



Information Technology Managers Role and Responsibility: A Study at Select Hospitals

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Abstract - Information Technology (IT) is considered to be the most rapidly growing segment in the world ecosystem. IT development permeates every human activity. IT has radically changed the way medicine is practiced and now it is not confined to developed countries. Developing countries such as India has kept pace with the world in modern technology. With enormous IT investments it has become increasingly important to maintain and monitor IT resources. IT managers are responsible to carry out the core IT, allied activities and have to wear a lot of hats to perform their job efficiently. The present study is exploratory in nature and is undertaken to identify information technology managers' roles & responsibility in a hospital, to understand intricacy of IT manager. The sampling method followed is purposive sampling. The data was collected by face to face interview and data was analyzed through Interpretative Phenomenological Analysis. The research finding articulates that the Information technology managers play imperative roles. The IT managers role and responsibilities vary depends on the size, structure, nature of the hospital and its technology adaptation. The core role and responsibility of IT manages include Managerial role, Operational role, Web master role, Consultant role, Training role, Team leader role.

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I. INTRODUCTION

Information and communication technology paraphernalia are arguably the most rapidly growing segment of the world ecosystem. The development in the sector permeates every human activity; social, economic, cultural, religious, political and healthcare (Idowu P et al, 2008). Information technology has radically changed the way that many people employed, work and think. Over the years, technology has touched a new pinnacle and now it is not confined to developed countries. Developing countries such as India have kept pace with the world in modern technology. Information technology has revolutionized the way medicine is practiced and how healthcare information is documented, archived and retrieved at the point of care.

Healthcare professionals can no longer ignore the practical application of information technology. While information technology is facing challenges of adoption, communication technology is striving to create health information exchanges for connecting providers within multi-organization environments and across disparate

geographical boundaries, using secure and fail-safe internet connectivity for high speed data, voice and video communication (Neeraj Gour & Dhiraj Srivastava, 2010, Dr. Ajit K. Nagpal, 2011).

With enormous investments and intervention of Information Technology, IT has become increasingly important. Organizations continue to understand the benefits from IT especially in conjunction with corporate initiatives such as business process reengineering (BPR). Furthermore, the impact of technology on non financial outcomes such as customer satisfaction and quality is gaining interest. (Sarv Devaraj & Rajiv Kohli, 2000). In order to manage IT related product and service IT manager has to wear a lot of hats. Different part of organization will have different expectations of this position which has to be matched. (Bill Holtsnider and Brian D. Jaffe, 2012). It is also held that to be an effective IT manager he should develop a border frame of references, admit information you might otherwise ignore and consider other professional viewpoint (Rob Aalders and Peter Hind, 2002)

II. METHODS

The present study is exploratory in nature. The data is largely descriptive and categorized as a non-experimental qualitative study. The research is undertaken to identify information technology manager's roles & responsibility in a hospital and to understand intricacy allied with the job. The sampling method followed is purposive sampling. A prior appointment was taken from 45 participants including senior IT managers and junior IT managers who were working at least for one year with the hospital and were full time employees. They were briefed about the research study and encouraged to expel information relating to role and responsibilities as an IT manager .The data was collected by face to face interview; the facts were recorded manually. After the recording from the entire 45 participants data was analyzed through Interpretative Phenomenological Analysis. The study is restricted to hospitals of Hyderabad and Secunderabad.

