Preface

During the past several decades, technological achievements both in hardware and software have led to the development of modern information technology. At the same time, many organizations have been challenged in the organizational and managerial areas of these technologies. The majority of the issues can be classified as human aspects or "human side." Although the utilization of technology advances many processes and makes many tasks easier, in some cases the human elements have been affected by the overall utilization of this technology. One way to learn more about human related issues is to learn from real-life experiences related to the human side. *Cases on the Human Side of Information Technology*, part of Idea Group Inc.'s *Cases on Information Technology Series*, provides many examples of how individuals, organizations and businesses have handled human side issues in the overall utilization and management of information technology. This volume will assist educators and professionals to successfully implement human side strategies for the benefit of the company or organization as a whole.

The cases included in this volume cover a wide variety of topics, such as enterprise system developments in higher education, IT officer directional questions and issues, end-user system developments, academic information technology services, the furniture industry, information management in higher education administration, quality initiative implementation in an IT organization, social impacts on computer-mediated communication, managing a department through problems, good citizenship among students, centralizing IT services at universities, telemedicine in hospital settings, humanware issues in government MIS implementation, user participation for systems development, video conferencing adoption for psychiatry, paperless service adoption for internships, e-commerce initiatives and entrepreneurs, library information systems understanding, organizational e-commerce strategies, information systems implementation effects on staff, an online supermarket, end-user computing in a one-person IS department, end user information technology performance, improving reporting and customer satisfaction, ethical dilemmas with employee e-mail usage, and how to better conduct global business.

As information technology continues to transform business processes and management, it is extremely crucial for organizations to maintain a practical understanding and policies in dealing with the human side of this technology. Without strong management committed to human related issues, it would be extremely difficult for organizations to reap the total benefits of modern information technology. Cases included in *Cases on the Human Side of Information Technology* should provide valuable insights into challenges and solutions of effective management of the human side of modern information technology. Lessons learned from the cases included in this publication will be very instrumental for those learning more about the issues and challenges of the human side of information technology.

Note to Professors: Teaching notes for cases included in this publication are available to those professors who decide to adopt the book for their college course. Contact cases@idea-group.com for additional information regarding teaching notes and to learn about other volumes of case books in the IGI *Cases on Information Technology Series*.

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