EU Brings Order Into the (IT Support for) Public Employment Services in Federation of Bosnia and Herzegovina

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请勿乱扔杂物
Experts at Work
Business Strategy

IS Strategy

Technology  People  Processes

Metrics

*Business Value and Alignment!!*
- Simplification
- Standardization
- Automation
- Integration
- Leveraging
- Waste elimination

Of

Business Processes and Technology

Value
Costs

= ROI = $
Cooperating partners with compatible visions, aligned priorities, and focused objectives

Aligned legislation so that exchanged data is accorded proper legal weight

Coordinated processes in which different organisations achieve a previously agreed and mutually beneficial goal

Precise meaning of exchanged information which is preserved and understood by all parties

Planning of technical issues involved in linking computer systems and services

Political Context

Legal Interoperability

Legislative Alignment

Organisational Interoperability

Organisation and Process Alignment

Semantic Interoperability

Semantic Alignment

Technical Interoperability

Interaction & Transport
Separate Policy from Mechanism!

• A broad principle applicable to many systems
• The dominant policies in most systems serve business goals, and the mechanisms of technology should serve this greater purpose
• Problem 1 - our collective ignorance
• Problem 2 - our almost arbitrary adherence to fashion
• As in great design, submission to purpose is a matter of humility and gratitude
• Find mechanisms that suit your culture and context!
Top IT Questions in PES:

**WHAT** is the main IT problem to be solved?

**WHY** is it the main problem?

**HOW** would you solve it ...
1. Education (27.59%)
2. Equipment (18.533%)
3. Inadequate previous IS (7.33%)
4. ...
ENGINEERS
People who work 21 days per year
People who live 21 days per year
People who need a plumber
People who can fix their own sink
Conclusions

N/A