INFORMATION SYSTEMS
PLANNING REPORT

Published by
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Information Systems Program (ISP)

Information Systems Planning Report

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I INTRODUCTION

- This report is part of INPUT's Information Systems Program. It identifies strategic planning issues and trends for information systems. The object is to help information systems (IS) management make effective decisions regarding organization, hardware, software, systems, and procedures.

A. SCOPE AND METHODOLOGY

- The research of this report focuses on information system plans for companies in the following industries:
  - Banking and finance.
  - Discrete manufacturing.
  - Distribution retail.
  - Distribution wholesale.
  - Education.
  - Insurance.

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- Medical.
- Process manufacturing.
- Service industry.
- Telecommunications.
- Transportation.
- Utilities.

- The research was based on continuing interviews conducted throughout the year with IS executives from companies whose annual revenue exceeded $500 million. These interviews encompassed IS plans, budgets, the role of technology, and directions over the next five years.

- Major vendors were also interviewed to determine product and service trends as well as their perspective on the computer industry in the next five years. INPUT's extensive research base for its Information Systems, Market Analysis, and Customer Service programs was also used in this report's analysis.

B. REPORT ORGANIZATION

- This report is organized as follows:
  - Section II is an executive overivew formatted as a presentation for group discussions.
  - Section III presents the annual survey findings in each industry on the following topics:

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- Information Systems Directions. This section identifies major IS issues. Exhibit I-1 shows how the issues are categorized, their focus, and the planning horizon.

- Impact of Technology. This section discusses the impact of new technology development on the company and the industry.

- New Applications. This section looks at the major new applications being developed and the resources used to develop these systems.

- Budget Analysis. This section analyzes IS budget distribution and growth and factors that affect the budgetary process.

- Unmet Needs. This section identifies users' needs which are not being satisfied by vendors.

- The Appendices contain copies of the financial and issue questionnaire.

C. RELATED INPUT REPORTS

- Industrial readers are referred to the following INPUT reports:

  - Micro-Mainframe: Connectivity.

    - Examines the complex communications considerations affecting micro-mainframe links and analyzes the impact on corporate networks.

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EXHIBIT I-1

ISSUE HIERARCHY

MAJOR ISSUE SECTION	FOCUS	TIMEFRAME
Driving Forces	Strategic	Over 3 Years
Issues	Tactical	2 to 3 Years
Objectives	Operational	0 to 2 Years

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- Office Videotex.

  . Examines corporate in-house applications for this user-friendly technology which has so far failed to make an impact as a new, consumer-oriented media.

- Distributed Processing Services.

  . Examines the role of DPS, which shares processing between on-site computers and a remote computing service.

- IBM Operating Systems Strategies.

  . Analyzes the impact and implications of six major operating systems supporting IBM architectures.

- Network Services Directions.

  . Provides a technology scan of networking techniques, vendor profiles, user attitudes, and perspectives on applications.

- Impact of CD ROM on Information Services.

  . Describes principal applications and presents strategic recommendations regarding CD ROM.

- Departmental Systems and Software Directions.

  . Describes work group computing, which integrates processors of all sizes, and presents recommendations on how to best integrate departmental software into existing IS environments.

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U-ISA
Letter
Original

December 12, 1986

NO ITEM TO INSERT

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Dear
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:

The following are enclosed in this Information Systems Planning shipment as part of your deliverable in the ISP Program:

- 1 Information Systems Planning Report binder
- 1 Title and copyright page to be placed in front of the first tab
- 1 set of 20 tabs, as follows:
  - I Introduction
  - II Executive Overview
  - III Industry Markets
    - Banking and Finance
    - Discrete Manufacturing
    - Distribution - Retail
    - Distribution - Wholesale
    - Education
    - Federal Government
    - Insurance
    - Medical
    - Process Manufacturing
    - Service Industry
    - State and Local Government
    - Telecommunications
    - Transportation
    - Utilities
    - Other Industry Specific
  - IV Appendices
  - V About INPUT

- Plus, the following sections are to be filed behind the appropriate tab:

  Introduction
  Banking and Finance
  Discrete Manufacturing
  Distribution - Wholesale
  Education
  Insurance
  Transportation
  Utilities
  About INPUT

The remaining sections will be sent to you as soon as they are available.

Sincerely,

Gill R. Macmillan
Director, Research

GRM:ml

Enclosures