

APPLIED COMPUTER SCIENCE

Assignment #2

Course Number - ACS-3801-050

Course Name – Principles in Information Systems

Hand Out Date October 26, 2020

Due Date: November 16, 2020 – 18:00 pm

30 Marks:

General Instructions:

Working as an individual, prepare a 2-3 page written report and answer the following two questions (not including the cover page and should be single line spaced) with your answers. Submit your document (MS Word is preferred so feedback can be given) via email to you class lecturer.

Q1. (10 Marks)

Assume you are part of a project steering committee in a rural non-for-profit hospital. The hospital is interested in replacing its legacy EHR system. Their main requirement is that they wish to minimise their reliance on in-house technical support. You offer to screen the marketplace to see what types of EHR are available.

Develop a summary of your approach to the investigation, then using your approach find three possible EHR systems that might be worth further analysis. Give some application details to go with your selection. If you cannot find three that meet the criteria explain why and using different criteria find other alternatives and explain your reasoning.

Q 2. (20 Marks)

You are the IT operational support manager with a team of application analysts and software developers. You have just heard that a project is going live next month, and your team is going to take on the responsibility of providing operational support for the application post go-live. You need to manage the preparation of the team for taking on their new role.

Your team has been through this kind of thing before and it was not well received by the team with a lot of negativity about the way this was managed by the project and senior management. They cited concerns over the lack of communication during the early phases of the project and it is unclear of their roles and responsibilities, work stress and lack of training or understanding of the application as well as you know they are under resources.

However, you have several concerns about the short notice of the new service being assigned to your team and the lack of preparation. These concerns include the fact your team has not been involved throughout the earlier phases and you have no understanding of the product or its functionality.

Your senior manager has asked a for a high-level outline of how you will get ready for supporting the new application with your team. Write a 1-2 page document outlining your readiness plan, focus on the impact and management of change within your team.