



INCREASE THE ROLE OF SPECIALISTS OF AN INFORMATION SYSTEM DEPARTMENT TO INCREASE THE PRODUCTIVITY OF AN ORGANIZATION

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ABSTRACT

The information system department consists of different types of specialists, such as system analysts, project leaders, information system managers and programmers. They have some traditional activities in an organizations. If their roles can be increased more effectively in favor of an organization, the organization will be more productive. In this paper I will briefly discuss to show an improved way of activities of these types of specialists.

Keywords: *knowledge management, information system manager, project leader, data warehouse, intranets, internets.*

1. INTRODUCTION:

“A systems analyst is a person who uses analysis and design techniques to solve business problems using information technology. Systems analysts may serve as change agents who identify the organizational improvements needed, design systems to implement those changes, and train and motivate others to use the systems. A system analyst is typically confined to an assigned or given system and will often work in conjunction with a business analyst. These roles, although having some overlap, are not the same. A business analyst will evaluate the business need and identify the appropriate solution and to some degree, design a solution without dividing too deep into its technical components, relying instead on a systems analyst to do so.”^[1]

System analysts can do the following:

- examine existing IT systems and business models;
- analyse systems requirements;
- undertake product development;
- implement, configure and test feasible solutions.”^[2]

The Project Leader is the person responsible for the overall project planning and progress toward the

implementation. This individual is responsible for monitoring, maintaining, and adjusting the project plan (based on the input and deliverables of team members), providing implementation experienced leadership strategies to the Executive Sponsor, and ensuring the effectiveness of the application consultants assigned to the project.

Information systems managers (IS Manager) implement information technology in an organization, overseeing a team of IT professionals. The role encompasses information systems planning, installation, and maintenance, including hardware and software upgrades. IS managers may focus on a specific issue such as *network security or Internet services*, or they may coordinate all technology operations.

Information systems managers generally start their careers with a BS in computer science or management information systems. An MBA in information technology management offers additional business expertise and a powerful advancement credential.



“A programmer, computer programmer, developer, coder, or software engineer is a person who writes computer software. The term computer programmer can refer to a specialist in one area of computer programming or to a generalist who writes code for many kinds of software.”^[3]

2. KNOWLEDGE MANAGEMENT:

Current practices of business engineering have many shortcomings. A proper system can only overcome these problems to increase the performance of an organization.^[4] “Technology by itself does not constitute a knowledge management program it rather facilitates one, especially in large, geographically dispersed organizations. Knowledge management represents an opportunity to derive additional benefits from an organization’s existing investment in computers, databases and networks by integrating them to support knowledge management in many ways.”^[5] “Today, there is a need for new types of systems that would focus on discovering knowledge that responds to the changing environment. Technology’s most valuable role in knowledge management is broadening the reach and enhancing the speed of knowledge transfer.”^[6] Previous management information systems basically used the computer in an organization for different operational activities. But today, there is a need for new types of systems that would focus on discovering knowledge that responds to the changing environment. The demand for decision makers should be realized for making the system very smart, scalable and fit for the age. Information systems that support information flow are an essential component in a knowledge management system. “Information systems create a good virtual environment for knowledge management.”^[7] “Data warehouses, computer networks, company intranets, extranets, groupware, bulletin boards, and video conferencing are the technological tools for storing and distributing appropriate knowledge. Experience has shown that successful knowledge management system developers are those with a well-developed collaboration between all these tools.”^[4]

“The task of implementing a successful knowledge management system may seem insurmountable. But in reality there are different views and approaches to implementation of a knowledge management system. Some experts have stated that up to 90 percent of the infrastructure required for knowledge management is already in place. In most organizations this refers to their existing structure of computer networks and servers. Hence, only a small shift in the total computer technology budget is required to make the change to a knowledge management system.”^[8] The success of an organization is more dependent on its capability to create an effective environment for knowledge generation and application, and on the knowledge and talent it can recruit, develop and retain in order to provide the innovation.”^[9]

Knowledge management systems are operated on the basis of information and communication infrastructure and in most cases on Intranet platform. Most organizations have installed a large number of application systems and information and communication technology platforms that provide *functionality for knowledge management*. Knowledge management considers different functions such as communication, document management, accesses, search, visualization etc.

