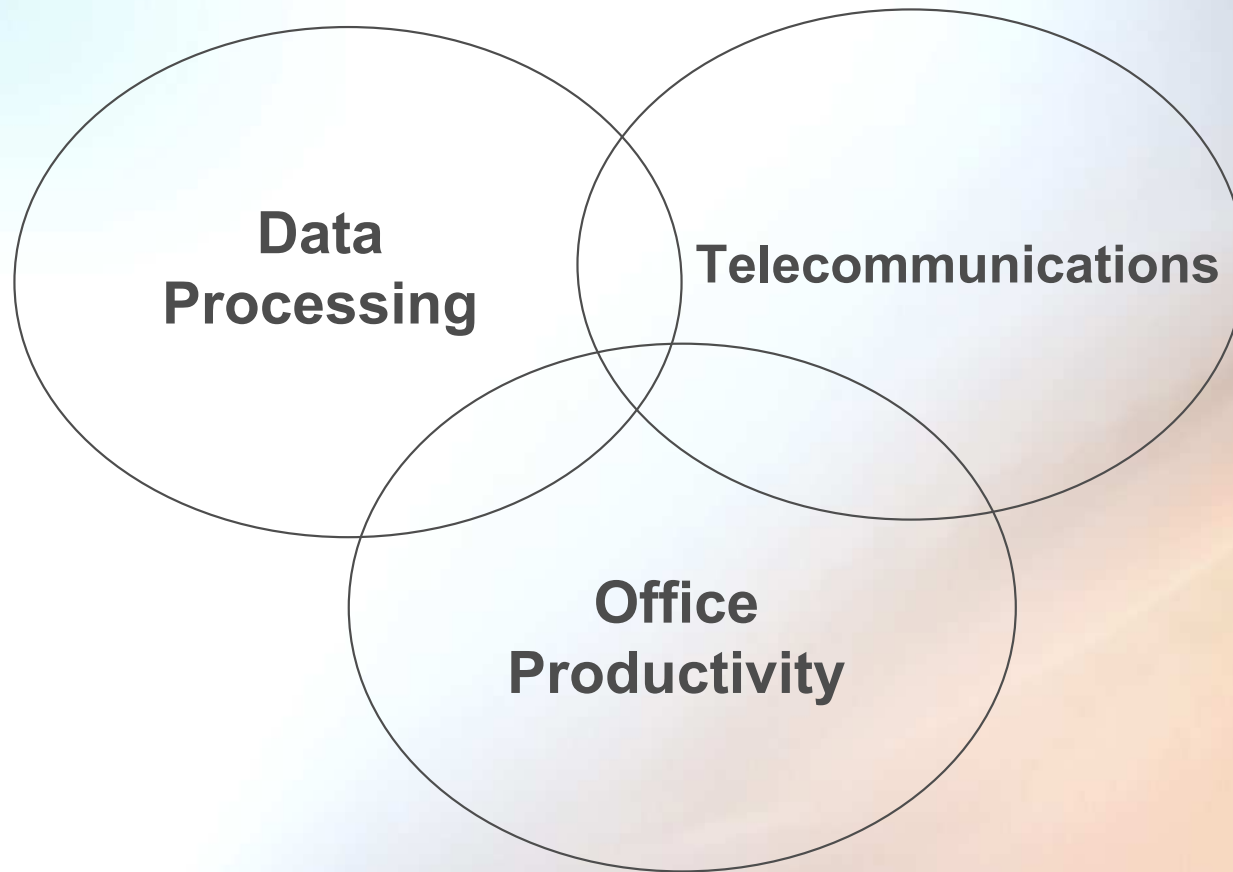
Telecommunications

Office Productivity

The Effects of Technology

- **Hardware trends**
- **Software trends**
- **Data trends**
- **Communications trends**

IT Today: Convergence of Technology



The ISD and Its Name

•Originally known as

•Data Processing
(DP) Department



•Then...

