

## How to Plan ...

"excellent . . . invaluable . . . will be a valuable addition to the MIS manager's library."

—*Data Processing Digest*

" . . . readable and wide-ranging. . . this volume has a lot to offer."

—**Nick Beard**, *Computing*

" . . . take it from van Steenis. Hardware is only one element of an information system. . . . although this book is called *How to Plan, Develop, and Use Information Systems*, it's the subtitle, *A Guide to Human Qualities*, that really conveys its essence."

—**Naomi Karten**, *Managing End-User Computing*

"This is not a theoretical book: It is a practical guide to how to make computers work for people, rather than make people adapt to computers. To adapt computers to all people is much more than designing a human-machine interface, only one of the many human tasks in planning, developing, and using computers."

—*from the preface*

"Computers are unique in that we can use them for almost anything. However, we must plan them properly to assure they do the right things. If we can make a model of what we want computers to do, we can implement that model in software and otherware, using appropriate hardware. The basis for success of an information system is careful *planning*, through design of the overall model of what we want the information system to do."

—*from Ch. 1, "Planning Information Systems"*

## About the Author



**H**ein van Steenis worked for IBM Netherlands International Operations from 1960 to 1987, traveling extensively for the company in Europe and the United States. At IBM, he specialized in character recognition planning, development, and standards. Born in Indonesia, he now

lives in Almere, The Netherlands, and is an independent consultant and writer. He is married and the father of three grown daughters.

## Partial Contents

### PART I. INTRODUCING PEOPLE AND COMPUTERS

1. Planning Information Systems
2. Understanding Human Behavior and the Mind
3. Human-Machine Considerations

### PART II. DEVELOPING AND USING INFORMATION PROCESSING SYSTEMS

4. Developing Information Systems
5. Using Information Systems

### Part III. COMMUNICATION, DOCUMENTATION, AND TRAINING

6. On Language
7. On-Line Communication
8. User Documentation
9. Training

### Part IV: ORGANIZING AND MANAGING FOR QUALITY

10. Defining Quality
11. Structuring an Organization
12. On Managing and Being Managed
13. Commitment and Self-Actualization

### EPILOGUE

### APPENDICES

- A Recommendations for VDT Users
- B On-Line Dialogue Design Principles
- C Preparing and Making a Presentation
- D Attending a Presentation
- E Having a Productive Meeting
- F Daydreaming and Brainstorming to Generate Ideas
- G Writing a Meeting or Activity Report
- H Conducting an Interview
- I Talking Person to Person
- J Negotiating for Agreement
- K Elements of a Manual
- L Designing and Making an Index
- M Keeping a Diary as an Aid to Memory
- N Nonverbal Communication

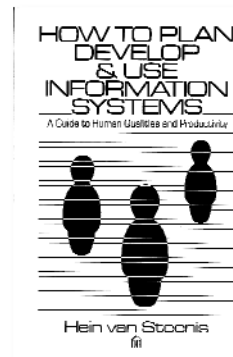
**Glossary, Bibliography, Author Index, Subject Index**

# How to Plan, Develop & Use Information Systems

A Guide to Human Qualities & Productivity

by Hein van Steenis

*Adapt Systems to People,  
Not the Other Way Around*



ISBN: 978-0-932633-12-5  
©1990 360 pages hardcover  
\$40.95 (includes \$6 UPS in US)

**T**oday, we are technically capable of producing virtually any type of computer and information system, in any size. Yet, a major problem remains: how to adapt such systems to people and their environment. This practical guide tells you how to do just that. The author argues convincingly that optimizing computers' potential requires first an understanding of people's reaction to computers and the inevitable changes that accompany their introduction into an organization.

**T**his book covers the entire gamut of human activities to automate procedures in an organization, from planning the system and designing the human-machine interface to documenting it and training the users.

**T**he book introduces the ISVIC procedure (Investigating, Structuring, Verifying, Implementing, Checking) as a means to analyze and synthesize complex subjects.

**W**ritten in nontechnical language, it explores the human element in a computing environment and shows how systems engineering is more than just issues of software and hardware selection. A central theme is how to achieve a high level of quality by providing service to customers.

**T**he text is understandable to everyone involved in planning, developing, and using computers. Valuable summaries, exercises, and review questions conclude each chapter.

exercises, bibliography, 14 appendices

Read more about this book at  
<http://www.dorsethouse.com/books/htp.html>