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# IT SUPPORT IN INTERNATIONAL OFFICE

(Web + ISOIS)

Adam Hykl Masaryk University

#### Let's talk...

#### Information Management System at Israeli universities:

- Is there any? More of them?
- What does it cover?
- Who is suppose to be in charge of implementation?
- Sufficient scope?

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#### Think about your case

- Not everything is relevant
- It is not just about programming
- Critical approach

- Inspiration
- "Business" analysis
- Revision
- Avoid just "digitalizing" analog processes & information overflow
- -5 WHY & Golden Circle

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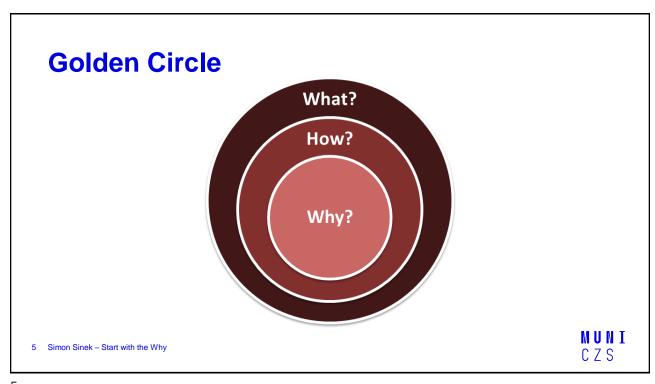
#### 5 Why

- Getting to the root cause
- Is it really The Issue? Is it necessary?

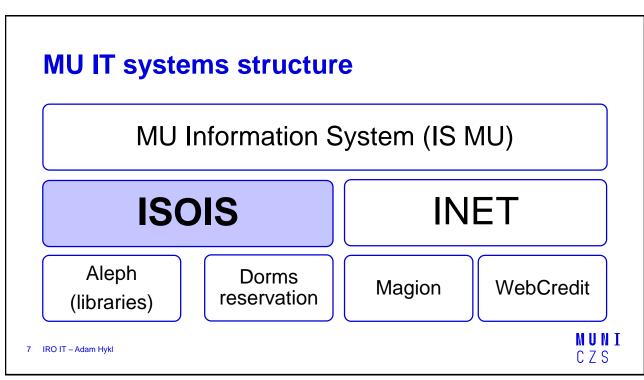


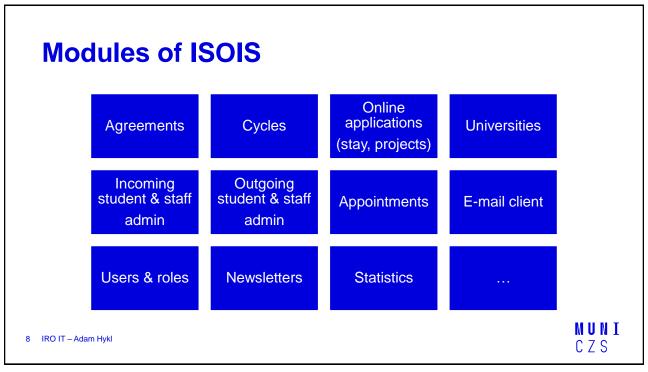
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## QUESTIONS and (hopefully) ANSWERS

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Adam Hykl, hykl@czs.muni.cz

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