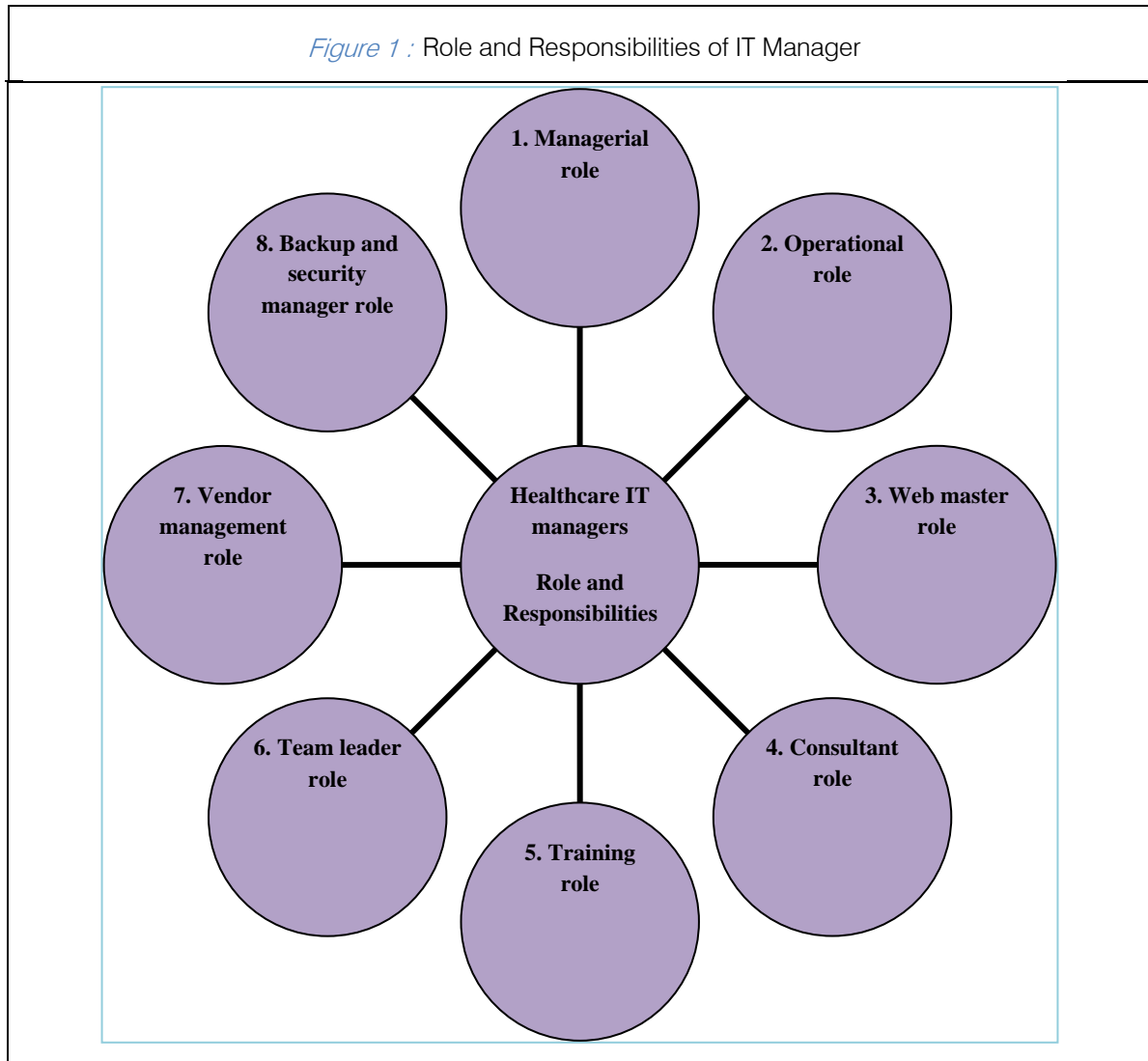
III. DISCUSSIONS

The research finding articulates that the Information technology managers play imperative roles. The IT managers role and responsibilities vary depends on the size, structure, nature of the hospital and its

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technology adaptation. It was evident from the research that the IT managers are supported with full team that included a junior IT manager with skilled assistance and

domain experts. The primary or core IT managers roles and responsibilities that were expressed after the study are represented in the form of sketch.



a) Managerial Role

- Supervision and development of ideal IT system with staffing the IT team.
- Create an IT roadmap and action plan for future growth.
- Provide direction, consulting, approve, administration and monitor major projects, IT budgets, priorities, standards, procedures, and overall IT performance.
- Involve in testing integrity and performance of various information networks and software applications.
- Regular Periodic review and evaluate how current systems and applications are meeting the needs of the hospital and employees working. Coordinate with all head of the departments within hospital and take their inputs to improve the technology solutions, implementation and adoption.

- Regular review meetings with all the key stake holders to update on IT actions. Review the adequacy and allocation of IT resources in terms of funding, personnel, equipment, and service levels.
- Researching and installing new and improved systems.
- Control the computer systems budgets and expenditures.

b) Operational Role

- IT Manager is responsible for managing the end-to-end IT operations of the hospitals. That include Plan, organize, direct, control and evaluate the operations of information systems and electronic processing.
- Provide network design, installation, monitoring, management, and troubleshooting for WAN and LANs including main locations and remote sites. If

needed Provide networking support to partner organizations.

- Ensures successful implementation and rollout of various modules of the Hospital Management System at the hospital. Setup and manage help desk support for staff within the facility.
- Ensuring equipment interface setup and maintenance.
- Valuating user needs and system functionality and ensuring the facilities meet these needs i.e. Coordinate priorities between the IT department and user departments.
- Maintain current and accurate inventory of technology hardware, software and resources.

c) Web Master Role

- IT manager's role includes E-business planning, particularly in terms of defining the Internet presence of a hospital with all latest informational updates and web support.
- Higher backend E- process and responsibilities range from encrypting , tracking information collected from visitors visiting the sites (Medical Tourism), developing and monitoring online community tools (social networking), such as message boards, feedback forms, surveys, software and hardware related to Internet.

d) Consultant Role

- IT managers also serve as consultants to executive level officers when it comes to developing and applying information technology policy and standards.
- IT manager's coordinates with system analysts, computer programmers, developers, support staff and assign priorities during in house software development process.
- IT manager identifies, communicates and implement new technologies to enhance the long-term operational and strategic goals of the hospital.

e) Training Role

- Train staff about new and potential use of the system.
- Provide orientation to new users of implemented technology.
- Providing User Training on various business applications and application software.
- Provide individual training and support on request.

f) Team Leader Role

- Leads the IT team at the Hospital which comprises of the hardware, networking, software and database specialists.
- Manage the requirement of various specialists and harmonious functioning of the IT team.

g) Vendor Management Role

- Approve and handle IT vendors used by the organization, AMC, Support agreements, Review meetings.
- Obtaining competitive prices from suppliers, to ensure cost effectiveness.
- Ensuring that software licensing laws are adhered to.

h) Backup and Security Manager Role

- Scheduling upgrades and security backups of hardware and software systems.
- Troubleshoot all technology issues.
- Maintain log and/or list of required repairs and maintenance.
- Provide network accounts and passwords as required.
- Identify and prepare hardware for disposal when appropriate.
- Ensure hardware is stripped and secured before disposal.

IV. LIST OF ABBREVIATIONS

AMC : Annual Maintenance Contract

E- Process : Electronic Process

HIS : Hospital Information System

IS : Information Systems

IT : Information Technology

WAN : Wide Area Network

LAN : Local Area Network

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