Index

4Projects 207

A

Academic Division (AD) 15-18, 21, 23-24, 27, 29-30, 39, 41, 49, 119-120
Academic Information Service (AIS) 23, 35, 39, 49
Admissibility 204
Assessment of Risks and Benefits 174, 182-183
Attractiveness of Consequences 177, 180, 182, 184
AutoCAD 57, 60, 69, 83
Automation Sector 139-140, 153

B

Baldrige Criteria for Performance Excellence Framework 168
Benchmarking 201, 219, 222-223, 248
Business Process Improvement 14, 26, 62
Business Process Re-engineering (BPR) 129, 137, 220, 246
Business System Manager 86-87, 91, 102-104, 107, 109-112

C

CA - See Computer Associates.
Capability Building 1, 8, 33-35, 70, 72, 99-101
CATO 57, 60
CDS conversion 72
Change Requests and Prioritization Team 21
Chief Information Officer (CIO) 74, 258-259, 262, 273-274
Client Relation Manager 86
COBOL 139, 146
Collaborative Environment 201-205, 207, 209-212, 215-218, 221
Competitive Advantage 6, 26, 57, 79, 92, 106, 113
Computer Associates 140
Core Banking System 116, 118, 122
corner-cutting 156
CPRT - See Change Requests and Prioritization Team.
Credit Assessor 135
Criticality 223, 226, 233, 244-248
CRM - See Client Relation Manager.

D

Database Administrator (DBA) 91, 121
Database Management System (DBMs) 17, 59, 85, 89, 116, 119, 121, 139-140, 146
Data Quality Working Party (DQWP) 21
Dominant factors 222, 233, 244
dynamic global e-business 186

E

e-business skills 189
Education Development Unit (EDU) 34
electronic database management system (EDMS) 59, 64
e-payment technology 189
E-Support 185-186, 188-191, 194, 196
E-Support firms 185-186, 189, 194, 196
Index

e-support sector 185-186, 188
e-tendering 59-60, 62, 64-65, 72, 76, 78
European Foundation for Quality Management (EFQM) 168
External Relations 20-21, 46

F
functional requirements 7, 23-24, 90-91

G
Gap Analysis 117
General Administration Sector 139
GhanaWeb 193, 195
Global Competition 26, 50
global e-business environment 185-187, 189, 191, 196
GloNet 190

H
Head of IS 127-128, 136
Higher-Level Management 157
Human Resource (HR) 17, 86-87, 92, 97, 254
Human Resource Management System (HRMS) 92, 97

I
ICT Director 73-74, 80
ICT Support 73-74, 83, 188
Identify Work Scope 156
Information Service Division (ISD) 17-18, 20-21, 24, 28, 33, 35, 37-38, 42-49
Investment Sector 139
Investors in People Award (IIP) 65
IT adoption 222-224, 226, 230, 232-233, 244-248
IT-related factors 233, 246
IT strategy 3, 35, 102-103, 202, 245

K
key organizational staff 159
Knowledge Management System (KMS) 86

L
Legal and Contractual 216, 219, 221
Lending Officer 135
Letter of Credit (LC) 118, 135
Letter of Guarantee (LG) 118, 135
Limited Liability Partnership (LLP) 85, 89
Local E-Readiness 185-186, 193-194, 196

M
Managing Director 57, 79-80
maturity stages 2-3, 7
Multicriterial Assessment 174, 178, 180-182, 184
multicriterial matrix 177, 179, 181
Mutuality 202, 204

N
NedaNet 190
network coverage 8
non-functional requirements 8, 23-26, 58, 76, 90-91, 99, 104, 111

O
organizational behaviour 1, 6, 42, 51, 105
Organizational factors 187, 222, 233, 245, 250, 252-253
Organizational staff 124, 145, 159
Index

P
Perform Base Practices 156
PESTLE analysis 166
Public Service Sector 139

Q
Quality Assurance 127-128
Questionnaires 141, 159

R
Readiness Gap 2, 143
relational database management systems (R-DBMS) 140, 142
Relevance of Consequences 172, 176-177, 179, 181, 184
report for proposal 141
Request For Proposal (RFP) 116-117, 141

S
Saaty’s method 180
SBU - See strategic business unit.
SC - See Steering committee.
Servwork Sector 139
SIS - See Student Information System.
SISPGPB - See Student Information Service Postgraduate Project Board.
SIS Postgraduate (SISPG) 21
SIS Project Executive Group (SISPEG) 20-21, 46-48
SIS User Council (SISUC) 20-21, 39
Small and Medium Enterprises (SMEs) 52, 189, 197-198, 200-218, 221, 249, 256-257
SMS - See Staff Management System.
SocioCultural 212, 221
SOFTWARE analysis 163
Software Development 73-74, 83, 86, 91, 139, 190
SRD - See Systems Requirements Definition.
Staff Management System 92
Steering committee 87, 104-105, 117, 140
strategic business unit 168
strategic study 141-142, 153, 156, 159
Student Information Service Postgraduate Project Board 48
Student Information System 15-16, 33, 46
sub-contract tendering 53-54, 59-60, 62, 70, 77, 79, 82-83
SupportCo 190-196
SWOT Analysis 162-169, 177, 182-184
SWOT Matrix 164, 167, 173
Systems Requirements Definition 1, 7, 23-24, 59, 90
System X 17-35, 39-42, 45-49, 51, 89

T
Target status 23, 26, 28, 32, 34, 38, 40, 42, 44, 48, 57, 59, 61, 64, 69, 72, 74, 76, 78-79, 81-82, 89, 92, 94, 97, 101, 103-104, 106, 108, 110, 120, 124, 126, 128-129, 131-132, 134, 145, 147, 149-150, 152-153, 155, 157
technical office 153
Technology Transfer 185
total solution 117, 128, 136, 140-142
training programmes 34, 55, 65, 70, 83, 118, 125-126, 158

U
UNIX 33, 56
user awareness programme 158
User Involvement 1, 3, 5, 8, 39-40, 51, 55, 75-76, 82-83, 103-105, 112, 121, 209, 211-212, 245

V
VSAM 139, 154

W
Work attitudes 202, 204, 216
Workgroups 4-5, 27, 33, 60-61, 90-91, 93, 105-106, 126, 133, 148, 152
Workspace TM 86, 91, 99

Y
YYY 17, 33, 56, 140-142, 145