

How to Plan ...

"excellent . . . invaluable . . . will be a valuable addition to the MIS manager's library."

—*Data Processing Digest*

" . . . readable and wide-ranging. . . this volume has a lot to offer."

—**Nick Beard**, *Computing*

" . . . take it from van Steenis. Hardware is only one element of an information system. . . . although this book is called *How to Plan, Develop, and Use Information Systems*, it's the subtitle, *A Guide to Human Qualities*, that really conveys its essence."

—**Naomi Karten**, *Managing End-User Computing*

"This is not a theoretical book: It is a practical guide to how to make computers work for people, rather than make people adapt to computers. To adapt computers to all people is much more than designing a human-machine interface, only one of the many human tasks in planning, developing, and using computers."

—*from the preface*

"Computers are unique in that we can use them for almost anything. However, we must plan them properly to assure they do the right things. If we can make a model of what we want computers to do, we can implement that model in software and otherware, using appropriate hardware. The basis for success of an information system is careful *planning*, through design of the overall model of what we want the information system to do."

—*from Ch. 1, "Planning Information Systems"*

About the Author



Hein van Steenis worked for IBM Netherlands International Operations from 1960 to 1987, traveling extensively for the company in Europe and the United States. At IBM, he specialized in character recognition planning, development, and standards. Born in Indonesia, he now

lives in Almere, The Netherlands, and is an independent consultant and writer. He is married and the father of three grown daughters.

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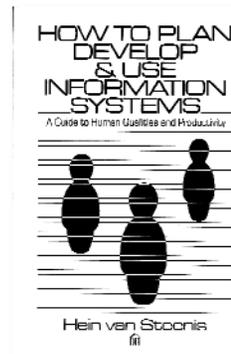
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How to Plan, Develop & Use Information Systems

A Guide to Human Qualities & Productivity

by Hein van Steenis

*Adapt Systems to People,
Not the Other Way Around*



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Today, we are technically capable of producing virtually any type of computer and information system, in any size. Yet, a major problem remains: how to adapt such systems to people and their environment. This practical guide tells you how to do just that. The author argues convincingly that optimizing computers' potential requires first an understanding of people's reaction to computers and the inevitable changes that accompany their introduction into an organization.

This book covers the entire gamut of human activities to automate procedures in an organization, from planning the system and designing the human-machine interface to documenting it and training the users.

The book introduces the ISVIC procedure (Investigating, Structuring, Verifying, Implementing, Checking) as a means to analyze and synthesize complex subjects.

Written in nontechnical language, it explores the human element in a computing environment and shows how systems engineering is more than just issues of software and hardware selection. A central theme is how to achieve a high level of quality by providing service to customers.

The text is understandable to everyone involved in planning, developing, and using computers. Valuable summaries, exercises, and review questions conclude each chapter.

exercises, bibliography, 14 appendices

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