Information Technology is All about the People

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Information technology is all about the people

Your information systems (IS) are made up of your information technology (IT) along with the 3 P’s — processes, people and policies.

If there is a problem with your IS, we usually focus on the IT. New IS will fix it. IT usually doesn’t. IT might have a new fancier interface or IT might make it faster, but you usually still have the same problems.

The most important part of an IS has always been the people, and they will never be replaced with IT. In movies as well as in IT, information technology (IT) along with an IS has always been the 3 P’s.

In honor of our new basketball coach here at Georgia Southern, who really focuses on developing his young players into men, let’s look at the most important P (People) today.

When a virus infects our system, we blame the virus protection software and get our IT personnel to ‘fix’ IT.

While people usually make the following mistake, in our systems, they rarely get the attention they need to solve the real problems with our systems.

Many bad outcomes and problems with our systems don’t act responsibly, it won’t keep the IT safe either. Most viruses can be avoided if users know what type of websites to avoid and what type of attachments not to open.

But even if they know better, if they have bad habits, we need to break them. The best IT can’t overcome the worst habits of people. We are all on the same networks and systems. People don’t realize if they allow viruses and hacking into their computer and system, it is allowed onto mine, too.

Six degrees of separation is all there is among all of us. If one person gets a virus through his or her e-mail or websites they frequently visit, you or I could come along within six steps, six nodes of the network or six web pages across.

Identity theft and hacking is usually not about the IT. It is all about the people. Think about a car being stolen from the parking lot. The thief won’t likely steal your car if you have good habits. Roll up your windows, lock the doors and don’t leave valuables in sight. There are plenty of cars with the windows down, valuables on the seat and probably one or two with the keys left in them if not in the ignition (take a look around at the parking lot at work).

If the people have good habits along with proper training and education, you can avoid many bad outcomes and problems. The same thing applies to our information systems. IT is all about the users. IT is all about the people, so invest in them first.

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