•Management
Information Systems
(MIS) Department

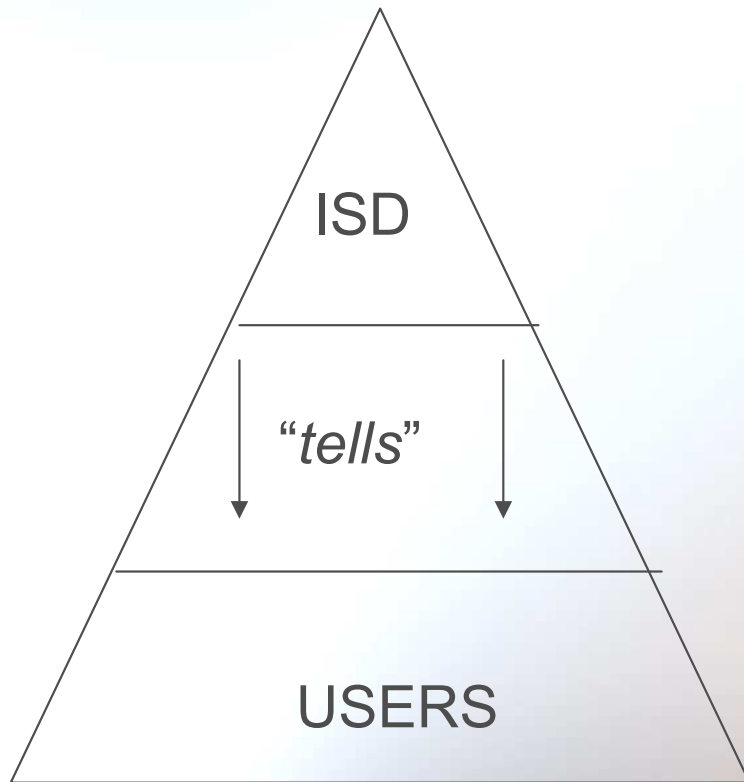


•Now

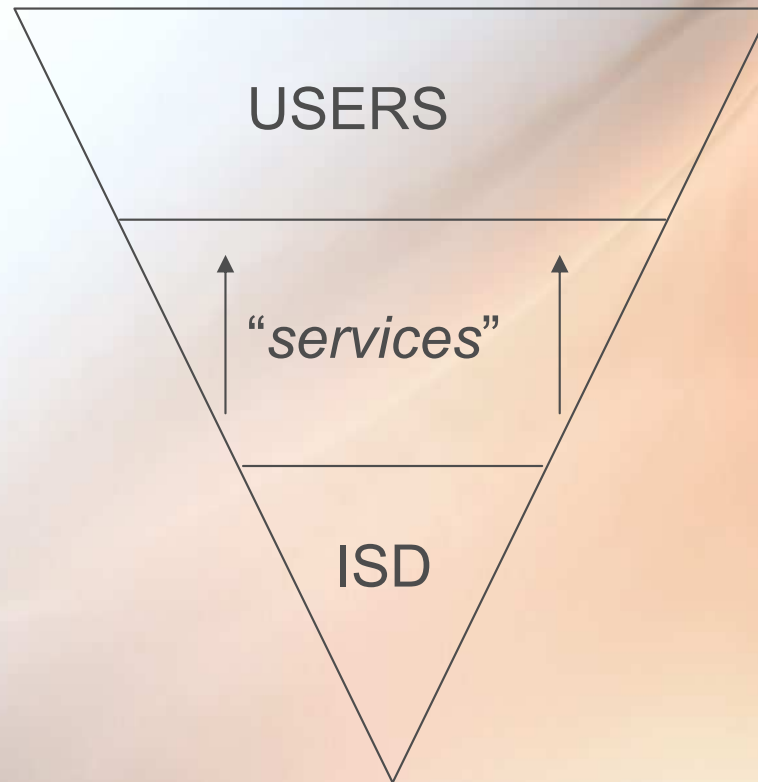
•Information Systems
Department (ISD)

Changing Role of ISD

Traditional



Modern



Changing Role of ISD

Traditional

- Managing systems development and systems project management
- Managing computer operations
- Staffing, training, and developing IS skills
- Providing technical services

