

IS 628: Computer-based Information Systems

Case Study Discussion

Preparation Assignment

Read the *Midsouth Chamber of Commerce (A): The Role of the Operating Manager in Information Systems* case in the text, pp. 10 – 16.

Be prepared for class discussion based on the following questions:

1. Who are the key players in the case and what are their respective roles? Are these the right roles? What roles in particular should be modified? How might such role modifications be accomplished?
2. What about the role of the software vendor, Unitrak Software Corporation; was it an appropriate role? Did Unitrak act responsibly?
3. How much is Kovecki to blame for this situation?
4. One of the recurring themes of the textbook is the importance of information systems politics. To what extent does IS politics explain the situation that has developed at the Midsouth Chamber of Commerce?
5. The case involves what appears to be a fairly routine use of information technology to support a service organization. Yet the Midsouth Chamber of Commerce encountered major problems in bringing up its new system. Is there a lesson here for organizations seeking to adopt new information technology? What is it?
6. What should Lassiter do now?