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Information Technology is All about the People

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Information technology is all about the people

Your information systems (IS) are made up of your information technology (IT) along with the 3 P's — processes, people and policies.



Kevin Lee Elder

If there is a problem with your IS, we usually focus on the IT. New IS will fix it. IT usually doesn't. IT might have a new fancier interface or IT might make

it faster, but you usually still have the same problems.

The most important part of an IS has always been the people, and they will never be replaced with IT. In movies such as 2001 a Space Odyssey and others, we used to see IT trying to take over the world all the time. We don't see that in movies anymore, which I

think is too bad, but we still don't know why.

I think the reason is without people, the IT has little or no value, but people should always have value with or without IT. The problems with most systems and the solutions to problems with most systems usually lies in the 3 P's.

In honor of our new basketball coach here at Georgia Southern, who really focuses on developing his young players into men, let's look at the most important P (People) today.

When a virus infects our system, we blame the virus protection software and get our IT personnel to 'fix' IT.

While people usually make the most noise in our systems, they rarely get the attention they need to solve the real problems with our systems. More often than not, the prob-

lem lies with the person using the IT not the IT itself.

In the example of the virus problem, if you don't update the virus protection software, you might as well not install it. IT by itself can't do much of anything. The updates to virus protection software are vital for the IT to keep up with the latest viruses. Hackers have more free time than most of us, so we have to keep up to date with our virus protection software routinely or we will get 'sick.'

Therefore, people need to be educated and trained with what to do and how to prevent getting 'sick'. IT is all about the people.

Even with education and training, if the people using the system don't act responsibly, it won't keep the IT safe either. Most viruses can be avoided if users know what

type of websites to avoid and what type of attachments not to open.

But even if they know better, if they have bad habits, we need to break them. The best IT can't overcome the worst habits of people. We are all on the same networks and systems. People don't realize if they allow viruses and hackers onto their computer and system, it is allowed onto mine, too.

Six degrees of separation is all there is among all of us. If one person gets a virus through his or her e-mail or websites they frequently visit, you or I could come along within six steps, six nodes of the network or six web pages cached.

Identity theft and hacking is usually not about the IT, IT is all about the people.

Think about a car being

stolen from the parking lot. The thief won't likely steal your car if you have good habits.

Roll up your windows, lock the doors and don't leave valuables in sight. There are plenty of cars with the windows down, valuables on the seat and probably one or two with the keys left in them if not in the ignition (take a look around at the parking lot at work).

If the people have good habits along with proper training and education, you can avoid many bad outcomes and problems. The same thing applies to our information systems. IT is all about the users. IT is all about the people, so invest in them first.

Kevin Lee Elder is an associate professor of information systems at Georgia Southern University. He can be reached by e-mail at kelder@georgiasouthern.edu

NEWSMAKERS, From 5

Education: Savannah Country Day School, 1999; Bachelor of Arts, University of Georgia, 2004; He has earned a Commercial Lines Coverage Specialist designation.

honors&awards

TRIBUNE OWNER, PUBLISHER TO BE HONORED BY CONSORTIUM OF DOCTORS

Honor/award: Savannah Tribune owner and publisher Shirley Barber James will receive the COD Humanitarian Award at the 19th Annual Doctors Conference to be held 7-10 p.m. July 24 at the Hyatt Regency Hotel in the Regency Ballroom.



Background: The COD is an organization comprised of women who have earned doctoral degrees from accredited institutions. The co-director is Savannah native Harriette Bias-Insignares of Nashville, Tenn. James has received many awards locally and nationally, including national recipient of the 1997 Athena Award and the Helen V. Head Small Business Advocate of the Year. She was chosen as one of the

2010 Top Ten Working Women of the Year awarded by A Working Woman in Need Inc.

PARRISH MARKS 25TH YEAR AT J.T. TURNER

Honor/award: David Parrish, a senior project manager with J.T. Turner Construction, recently completed his 25th year with the company. Parrish has worked on noteworthy projects such as the Chamber of Commerce, Bethesda Home for Boys, Vietnam Memorial, Christ Church and the Secession Clubhouse. Two of his projects were also the recipients of a Georgia Trust for Historic Preservation Award, the William Hunter House in Savannah and the Oak House in Madison, Ga.



FORDHAM NAMED LEGIONNAIRE OF THE YEAR

Honor/award: Tommy Fordham, the Junior Vice Commander of American Legion Savannah Post 135, was named Legionnaire of the Year 2010/2011 for Post 135.



ASSOCIATION SERVICES TEAM MEMBERS EARN CMCA, AMS ACCREDITATIONS

Associations Services, Inc. announced that four team members recently acquired their Certified Manager of Community Associations (CMCA) accreditation and one member earned her Association Management Specialist (AMS) designation through Community Associations Institute (CAI).

CMCA designees were:

- **Paige Bragg** – Office Manager and with ASI for eight years, possesses excellent office organization and customer service background and manages two community associations.
- **Kevin Caruso** – President & CEO of ASI, has been with company for 10 years and has extensive business management background.
- **Craig Lester** – Community Association Manager, a South Carolina licensed real estate broker.
- **Glen Meyers** – Community Association Manager with an excellent project management background.

The AMS designee was:

- **Carolyn Neely** – A Community Association Manager with 16 years experience with ASI and has an extensive community management background.

FORD BECOMES EXCHANGE CLUB PRESIDENT

Honor/award: Jason Ford, associate vice president and investment officer for Wells Fargo Advisors – formally Wachovia



Securities – has been named president of the Exchange Club of Savannah. He will carry on the club's primary objectives including community service through the promotion of Americanism, multiple youth programs, and the prevention of child abuse. He is the youngest president in local club history.

2010 NATIONAL ADDY STUDENT SILVER WINNERS

The Advertising Federation of Savannah announced the following students have been recognized by the American Advertising Federation as 2010 National ADDY Student Silver Award Winners:

2010 National ADDY Student Silver Award Winner Television

Mike Salvador, Callie Vinson, Adam Porter and Michael Pa from Savannah College of Art and Design for Nerds Foley Artist, which can be found at youtube.com/watch?v=AyTos3mlCzE

2010 National ADDY Student Silver Award Winner

Newspaper Ad Lizzi Bradley from Savannah College of Art and Design for Seagram's 7 Whiskey

PINCKNEY GRADUATES FROM THE GEORGIA BANKING SCHOOL

Honor/award: Dee Pinckney, senior vice president/private bank executive at First Chatham Bank, graduated recently from the Georgia Banking School. The graduation ceremony took place at the Center for Continuing Education on the campus of the University of Georgia.



how to submit

To submit information about new hires, promotions, honors, awards and training, go to businessinsavannah.com, fill out the form and attach a .jpg image. Entries may be edited. Questions? Call BiS Editor Gale Baldwin at 912-652-0300 or e-mail gale.baldwin@savannahnow.com.