

# MINSYST

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MANAGEMENT INFORMATION SYSTEMS

11:30AM - 01:30PM

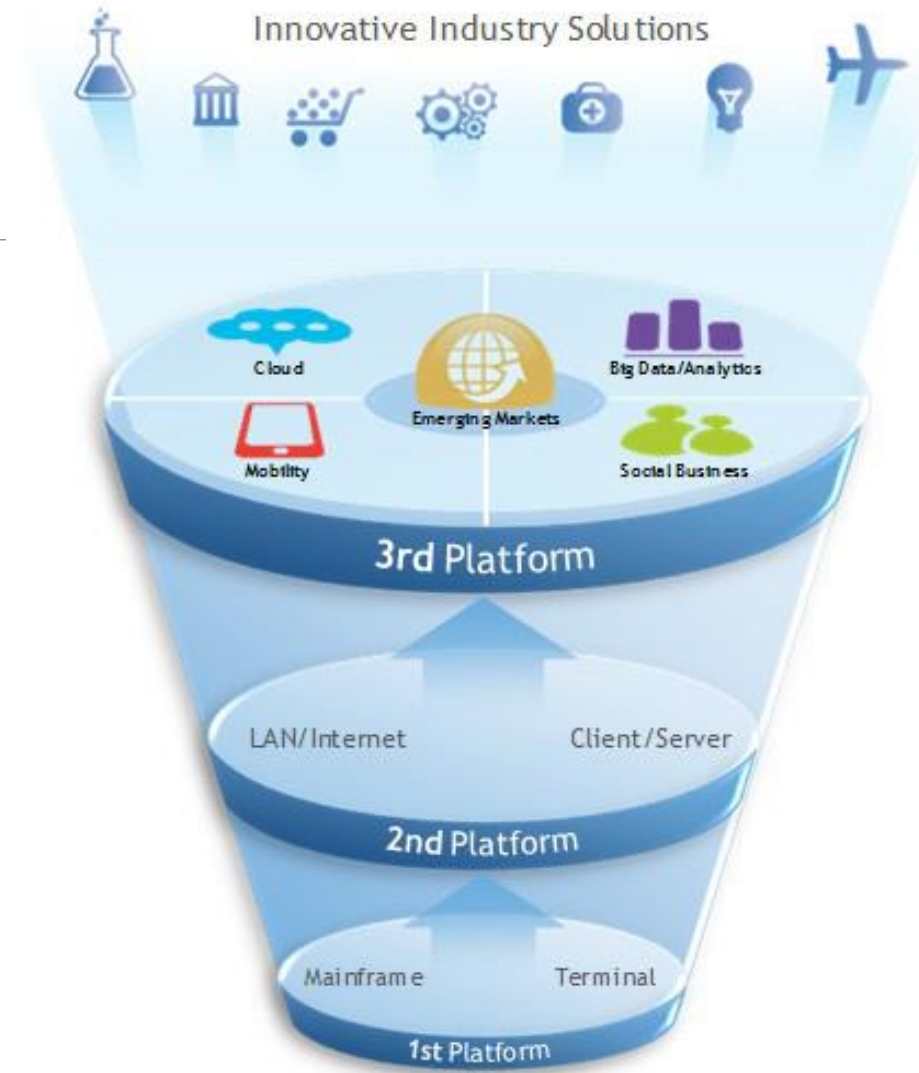
3<sup>RD</sup> TERM SY2014-15

# 3<sup>rd</sup> Platform in 2015

As we look to 2015, IDC's worldwide team of analysts will share their outlook for the future as we enter **the most critical period yet in the 3rd Platform era: the "Innovation Stage"**. The next stage will be **defined by an explosion of innovation and value creation on top of the 3rd Platform's foundation and a NEW wave of core technologies - "Innovation Accelerators" - that radically extend its capabilities and applications.**

Source:

<http://www.idc.com/research/Predictions15/index.jsp;jsessionid=17A4ACA954EE6373E61880637449A694>



Source: IDC Prediction in 2013

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# Why do managers need to get involved in Information Technology (IT)?

Let's refer to your homework.



