

EIT 343

Emerging Information Technologies

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Goal: To write a short case study that describes the introduction of an emerging information technology into the organization. The purpose of this project is to learn how you can help introduce new technologies into your workplace.

Note: This project requires you to work with a real organization. This organization can be a small business, a large company, or a nonprofit group. The technology must be real as well, but can be hardware or software that contains a new technology.

Instructions for the Term Project

Choose one of the emerging information technologies you are curious about. Find an organization that is implementing the technology (or has recently implemented it). If you are employed, this may be the firm where you are currently employed if you prefer. It can be a small business or a large company. It can be a nonprofit organization such as a religious group or a theatre, or it can be a hospital or clinic.

This project should emphasize how an emerging information technology has been implemented in a particular organization. Understanding and describing how that organization implemented the technology is the key to a good case study.

You need to conduct primary research by visiting an organization to gather data for your project. While you may want to include a few references from trade journals, reference manuals, internal organizational documents, and the like, most of your insights will come from interviewing, investigating and observing how the technology is used within the organization.

You will be asked to provide contact information (phone, email) for your main contact, so that appropriate letters of appreciation can be sent.

Use your data to write a case study of the organization that includes an overview of the organization, their culture and orientation (whether a service or manufacturing concern) as well as the technological climate; a description of the hardware and software they are using (complete with screen captures and examples of manuals) as well as the people involved in the implementation; the problems they are addressing or opportunities they are capturing by using the technology; the problems and or barriers they are experiencing; and what lessons you believe *other* organizations can learn from what your case study has shown.

Deliverables

1. A 12-16 page case study of an actual organization that makes the company and the process it used to implement an emerging information technology come alive.
2. Your paper should follow this general outline (use the heading in **bold**):

Title page. (Create a title that includes the technology and the company you studied). This page includes your name and a title that includes the name of the technology and the type of business adopting the technology.

1. **Executive Summary.** (Write this part last.)
2. **Overview of the Organization, Culture, and Technology Climate.** (Describe the company you visit.)
3. **Motivation for Introducing the New Technology.** (Identify the problems and opportunities that are being addressed with the technology.)
4. **The Emerging Information Technology: What it Is and How it Works** (Describe the technology, but don't be overly technical in this section.)
5. **What Barriers and Obstacles Needed to be Overcome.** (Identify any barriers that have been encountered in the implementation and elaborate on how they were (or will be) overcome.)
6. **People and their Roles.** (Describe the qualities of those who were involved in the technology implementation.)
7. **The Implementation Process.** (Describe the steps the organization followed (or will follow) to introduce and implement the information technology.
8. **Major Benefits Gained.** (Identify how the organization is better now than it was before.)
9. **Lessons Learned.** (Explain how your study can be generalized to other organizations so that others may benefit from your experiences.)
10. **Conclusion.** (Here is your chance to tell us why the technology is great and how a company can easily adopt this technology if they follow the guidelines in the paper.)

Also: References, including conversations you had with employees, including name of person, their position, date and time of interview.

IMPORTANT: As soon as you have a commitment from an organization, use the form on the Web site to email your abstract to me for approval. I will approve your topic and suggest refinements. (See next page).

Your abstract should follow the form of:

1. Your name
2. Name of organization and the technology being researched
3. A 100-word abstract giving a brief overview of the company and the problems/opportunities they are addressing with the technology
4. A list of keywords that you will use in describing this case study so that others can find it and share in the lessons learned.

Guidelines

Try to achieve balance. The sections should be roughly of equal length.

If you include figures, photographs, or other exhibits, the paper may be longer.

You are required to choose a writing style and consistently follow it throughout both papers. You can follow the style used in our book if you like, or use APA (American Psychological Association) style, but there are many others.

The term project is an organization case study. It should be written in a style similar to other case studies in which the solution is provided. It should set up a problem, a struggle, a solution, and a moral to the story (as in lessons learned).

The conclusion wraps up the story. It repeats the story in a concise way and encourages others to adopt similar technologies.

Grading. Generally, each of the project deliverables is graded on its content (originality, accuracy and realism) contribution to the field of emerging information technology, cohesiveness and depth of your grasp of the material you present, and professional style. Come to class to hear more suggestions for improving the paper.