3. PROPOSED WORKING MODEL :

Proposed working model from the above discussion is given below:

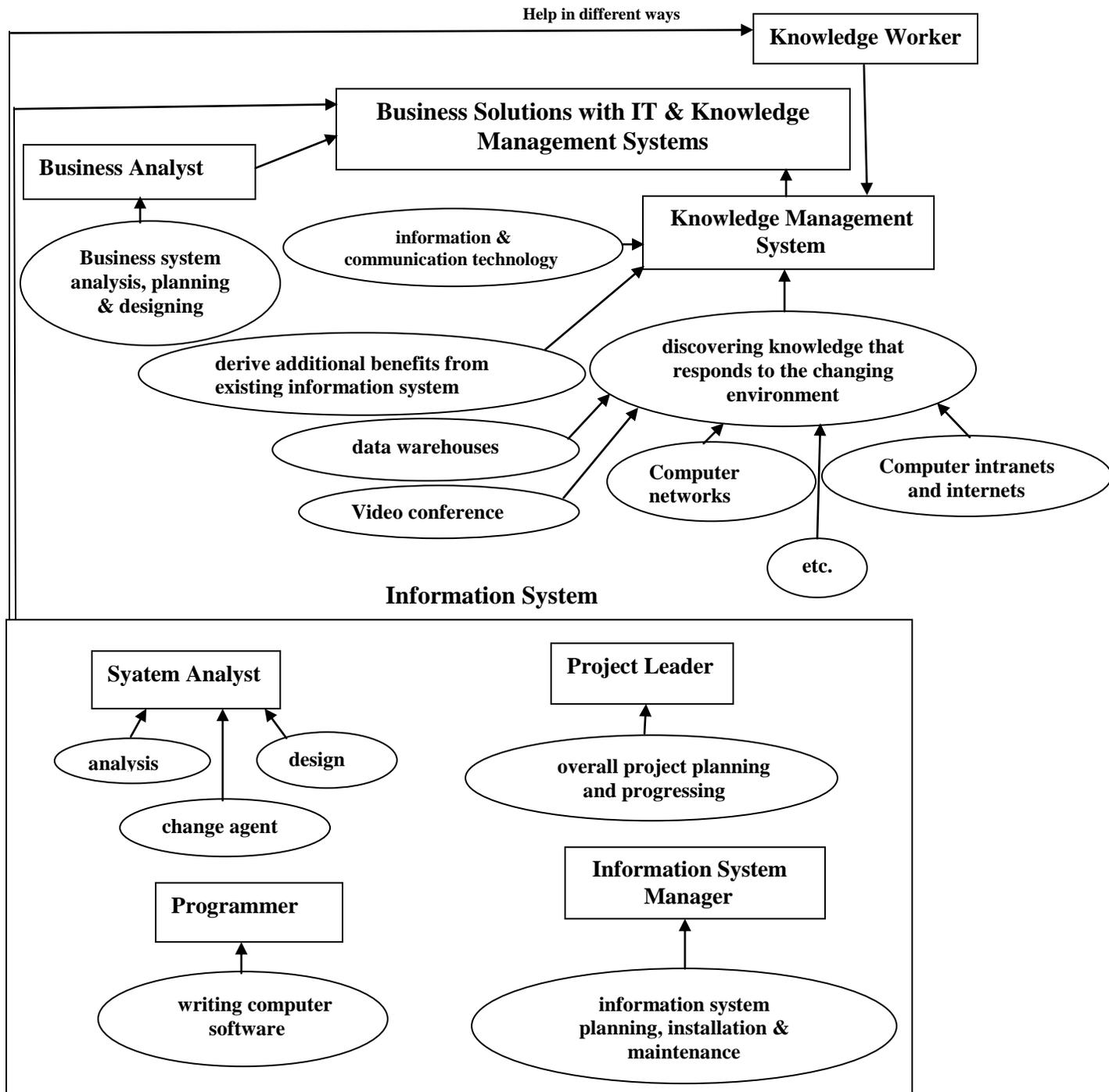


Fig-1 Proposed model to increase the productivity of an organization



Though the specialists of Information System can design and implement the IT structure of an organization, they must help the knowledge workers. The knowledge workers will make the new strategic plan taking the help from IT system and also from different sources which are represented here (Fig-1) as different blocks going to the **Knowledge Management System** block. **Knowledge Workers will work in the Knowledge Management** section. Finally Knowledge Management System, Information System and Business Analysts will be coordinated in context of Business solution of an organization effectively.

4. CONCLUSION AND FURTHER RESEARCH:

In future I will try how to increase the productivity of an organization by integrating and coordinating different systems and measure different performance indicators such as profitability, reliability, scalability etc.

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