New/Additional

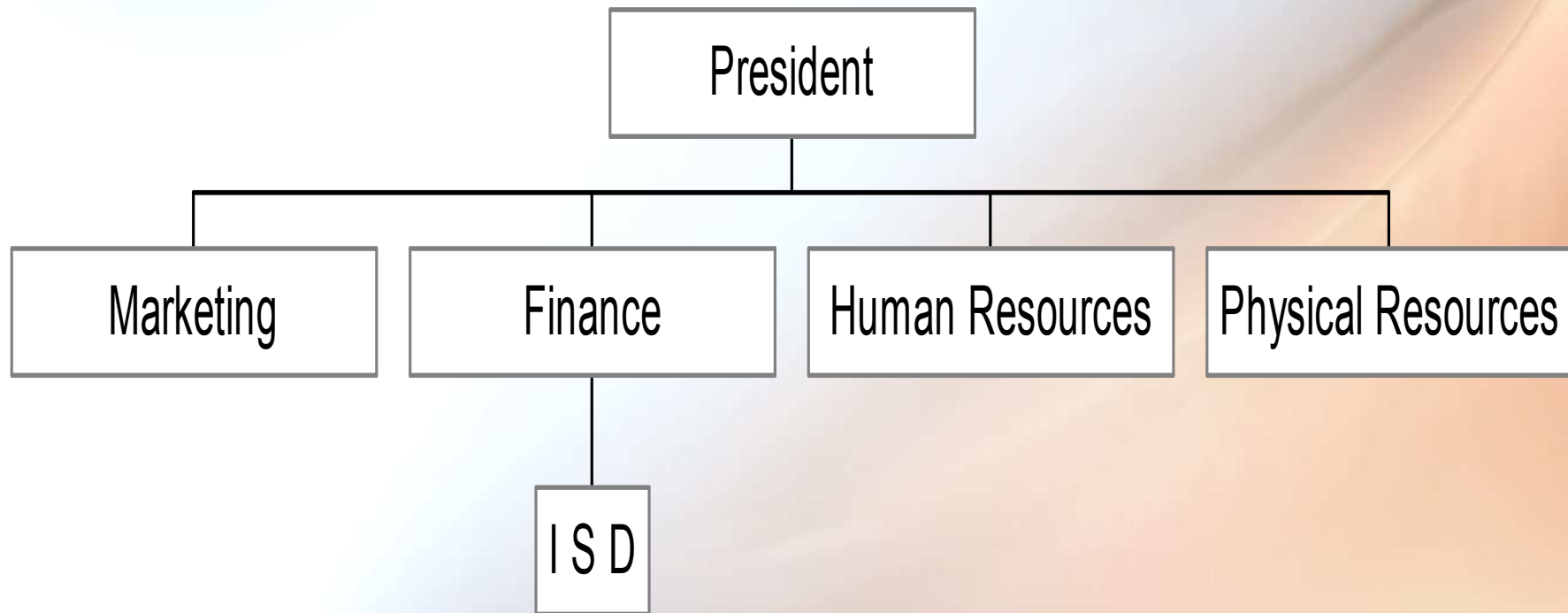
- Initiating and designing specific strategic information systems
- Infrastructure planning, development, and control
- Incorporating the Internet and e-commerce into business
- Managing system integration including the Internet, intranets, and extranets
- Educating the non-IS managers about IT
- Educating IS staff about the business
- Supporting end-user computing
- Partnering with the executive level that runs the business
- Managing outsourcing
- Proactively using business and technical knowledge to “seed” innovative ideas about IT
- Creating business alliances with vendors and ISDs in other organizations

Organizational Positions for ISD

- **Under another department (e.g. under Finance or Accounting)**
- **As a service or support unit (staff function)**
- **On the same level as other departments**
- **As a separate corporation**

