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Module 1 - Case

INFORMATION TECHNOLOGY SYSTEMS AS SOCIO-TECHNICAL SYSTEMS

Assignment Overview

The Case for this module centers on an organization implementing a new computer-based information processing system. Thousands of organizations go through systems implementations throughout the year—you may have been involved in one or more such "technology implementations." Despite this body of experience; the advice of thousands of consultants, researchers, and computer gurus; and the leverage of multibillion-dollar corporations such as Microsoft, Google, and Oracle; a large proportion of these transformations fail to achieve their goals or result in more complications and in some cases result in failed systems. Why is this, and can applying a socio-technical perspective improve the odds of success?

Start by familiarizing yourself with the socio-technical idea and vocabulary; good sources include those listed below. Although some references are more than five years old, they include a classical approach to the STS theory.

Association of Information Systems. (n.d.) Socio-technical theory. Retrieved from http://istheory.byu.edu/wiki/Socio-technical_theory

ComputingCases.org. (2011). Why a Socio-Technical system? Retrieved from http://computingcases.org/general_tools/sia/socio_tech_system.html

Scacchi, W. (n.d.). Institute for Software Research, University of California Irvine. Retrieved from <http://www.ics.uci.edu/~wscacchi/Papers/SE-Encyc/Socio-Technical-Design.pdf>

Once you are familiar with socio-technical terms, read the following case study:

Painter, B. (n.d.). [Socio-Technical Design of Knowledge Work: A Case Study](#). Retrieved from http://www.moderntimesworkplace.com/STS_KnowledgeWork.pdf

Case Assignment

After reading and thinking about the case in relation to the other readings, write a short paper on the following topic:

Which was more important in shaping the final outcome in Painter's case study—the organization's technical system or its social system? What STS principles discussed in Painter's case can be generalized to any project?

Describe what you see as the critical elements of both the technical system and the social system, and how they interacted over the course of the implementation. Identify what you see as the key turning points in the process, and how the resolution reflected the influence and function of each system.

Assignment Expectations (50 points total)

Length: Minimum 4 pages excluding cover page and references (since a page is about 300 words, this is approximately 1,200 or more words).

Your assignment will be evaluated based on the Rubric.

[General Case and SLP paper writing guidelines](#)

Note: Do not use any government/military classified or corporate-sensitive information in writing TUI papers or in any Discussions.

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