

Business Information Technology Deployment

A Quick Guide to the Five Basic Principles for Effectively Implementing Information Technology Systems

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1. The Business Information System must model the organization it serves.

- The system must serve the organization, not the other way around.
- The system must be designed so that, as much as possible, it actually models the way business is done. (CEATH Company's Business Process Mapping process can help clarify current or proposed business processes.)
- If the way business is done could be improved, change the businesses so that processes are more effective. But never force the business to change so that it can use a system that is less effective.

2. The Business Information System must be non-redundant.

- Data redundancy has very high costs that are often hidden.
- Electronic data redundancy can be eliminated by a process of "data normalization." (Using CEATH Company's Grammar of Data technology can help identify redundancies.)
- Redundancy is not necessarily electronic; often paper-based data duplicates electronic data, creating redundancy.

3. Business Information Technology Systems must be informed so that they require less effort than equivalent non-technical systems and create data that is accurate and timely.

- Well designed Business Information Technology Systems allow users to expend less effort to enter data correctly than to enter it incorrectly or to circumvent the formal system.
- Correctly entered data creates information resources that are accurate (erroneous data is prevented from being entered on the front end) and timely (data is updated in real time).
- Well designed systems are "informed." These systems create information from normal business processes that are now completed using Business Information Technology.
- Applied technologies such as bar coding, radio-frequency identification (RFID), electronic data interchange (EDI), Internet kiosks, touch screens, and the like provide the means to informate business processes.
- (CEATH Company's Process Effort Diagrams can help identify ways to informate current business processes.)

4. The Business Information System must encourage access to data in a way that creates information.

- In the absence of a question, data is simply data. In the presence of a question, well-designed Business Information Systems provide easy answers and thus create information out of data.
- Information should not be the resource of the privileged few. In today's information economy, access to information is a required resource for any knowledge worker.
- Well-structured data, combined with effective software tools provide the means to give access to data.
- Often the problem of access to data is administrative: the capability exists, but people are not given access. (CEATH Company's "Parable of the Library" illustrates this point.)

5. The Business Information System must be designed in a way that allows it to grow and change easily.

- The business is guaranteed to change; the Business Information System that serves it should be able to change just as quickly.
- Good systems design with design standards, naming conventions, parametric programming technologies, and the like support this capability.
- The response to change also requires Business Information Technology Deployment professionals who understand the business well and who are able to interpret the needs of the business into information technology terms. Thus capable systems designers, with technical, interpersonal and business skills, are a critical component of effective systems.

Need help deploying information technology systems in your organization? Please contact us at:



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