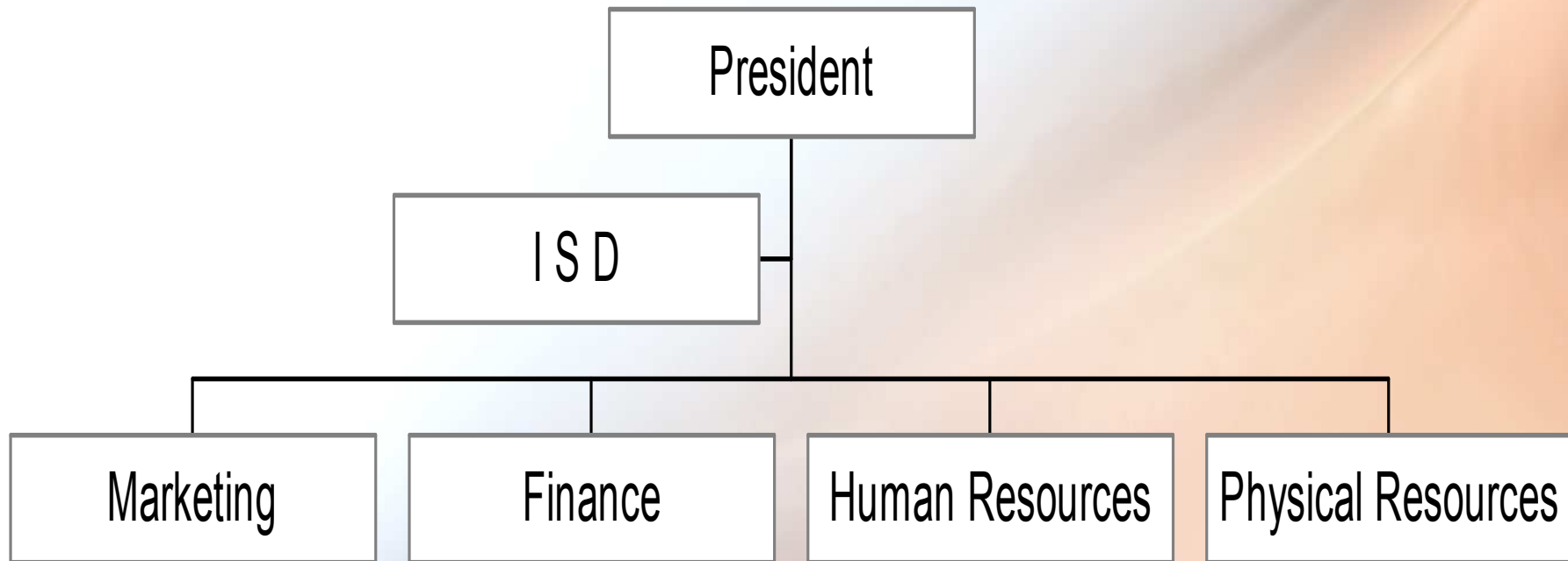
Organizational Positions of ISD

ISD as part of another Department



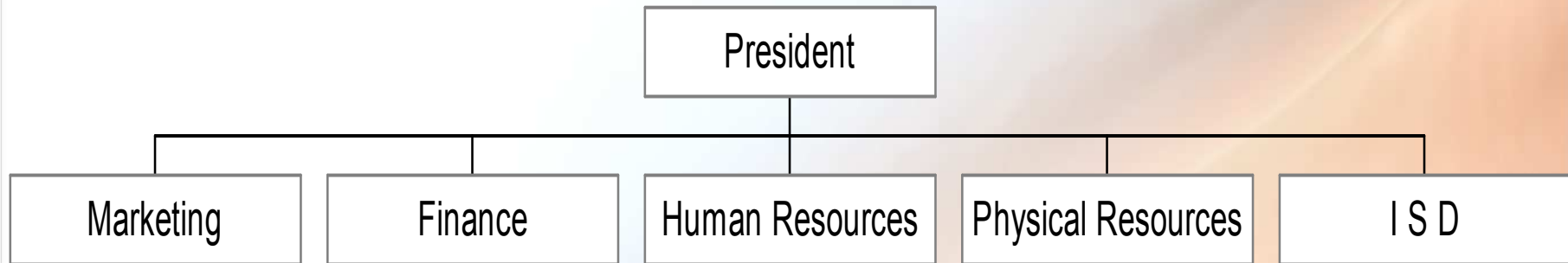
Organizational Positions of ISD

ISD as a Service/Support Unit



Organizational Positions of ISD

