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 2001 A Space Odyssey and others, we used to see IT trying to take over the world all the time. We don’t see that in movies anymore, which I think is too bad, but we still don’t know why.

I think the reason is without people, the IT has little or no value, but people should always have value with or without IT. The problems with most systems and the solutions to problems usually lies in 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 virus aware in our systems, they rarely get the attention they need to solve the real problems with our systems. More often than not, the problem lies with the person using the IT, not the IT itself.

In the example of the virus problem, if you don’t update the virus protection software, you might as well not install it. IT by itself can’t do much of anything. The updates to virus protection software are vital for the IT to keep up with the latest viruses. Hackers have more time to update than most of us, so we have to keep up to date with our virus protection software routinely or we will get ‘sick.’

Therefore, people need to be educated and trained with what to do and how to prevent getting ‘sick.’ IT is all about the people.

Even with education and training, if the people using the system 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 clicks.

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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NEWSMAKERS, From 5

Education: Savannah Country Day School, 1999; Bachelor of Arts, University of Georgia, 2004; He has earned a Commercial Lines Coverage Specialist designation.

TRIBUTE OWNER, PUBLISHER TO BE HONORED BY CONSORTIUM OF DOCTORS

Honor/award: Savannah Tribune owner and publisher Shirley Barber James will receive the COD Humanitarian Award at the 19th Annual COD Consortium of Doctors Conference to be held 7-10 p.m. July 24 at the Hyatt Regency Hotel in the Region 3 Brochom.

Background: The COD is an organization comprised of women who have earned doctoral degrees from accredited institutions. The co-director is Savannah native Harriette Blais-Insignares of Nashville, Tenn. James has received many awards locally and internationally, including national recipient of the 1997 Athena Award and the Helen V. Head Small Business Advocate of the Year. She was chosen as one of the 2010 Top Ten Working Women of the Year awarded by A Working Woman in Need Inc.

PARISH MARKS 25TH YEAR AT J.T. TURNER

Honor/award: David Parrish, a senior project manager with J.T. Turner Construction, recently completed his 25th year with the company. Parrish has worked on noteworthy projects such as the Chamber of Commerce, Bethesda Home for Boys, Vietnam Memorial, Christ Church and the Seccesion Clubhouse. Two of his projects were also the recipients of a Georgia Trust for Historic Preservation Award, the William Hunter House in Savannah and the Oak House in Madison, Ga.

FORDHAM NAMED LEGIONNAIRE OF THE YEAR

Honor/award: Tom Fordham, the Junior Vice Commander of American Legion Post 135, was named Legionnaire of the Year 2010/2011 for Post 135.

ASSOCIATION SERVICES TEAM MEMBERS

EARN CMCA, AMS ACCREDITATION

Parrish Marks, former executive director of the Community Associations Institute (CAI) accreditation and one member earned her Association Management Specialist (AMS) designation through Community Associations Institute (CAI).

CMCA designees were:

• Paige Bragg — Office Manager and with ASI for eight years, possesses excellent office organization and customer service background and manages two community associations.
• Kevin Caruso – President & CEO of ASI, has been with company for 10 years and has extensive business management background.
• Craig Lester – Community Association Manager, a South Carolina licensed real estate broker.
• Glen Meyers – Community Association Manager with an excellent project management background.

FORD BECOMES EXCHANGE CLUB PRESIDENT

Honor/award: Jason Ford, associate vice president and investment officer for Wells Fargo Advisors — formally Wachovia Securities — has been named president of the Exchange Club of Savannah. He will carry on the club’s primary objectives including community service through the promotion of Americanism, multiple youth programs, and the prevention of child abuse. He is the youngest president in local club history.

2010 NATIONAL ADDY STUDENT SILVER WINNERS

The Advertising Federation of Savannah announced the following students have been recognized by the American Advertising Federation as 2010 National ADDY Student Silver Award Winners:

2010 National ADDY Student Silver Award Winner

Television

Mike Salvador, Callie Vinson, Adam Porter and Michael Ratcliffe were named silver award winners in Television. Salvador, Vinson, and Ratcliffe are students at Savannah College of Art and Design for Nerds for the Advertising Federation as Silver Award Winners.

how to submit

To submit information about new hires, promotions, honors, awards and training, go to newsmakers@savannahnow.com, fill out the form and attach a jpg attachment. Entries may be edited. Questions? Call BIS Editor Gale Baldwin at 912-652-0300 or e-mail gale.baldwin@savannahnow.com.