# The Role of Managers vis-à-vis IT

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1. Identify Appropriate IT opportunities --- HOW?
2. Smooth introduction and adoption of IT
  - – Change Management Phases

- **INFORM** – make people aware
- **EDUCATE** – make people recognize impact
- **COMMIT** – make people accept that change is part of everyday life

# The Role of Managers vis-à-vis IT

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1. Identify Appropriate IT opportunities
2. Smooth introduction and adoption of IT
  - – Change Management Phases
  - - **4 Reasons why people resist change**

- **Parochial self-interest**
  - More concerned with impact to oneself than to orgs
- **Misunderstanding**
  - Misconception of change
- **Low tolerance to change**
  - People require security and stability in work
- **Different assessments of the situation**
  - People disagree about the reasons for the change or do not support the process

# The Role of Managers vis-à-vis IT

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1. Identify Appropriate IT opportunities
2. Smooth introduction and adoption of IT
  - – Change Management Phases
  - - 4 Reasons why people resist change
  - - **Unified Theory of Acceptance and Use of Technology**
  - See Payless ShoesSource in moodle
  - <http://www.kronos.com/>

- **Performance Expectancy**
  - Belief that using the system will help job performance
- **Effort Expectancy**
  - Degree of ease associated with the use of the system
- **Social Influence**
  - Degree of belief that important company officials want employees to use the system
- **Facilitating Conditions**
  - Belief that an organizational and technical infrastructure exists to support the system

# What must managers do to advance the effective use of IT within their organizations?

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## IT's view: 3 types of IS

| Function IT   | Network IT  | Enterprise IT  |
|---|---|--|
| Personal productivity SW, DSS, Elearning Systems                            | Web conferencing, Wikis, Electronic corp directories  | TPS,ERP, EDI   |
| <b>Improve productivity</b>   | <b>Increase collaboration</b>   | <b>Increase standardization &amp; ability to monitor work</b>  |
| <b>Manager's Role:</b><br>Encourage use, challenge workers to find new uses | <b>Manager's Role:</b><br>Demonstrate how technology can be used, set norms for participation | <b>Manager's Role:</b><br>Must identify and put into place the full set of organizational complements prior to adoption; intervene forcefully and continually to ensure adoption |

# The Role of Managers vis-à-vis IT

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1. Identify Appropriate IT opportunities
2. Smooth introduction and adoption of IT
3. **Ensure that IT risks are mitigated**



| IT Risks   | Example  |
|--|--|
| Inability to continue operations due to a natural disaster or accident           | Fire   |
| Inability to continue operations due to a deliberate attack on IT assets         | Hackers carrying out DOS   |
| Compromise of confidential data about organizational plans, products or services | Senior Exec loses laptop containing critical data  |
| Compromise of personal , private data about employees or customers               | Hackers access and download customer data  |
| Violation of legally mandated procedures for controlling IT assets               | IT system controls are inadequate to meet guidelines   |
| Violation of established, generally accepted accounting principles               | IT system controls are violated so that the same person can both initiate a purchase order and approve the invoice for that PO |
| Violation of the organization's defined procedures and/or accounting practices   | By granting access to inappropriate people to adjust inventory counts  |
| Loss of physical IT assets   | Theft of computers from corporate training facilities  |
| Inappropriate use of IT resources that places firm in a compromising position    | Employees use corporate email to disseminate sexually explicit material; firm is subjected to lawsuit                          |
| Inappropriate use of IT resources that reduces worker productivity               |  |

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What if managers do not  
participate in IT?

# Reflection

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Am I prepared to get involved with IT at the appropriate times and on the appropriate issues?

# CASE TIME....LET'S DISCUSS

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JOLLIBEE #CHICKENSAD

## FINALS:

- Proliferation of the mobile apps
- Future will be mobile apps, mobile apps, mobile apps, mobile apps and mobile apps -- RESULT?
- Are mobile apps the same as a website or developed system?
- Goal:
  - Research on the FACTORS / DETERMINANTS on the design of mobile aps
  - Interviews
  - Surveys
  - Observations
- Midterm Presentation (Update) – WEEK 7
- Presentation WEEK 10- 11
- Consolidation WEEK 12 - 13
- Group Analysis
- Why do this? Future oriented; Forward Looking; Finding SWOT; Research Co-Author