

the system as early as possible. People, no matter what their level, like to be associated with something that is successful. They also like to feel they have some control over their environment. The following are a list of critical factors that can facilitate success.

1. Commitment Factor

An information system is data which is captured, stored, manipulated and used. The automation of the system is using high technology to facilitate storage and manipulation. If it can't be done manually, it can't be done on the computer. To get it done at all, you need commitment from many people. You need commitment from above so that everyone recognizes this as a serious worthwhile project. With their support must come money and PYs if needed. You also need commitment from the data suppliers and data users. Most important of all you need commitment to excellence from the people running your system. It can take a year or more to put a system on a personal computer and it can take two to three years to have a large system functioning on a mini computer.

2. Technical Factor

You need reliable software and machinery to make a good system. In the best of all possible worlds, computers crash, bugs develop, and machines break. Highly skilled people are needed to fix these things. You need software support (i.e. analysts) computer operators and computer engineers to keep a large machine up and operating. Small computers and word processors may need software support and will need maintenance. When determining who will maintain any equipment, you must ensure that the people involved all meet the necessary security requirements. Large computers particularly work best in cool, static free, dry, dust free, vibration free environments. They may need special rooms with their own air conditioners and extra power supplies. The electricity supply, temperature, static, humidity, dust and vibration levels must all be adequate to the machines' needs. Power fluctuations can do strange things to computer memories.

3. Analytic Factor

You need to do a thorough needs analysis whether you are considering a word processor, personal computer or a large computer. The people who are going to use the system and who are going to be affected by it should,