

Foreword

With the advent of new technology and new software, comes the management of the information systems of the organization. Technology and software development is at an all time high. Management of the information systems area is very complex and volatile.

Organizations today realize that information systems must be managed. Organizations cannot continue to blindly accept and introduce components into information systems without studying the effectiveness, feasibility and efficiency of the individual components of their information systems. Information systems may be the only business area where it is automatically assumed that the “latest, greatest and most powerful component is the one for our organization.” Information systems must be managed and developed as any other resource in organizations today.

The purpose of this book is to collect articles concerning the management and development of information systems so that organizations can effectively manage information systems growth and development in their organization.

The management of information systems within the organization is a diverse area. Not only must hardware, software, data, information, and networks must be managed, but also, people must be managed. Humans must be trained to use information systems. Systems must be developed so humans can use the systems as efficiently and effectively as possible. Therefore, topics included in this book concern human computer interaction such as training, aesthetics, ergonomics, and user friendliness. Questions posed may be: What monitor size is best? What desk height is best? Which colors should I use on outputs? What kinds of hardware should I provide for my physically challenged workers? How should I build a workstation to reduce problems such as carpal tunnel syndrome? What kinds of training programs are best? When should we update our hardware and software? The list of questions regarding the physical requirements for humans is infinite. However, the topic of human computer interaction is not complete without the study

of organizations, humans and information systems.

Organizations have changed with the introduction of technology. The Internet and extranet along with the concept of electronic messaging systems have changed the way organizations communicate. On the whole, organizations have increased and improved communications. However, these same communication channels have introduced more IT security and more problems especially with the “new e-mail” viruses. These concepts must be managed.

Organizational structural changes have been made because organizations expect individuals to be more productive as technology is introduced. Such organizations are continually “right sizing” and changing roles as technology changes. Today most individuals are responsible for many of their “own” technological needs. These concepts must be managed.

Employee training, and management training is evolving. The introduction of IT has produced new mediums for development and training such as online multimedia training to group decision making using IT. These concepts must be managed.

It would be impossible to list individually the topics concerning human computer interaction development, organizations, organizations changes, new technology and the management of IT. The purpose of this book is to gather a useful set of articles to describe human computer interaction development and management of organizations. The authors of the individual manuscripts have written the articles to further the effective management and development of IT in organizations. I invite you to peruse the book to find the article that best suits your needs.

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