I S D as an Independent Department



Organizational Positions of ISD

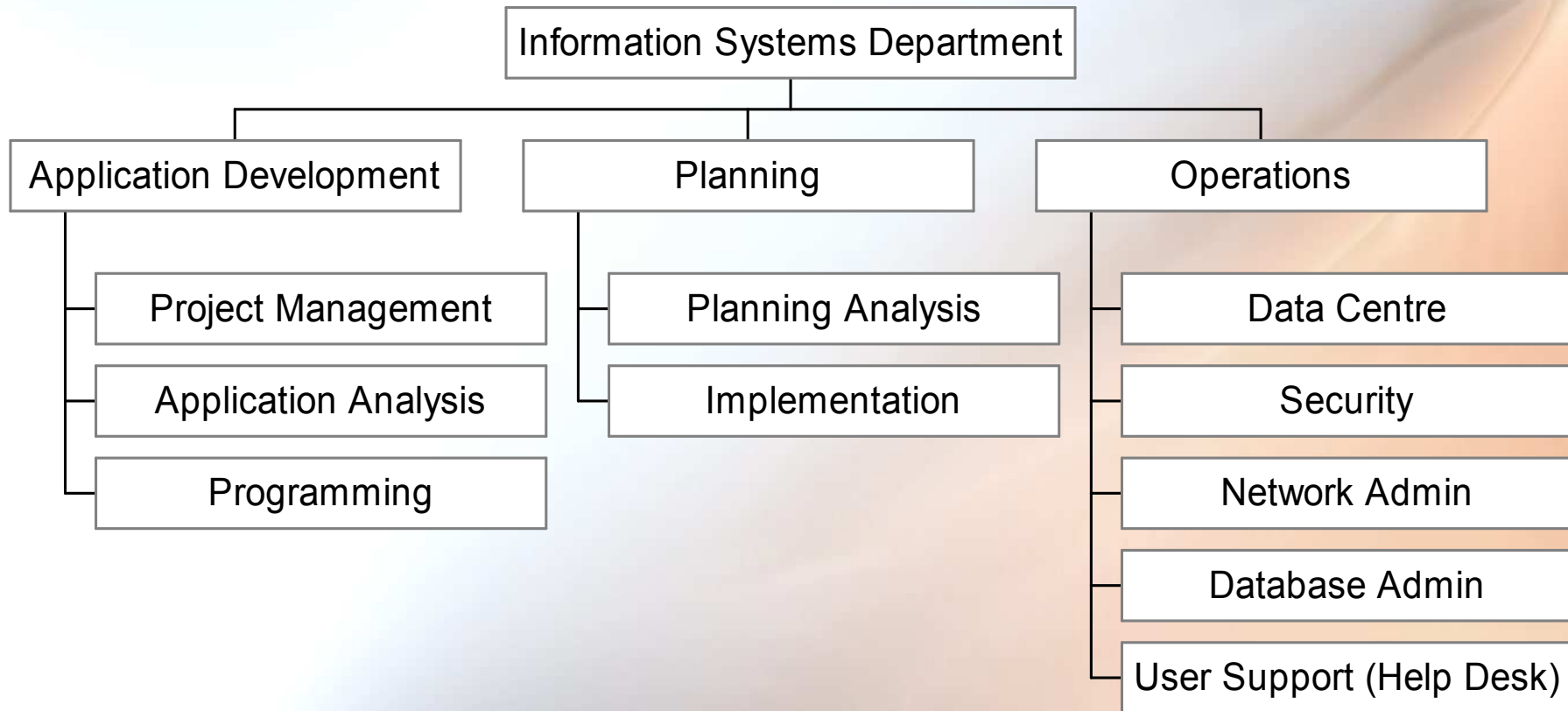
- **As a separate, independent corporation**
 - **Used by large multinational companies**
 - **Examples:**
 - **Bank of America**
 - **Boeing Corporation**

