

# **Sistem Informasi**

## *(Information Center dan Karir SI)*

*Based on : Management Information System, Second Edition, Effy Oz*



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Halaman : <#>

- **Coordination and Control**
  - Hardware and software purchases
  - Application development
  - Development and use of databases by end users
- **Support**
  - Training and response to requests for help
    - Help desk: Troubleshoot on demand

# The Information Center



The help desk is an essential resource for IS users.

# Chargeback Methods

- Two ways to treat cost of IS function
  - Part of overhead cost: General shared expense
  - Chargeback system: Units charged for services
- Service Charges
  - What is chargeable?
    - Personnel hours
    - Computer time
    - External storage space
    - Number of input and output operations
    - Paper output



## – Desirable Chargeback Features

- Accountability
- Controllability
- Timeliness
- Congruence with organizational goals

## – Chargeback Criticism

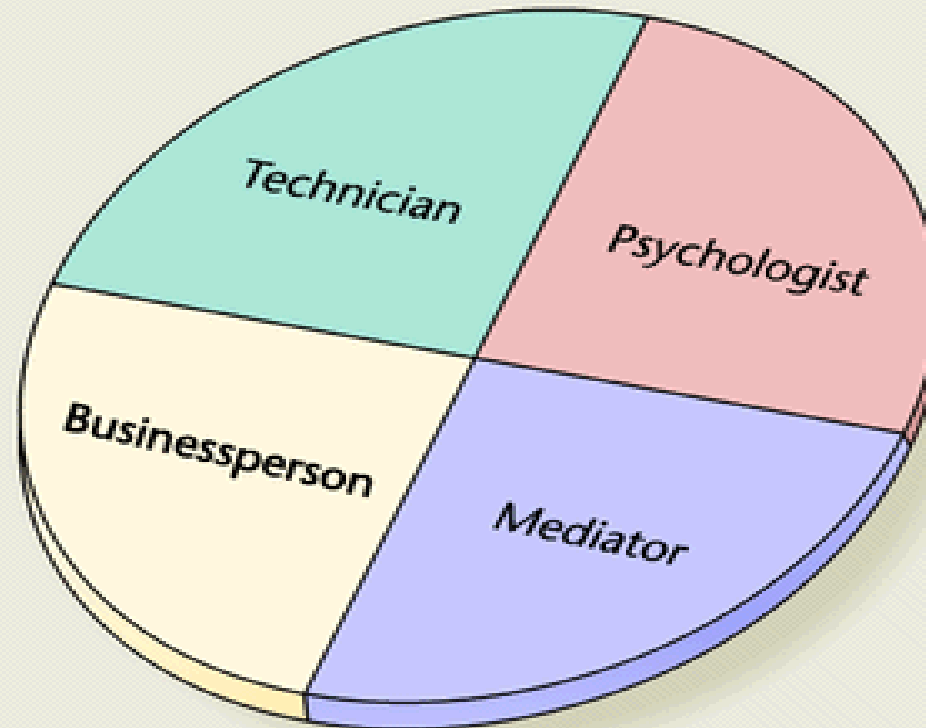
- Expense may discourage IT initiatives
- High rates can be frustrating

## – Overhead Expenditures

- Research and development
- Corporation-wide data communications

- Systems analyst
  - Limited analysis of business needs and ISs
  - Updates and maintains existing ISs
  - Designs new ISs
    - Analyzes system requirements from user input
    - Documents efforts and system features
    - Provides specifications for programmers
  - Agents of change
    - Good persuasion and presentation skills

# Karir



The multiple roles of a systems analyst.

- Database Administrator (DBA)
  - Responsible for database of an organization
    - Planning and design
    - Adoption of DBMSs and 4GLs
    - Physical organization and storage
    - Logical organization
    - Schema development
    - Data dictionary development and maintenance
    - Security measures for access and proper use
    - Failure recovery and back-up measures
    - Updates and data integrity
    - Interfaces of internal databases with other ISs
    - Database personnel management



- Telecommunications Manager
  - Responsible for computer networks
    - Acquisition
    - Implementation
    - Management
    - Maintenance
    - Troubleshooting
  - Assesses future needs of the business

- **Webmaster**
  - Creates and maintains Web site and intranet pages
    - Must know Web technology, business strategy, security
- **Chief Information Officer (CIO)**
  - Responsible for all aspects of ISs
    - Oversees IS research and development
    - Oversees IS infrastructure development
    - Serves as chief technologist
    - Serves as chief agent of change

1. **Be a leader.** Do not only empower IS workers, but lead by example.
2. **Be business-driven.** Understand company strategy and know such things as why it's important to cut product development cycle times.
3. **Have a proven track record** as an experienced manager of IS projects.
4. **Be a pioneer** who can thrive on chaos.
5. **Be technologically adept.** You may not know how each technology works, but you must know how to ask the right questions.
6. **Be humble.** Be willing to admit when you don't understand something.
7. **Play on a team** and be comfortable working in a sometimes confusing matrix structure.
8. **Have intuition** and be able to make decisions quickly, without having every piece of information in hand first.
9. **Be entrepreneurial.** Be able to translate internal projects into externally marketed products when required.

Nine commandments for successful, effective CIOs



- Chief Knowledge Officer (CKO)
  - Responsible for finding strategically important knowledge resources
    - Accumulates, organizes, and retrieves information
    - Chief Learning Officer (CLO)
- Independent Consultant
  - Offers services to companies that lack qualified personnel for specific tasks

