

# IT Management Principles

## Seven Key IT Focus Areas

- 1) Quality Management
  - a. Continuous Improvement
  - b. Control of Cost (elimination of waste)
  - c. Revenue
- 2) Customer Satisfaction (internal & external)
- 3) Competitive Advantage
- 4) Management Effectiveness
- 5) Facilitate/Enable Organizational Changes
- 6) Effective & Efficient utilization of Technological Opportunities
- 7) Management of Information Technical Risks

## Top 10 Technology Trends

*Michael Vizard (Info World 2001)*

- 1) Customer Relationship Management (CRM)
- 2) Supply Chain Management
- 3) Knowledge Management
- 4) Content Management (right place, right time right format)
- 5) Peer to Peer personal networking enabler
- 6) Business Process Integration
- 7) Mobile Commerce
- 8) Optical computing
- 9) Infrastructure effectiveness and efficiency
- 10) Application Framework

Systems & Services	User Satisfaction	Productivity	Employee Involvement
Reliability	Business knowledge	Cost Effective department and systems	Manager Accessibility
Timeliness	Understanding of customer's goals and objectives	Continuous effort to reduce process time, Continuous Improvement	Employee Feedback
Documentation	Skilled in requirements definition	Skilled, certified and improving work force	Recognition
Audit Guidelines	Responsiveness	Usage of prior knowledge for proactive management	Team Participation
Documented Processes	Appropriate Product Cycle Time	Innovative	Encourage Innovation
Recoverability of Systems & Information	Accessibility of IT & Services	Efficient department processes	Opportunities for Contribution
Technologically Up to Date Systems	Effective Communication	Utilization of project management principles (PMBOK)	Training plan, execution and follow-up
Usable Systems, (Efficient)	Abreast of Technology	Performance to Promises	Timely and informative review process
Professional Looking Systems	Effective Follow-up processes	Long Range Planning	Empowerment
Planned Implementation	Feedback Analysis to drive continuous improvement		Communication

**Our Mission** is to create robust, flexible, scaleable and cost effective information system solutions which can be leveraged by business units to meet business objective and attain or exceed customer expectations.