

“HOW USER BEHAVIOUR AND INFORMATION MANAGEMENT ARE NOW CRITICAL FOR IT MANAGEMENT”

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Abstract

Large scale Information Systems are more difficult and more expensive to develop than at any time in the history of computing. This is in part due to the considerable requirements now placed upon systems, for example, 24/7 working or near immediate processing of transactions, but also due to emerging issues around information architectures, data protection, cyber-security and human-computer interaction. The talk attempts to demonstrate how user behaviour and information management have grown as critical topics for those managing technology, perhaps as identified by researchers for some years. But both have emerged in rather unpredicted ways, well beyond the boundaries of IT systems.