



TECHNOLOGY + PEOPLE

HARMONY OR DISASTER?

INTRODUCTION

During the introduction of new technology there needs to be awareness of the impact on people.

This tool aids **awareness** and project success.

People often focus on the **visible** technology and forget about the **invisible** human aspects in a project or new system. This tool will re-address the vital balance. With proper consideration a more successful result is likely even if the technology is not ideal.

STEPS

1. Introduce the concept to your team.
2. Draw the grid shown here. This will result in four boxes 1) Wrong people, wrong technology; 2) wrong people, right technology; 3) right people, wrong technology; 4) right people, right technology. The outcome of projects with such attributes would be disaster, poor, excellent, or fantastic respectively.
3. Ask the team to brainstorm each item that will help make the PEOPLE in a project a success, and then do the same for TECHNOLOGY i.e. what aspects of technology are important
4. Use the results to create smart actions to ensure people and technology are given the appropriate balance.

EXAMPLES

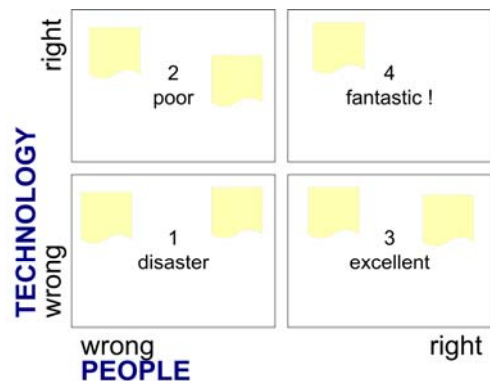
Some examples of what would make technology or people successful.

TECHNOLOGY SUCCESSFUL

Thorough analysis
Ease of use
Clarity of information
Removing interfaces
Proper testing
Screen / Menu design, good

PEOPLE SUCCESSFUL

Training
Communication
Ownership
Processes
Testing, realistic
Support
Help line / Hot line



- People+People+Technology
- People most important
- Awareness brings success

"...(technology) applied to an efficient operation will magnify the efficiency.
...applied to an inefficient operation will magnify the inefficiency"

Bill Gates, Microsoft Corporation

Of course, systems involve much more than this. Even so, these are wise rules to remember. Jejo is expert in systems implementation, particularly considering the important aspects of people.

