MEMORANDUM

DATE: December 4, 1987

TO: Sheila

FROM: Doug T.

SUBJECT: UBRA - ISP Annual Planning Report

cc: Sherri

Attached is the ISP Annual Planning Report. It is ready for
production. Below are notes to aid the production process.

File Contents

     The files (all are Word files) on the enclosed disk
     contain:

          FILENAME   CONTENTS

          UBRAABS.DOC   Abstract
          UBRAOUT.DOC   Table of Contents
          UBRAEXH.DOC   List of Exhibits
          UBRAI.DOC   Chapters I and II
          UBRAIII.DOC   Chapters III and IV
          UBRAV.DOC   Chapter V
          UBRAAPP.DOC   Appendix 1
          UBRAPRES.DOC   Pres Release
          UBRALET.DOC   Client transmittal letter
          DA_UBRAX.WR1   Exhibits V-2 & 3 (Symphony)

Exhibits

     Many of the exhibits are included with the chapter text
     if they are "word exhibits". They are delineated by
     dashed lines and are preceeded by a note **(Insert
     Exhibit A-x}**.Please note that some of these word
     exhibits have been enhanced by hand drawn graphics
     which must be added in production.

     Other exhibits are graphics from other reports and
     presentations. Where the source is known it is
     indicated.

Exhibits V-2 & 3 are contained in Symphony files on the disks. This should prevenT the requirement to rekey the data.

Cover

The summary report is much larger than the verticals and may run 60 plus pages. It still needs to be three hole drilled and bound to go in the Program Planning binder. I urge that a heavier, glossy cover be used.

Other

There is no Thank You package required.

I will perform the QC.

THANKS!

INFORMATION SYSTEMS
PLANNING REPORT

Information Systems Program (ISP)

Information Systems Planning Report

I   INTRODUCTION

- This report is part of INPUT's 1987 Information Systems Program. It identifies strategic planning issues and trends for information systems. The objective 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.

    - Federal government.

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- Insurance.

- Medical.

- Process manufacturing.

- Service industry.

- State and local government.

- Telecommunications.

- Transportation.

- Utilities.

- Other industry-specific sectors.

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

- Major vendors are 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 is also used in this report's analysis.

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B.   REPORT ORGANIZATION

- This report is organized as follows:

    - Section II is an executive overivew formatted as a presentation of key IS issues for group discussions.

    - Section III presents the annual survey findings in each industry sector on the following topics:

        . Information Systems Directions. This section identifies major IS issues. Exhibit I-I 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 questionnaires.

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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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C.   RELATED INPUT REPORTS

- Readers are also referred to the following INPUT Information Systems Program reports:

    - Large-Scale Systems Directions.

        . Examines distributed systems development and computer/communications networks and provides residual value forecasts for IBM, Amdahl, and NAS large-scale systems.

    - 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.

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- <u>Impact of CD ROM on Information Services</u>.

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

- <u>Departmental Systems and Software Directions</u>.

    • 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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