- Two methods or organisational change are: Continuous improvements + Business process reengineering.

- **Continuous Improvements:** constantly seek ways to improve business processes. This is iterative improvement (small change)
  - It is important to improve information system as business grows or declines
  - Gradual & small improvements to make sure their system is most efficient
  - Helps to improve work within the current structure
  - Change within stable system
  - Focused on problem solving

- **Business process reengineering:** Radical redesign of business processes, organisation structure, and information system of structure.
  - Aims to provide fundamental and radical change rather than iterative (small changes like ios)
  - Starts with high level assessment of mission, strategic goal, and customer value
  - Often triggered by problem and what radically change needs to happen

  - Gains: productivity and efficiency.
  - May even change how an organisation does business

- Differences between reengineering and continuous improvements?
  - Firm strong action to remedy serious situation vs routine action for minor improvements
  - Driven for top down vs worker driven (any level employees get involved)
  - Very broad in scope vs narrow scope
  - Initiated by external factors vs initiated by workers close to area

- Is department many roles the four are:
  - Plan for IS and IT department: These ensure the organisation gets a competitve advantage.
  - Develop and adapt to IS and IT infrastructure:
  - Maintain IS and operate and manage infrastructure: due to the possibility of system outage which will cost the firm a lot of money

- Protection of infrastructure and data: the threats may come from- Human error (unnoticed usually and creates problems), malicious human activity, and natural disasters and events. The IS helps protect infrastructure and data by:
    - Identifying threat: eg- faulty service, denial of service, unauthorised data disclosure.
    - Estimating cost
    - Specifying safeguards: help protect company from threats
      - ***Technical safeguards***: (hardware + software)
        - Firewall, malware protection, Identification and authorisation.
      - ***Data safeguards: (data)***

- o Password, backup and recovery, data rights & responsibilities
    - **Human safeguard:** Human threats
        - o Hiring
        - o Training
        - o Education
        - o Assessments

- Importance of stakeholder's/people involvement in information system:
    - o **Involved stakeholders in process:** they should be part of every phase. Their knowledge of the organisation + understanding can help avoid mistakes in your approach + people you choose to involve
    - o **Involved in any assessment and preplanning activities + planning + implementation of Is projects:** they will understand process more and project well and therefore contribute more to project
    - o Involvement of stakeholders builds **transparency**
    - o Any concerns and barriers when planning on adding changes in information system that will affect people, will show up early and therefore be addressed

- Usability**:** asses how easy users interface of an information system are to use. Characteristics are:
    - o **Learnability**: so how easy it for a new user to accomplish basic task when they first encounter the design
    - o **Efficiency:** Once a person learns the design, how quickly can they perform basic tasks of a system
    - o **Memorability:** after a period of non-use and the users come back to use the system how easy is it for them to establish proficiency?
    - o **Errors:** How many errors can user make +how severe these are + how to easy to recover
    - o **Satisfaction:** how pleasant is these designs

- The ways to make usability easier are:
    - o Be minimal in design (not complicated so user can make most)
    - o Provide meaningful help & documentation
    - o Consistent: so every time user uses the system it doesn't change
    - o Support user control: ie undo

- Globalisation/localisation: Is the process of making something local and relevant and specific to a particular place. Why?
    - o More sales: generally, a website or service translated to their language results in more people viewing it as it is in their language so it's easier
    - o Marketing: makes them feel
    - o Reducing risk: so offensive thing doesn't get accidently translated or interpreted incorrectly like images

- Issues to consider:

- Translation of diagrams error messages etc
- Redesign of labels and reports
- Adjust characters $$
- Adjust languages
- Colour of websites.