

Managing Information Technology in smaller enterprises

Help with delivering a better computer service for your business

Ray Smith



Polygon Projects

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Ray Smith hereby asserts his moral right to be identified as the author of this work.

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Introduction

Many people now have access to a computer at home and few young people will escape from the education system without some experience of using one. Lack of basic computer skills is, therefore, not the problem I intend to address here. This book is about *managing* computers effectively to benefit an organisation; an equally important skill.

Surviving the day to day challenges computers present to a non-IT specialist might be approached by trial and error but handling strategic planning and understanding the technology sufficiently to make informed choices needs a better foundation. I know from my experience of working with smaller organisations that many otherwise competent managers feel ill-equipped to cope with these issues. The result is they feel that IT is an area of responsibility over which they have limited control and suspect they could be doing it better but don't really know where to start. Whether this profile fits you exactly or not, I hope you will benefit from my overall aim of demonstrating ways to improve the performance of your IT operation and perhaps save your organisation some money and yourself some sleepless nights!

Ray Smith

For readers in a hurry

Chapter 1 is a gentle introduction to the basics of a digital computer and Chapter 2 covers a brief history of computing and the evolution of the micro-computer. They are there to overcome some of the mystification and bafflement that clouds the experience of working with computers for many people. However if you don't have that problem, then skip to Chapter 3 which gets stuck into more practical issues.

For the curious, and those who feel the need to challenge the IT professionals they encounter, technical terms underlined in the text link to a **technical glossary** for all those perplexing acronyms and abbreviations, but ignoring these should not prevent you from achieving the main purpose of the book.

If you are in a hurry you can also choose to ignore the sections of **boxed text** which expand on the background to many of the topics I cover. These include a number of **case studies**, based on my own experiences, to highlight particular themes in a real world context.