ISD Structures

- Traditional / hierarchical
- Matrix / project-based

Traditional ISD Structure

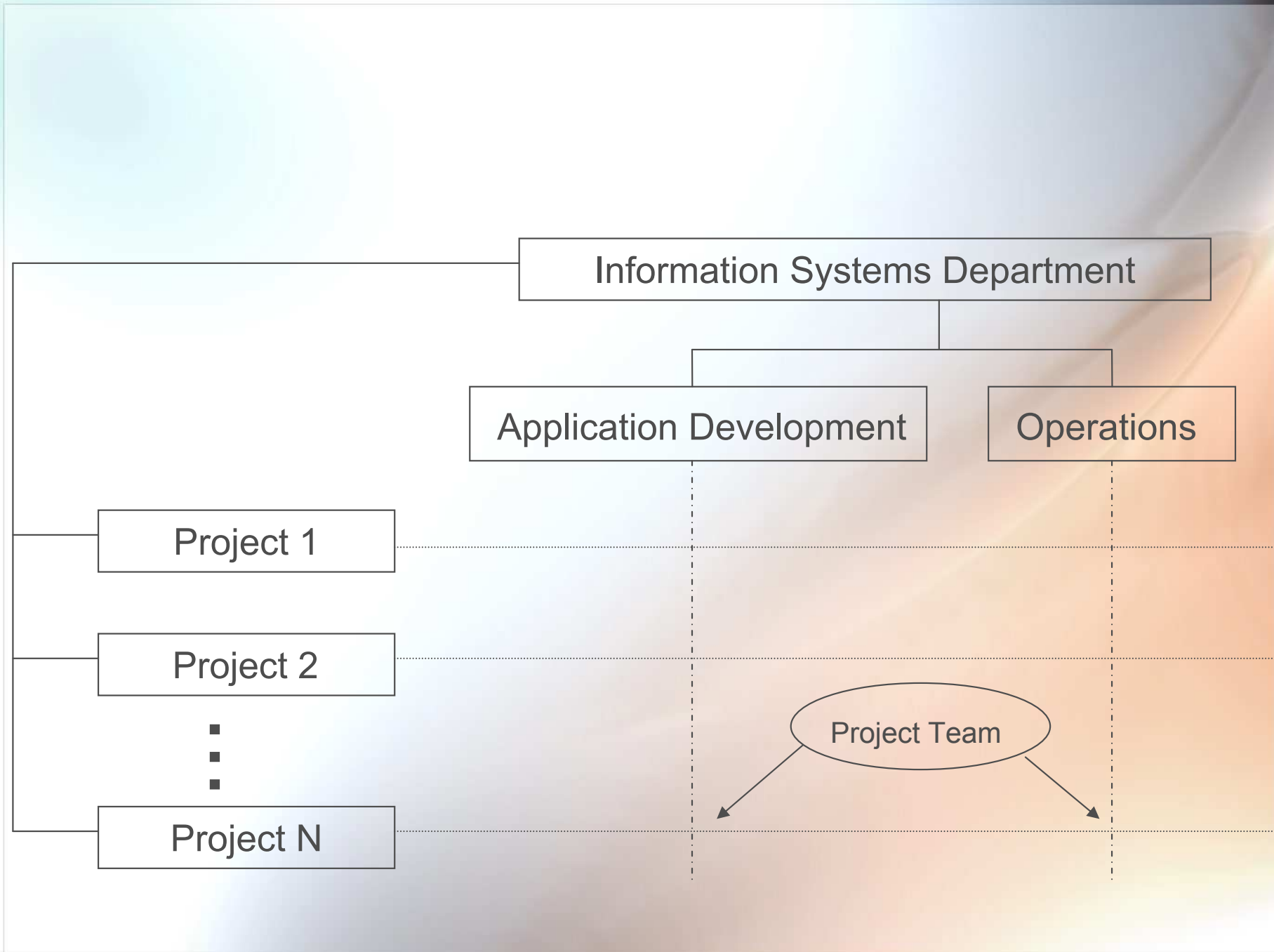
Typical Hierarchical (Traditional) Structure



Traditional ISD Structure

- **Clear reporting and supervisory lines**
- **Delineation of duties and responsibilities**
- **Easier performance evaluations**
- **Less mobility and may lead to “boredom”**

Matrix/Project-Based ISD Structure



Matrix/Project-Based ISD Structure

- **Responsive to project requirements**
- **Multiple project assignments enhance the work environment**
- **Develops strong teams**
- **Strengthens communications**