Discussion questions

Technology, Information Technology

Discussion Questions Discussion Questions Discussion I have been recently part of a health care organization where one's scope of responsibilities include governing a small unit composed of about 20 people. The elements of information technology that are deemed essential to the daily functioning of that workplace unit are the integration of hardware, software and telecommunications equipment. As the organization acknowledges the importance of these elements, there is a separate IT department that is tasked with keeping the system up and running and ensuring that not even one element is left unattended.

If one element would be selected for replacement or upgrade, it would be the software system because this is the system that needs most regular updates. This element should be updated regularly to ensure that all applications are being accessed and to be apprised of the most advanced developments that would facilitate the functioning of the unit.

Discussion 2

A consistent set of policies and procedures that would ensure the protection of information systems in the workplace should include intensifying authorizations to work areas, including access to information systems, through the use of advanced technological breakthroughs in ID checking, monitoring, and access. As such, these policies and procedures should be regularly reviewed and updated to reflect changing conditions in the workplace and to incorporate new technologies that intensify needed protection of privacy and confidentiality of personal, professional and organizational information. In one's organization, as soon as biometric identification services were offered in the market, this was immediately

implemented to strictly enforce security measures as part of the policies and procedures.

Discussion 3

IT managers, just like any other managers in any organization, could possibly fail when the functions and responsibilities expected of the position and role are not carried out, as required. This included being apprised of current and future trends in technology that would potentially impact and influence the operations of the organization. Therefore, managers must be aware of being too complacent with current operations, regardless of how efficient current operations are. To avoid these pitfalls, these managers must exemplify skills of introspection, information-processing, as well as resource generation and allocation skills that focus on being proactive, rather than reactive.

Discussion 4

When implementing both technical and organizational changes, some variables that need to be considered and incorporated are scanning the environment for the changes that are needed within the organization, effectiveness in relaying and rationalizing the change in the organization, ability to address any resistance to change, and managing the change process. The stakeholders of the IT changes are all members of the organization that would be directly influenced and affected by the change. Some of the intra-organizational constituents include the senior management officers and directors who need to fund the needed investments, the IT people who would implement the changes, and the personnel who are directly involved and impacted by the change. Concurrently, the extra-organizational constituents include customers and

suppliers who are possibly affected by the changes; as well as community groups would are also deemed change recipients.

Discussion 5

As CIO in a mid-sized organization, I would be as committed and 100% involved in IT strategy and planning issues with IT managers. In terms of development, I could be 50% involved (as I would like to be apprised of any pertinent development issues); and also 50% involved in operations and support. As I would be delegating the full responsibilities for development, operations and support to IT managers, I would still be at the helm of these functions. The skills needed for me to deal with these different tasks include information-processing skills, decision-making skills, leadership skills, and resource generation and allocation skills. As CIO, I perceive to be dealing frequently with top IT managers and only occasionally with non-IT managers. To deal with these groups, the interpersonal skills, peer skills, and leadership skills are required.

In dealing with IT professionals, I perceive frequent and regular coordination and correspondence with skills of introspection, information-processing, interpersonal, and leadership skills necessary. Finally, for end-users, I think I would not directly deal with them as frequently as other stakeholders but I should be able to discern their needs and demands. The skills needed to deal effectively with this group include entrepreneurial skills, information-processing skills, conflict-resolution skills, decision-making skills and leadership skills.