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**MANAGING TECHNOLOGY TRANSITIONS AND CULTIVATING A
COLLABORATIVE TECHNOLOGY MANAGEMENT™
ENVIRONMENT**

The University of Texas at El Paso

Technology Management

- Set of administration disciplines that allows organizations to manage their technological fundamentals to create competitive advantage.



Technology Management Space

- Technology Strategy
 - Plan
- Technology Forecast
 - Relevant technology
- Technology Roadmap
 - Market needs
- Technology Project Portfolio
 - Technologies in use



Technology Management Considerations

- Technology resources
- Mitigation Plan
- Long term goals
- Internet safety

Technology resources

- Technology resources can include:
 - Hardware
 - Software
 - As well as upcoming technological innovations

Mitigation Plan

- Unfortunately, it is necessary to have a back-up plan in case their technology fails.

For example: Situations involving the use of the Internet have a higher risk of failing.



Long Term Goals

- Small steps can be taken to greatly improve a project's implementation.
- Ultimate goal is to have a number of technology-capable resources.
- Long term goals to incorporate what is needed for you customer or the company to stay competitive.

Internet Safety

- ❑ Know what you need to protect
- ❑ Enforce strong password policies
- ❑ Map out a disaster preparedness plan today
- ❑ Encrypt confidential information
- ❑ Use a reliable security solution
- ❑ Protect information completely
- ❑ Stay up to date
- ❑ Educate employees

Technology Management Plan - Guide

- ❑ **Introduction**
- ❑ **Overview of the Organization**
- ❑ **Vision**
- ❑ **Mission**
- ❑ **Purpose of the Information Management**
- ❑ **Objectives of the Information Management Plan**
- ❑ **Objectives of Computer Services**
- ❑ **Scope of Information Management Systems**
- ❑ **Customers of Information**
- ❑ **Information Reporting**
- ❑ **Confidentiality, Security and Integrity of Data**
- ❑ **Education Strategy**
- ❑ **Transmission of Internal and External Data/Information**
- ❑ **Data Definitions**

Technology Management Plan - Guide (cont.)

- Planning Methodology
- Knowledge-based Information
- Aggregate Data
- Comparative
- Performance
- Opportunities for Improvements
- Records Retention
- **Summary**
- **Appendix A** – Information Management Needs Assessment
- **Appendix B** – System Change Request Form
- **Appendix C** - Security, Confidentiality And Integrity Of Information
- **Appendix D** - LSUHSC Confidentiality Agreement
- **Appendix E** – LSUHSC Information Technology Strategic Plan

Objective

- Reduce Cost of Operations

Ex: Dell Computer Corporation:

Technology lowered manufacturing and administrative costs, enabling the company to sell computers cheaper than most other vendors.

Objective

□ New product/new market creation:

Ex: Sony Corporation, who founded the technology of reduction to create a whole new class of portable consumer electronics such as cellphones.

Adaptability to changes in scale and format, addressing small devices such as cell phones that could practically become a support of various features and functions. Cell phones began to support email, web browsing, text messaging, and even picture taking besides usual phone calls.

Objective

- Improved customer service

Ex: Federal Express

Use technology in their sophisticated package-tracking system which enables that company to locate the shipments while in transit and report its status to the customer.

Objective

- Reorganized administrative operations

Ex: The Banking industry

Reduced the cost of serving its customers by using technologies such as automated teller machines, toll-free call centers, and the Web (checking balances, transactions, and payments).

Relevance

- Role of technology management is to understand the value of vital technology for the organization. Continuous development of technology is valuable as long as there is a value for the customer.



Thank you



References

- Information

Retrieved from: <http://www.referenceforbusiness.com/>