Computer Application for Public Administrations

PA 517

Midterm Reflection

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The importance of learning Management Information System has become necessity in the current era. MIS is a structured way to display the required information that is relating to internal processes and external effects, and to support information systems planning and management process. Furthermore, MIS provides appropriate information timely to contribute effectively in decision making, beginning of data collection, and duration of the data analysis and reporting (graphical menus). MIS is considered at an appropriate level when it is serving an organization and its managers through the data collection, analysis of appropriate and comprehensive information.

i. Lessons Reflection:

1. Module 1:
   a. Lesson 1:

   ☒ The importance of MIS

Many public sector clients have been promoting the use of IMS in order to improve the communication and information transfer process (Thomas et al., 2001). Since the information system is a mechanism that allows collection, classification, processing, and retrieving the stored data manually as pervious era or electronically as current era. Besides, building and producing new information from the exciting information, and providing facilities that cannot be exceeded in the modern information system. Therefore, computerized information system has become a basis for the following reasons:

- Documentation process is faster when using computer, especially, in retrieving data.
In manually system, data confront some issues and possibilities of errors.

The human effort in manual system is greater than computerized system.

The amount of information that stored traditionally is limited.

Other discussion of lesson 1 is the success of MIS, is the MIS success. there is a group of factors that determined the success of management information system. Whenever these factors are available positively at a high level of quality, chances of organization success become greater. Factors are summarized as following:

- An adequate amount of information to meet the needs of all levels of the organization and functions of management should be provided.
- Experiences of manpower based on the use and maintenance of information systems.
- The possibility of informational resource investment in the organization and well organized.
- The ability of the organizational structure to contain the requirements of the of information systems application.
- Top management support for the idea of the application of management information systems.
- Awareness and understanding of the importance of management information system application by all users of the system.

b. Lesson 2:

Lesson 2 discusses the computer components extensively. In the first part of the discussion, there was a present of the Central processor Unit, which is the mastermind of the computer. The responsibility of the CPU is centered on the
implementation of all process, including logical and arithmetic operation. However, the CPU designs as a small ship of silicon that consists of millions of small transistors which connected to each other with very fine wires of aluminum. The second part was concerned about the Network configuration and types. However, he technical development has led to important revolutions, information revolution and communications revolution. The information revolution focuses on collecting, processing, storage and distributing of the information, whereas communication revolution interests in the proliferation of telephone networks, computer networks, and satellite. Computer networks have become one of the significant requirements of current era, in term of secure the exchange of information. There are three factors of building networks that are rely on as geographical area, number of used devices and the purpose of crating the network. Moreover, there are four types of networks which are widely used in local area such as (1) ring network, (2) tree network, (3) bus network, (4) star network. These networks are known as local area network (LAN), all these networks serve computer devices, which called NODE, that are located within 1500 meter, by enabling the users to exchange and share files and documents. The numbers of NODES that are connecting to each other are relying on the provided power of the server.

c. Lesson 3:

Data Management:

Data management aims to improve the effectiveness of the organization by managing information, thus support decision making by providing appropriate information in a timely manner. However, Data management concept relies on the quality of data, which controls the efficiency of information, thus, it impacts the
revenue of work. (Chalfant and Chris, 1998) pointed out to "In order to accomplish good data management, a critical review of data handling is necessary. Places where data can become corrupted need to be identified. Controls for catching and correcting corrupted data need to be implemented. Some of these controls can be included in the data management system". Therefore, Data modeling needs to be structured in order to collecting data, then organizing these data in an easy-access form. There are three general systems of data management (1) Cerebral; which is unreliable, because data get loss. (2) Manual which has advantage by the low cost of storing data, but it is still suffering with data loss. (3) Electronic system is a sophisticated mechanism that has been applied in different sectors as a result of the emerging technology, (Chalfant and Chris, 1998). By all the odds, data is confronting some conflicts to remain such as lack of backing up, lack of documentation, inappropriate data segregation and poor data entry validation. All these conflicts are avoidable by ensuring that data was in perfect form in the first step of creating and modeling data. One of the important processes for effective data is data auditing. Data audit is "an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance process" (Hass and Susan, 2006). The process of data audit includes examination, verification and reporting. Data auditing aims to serve different category of public sector that are focus on decision-making and policy making. The success of projects relies on data auditing in purpose of planning, setting strategies and evaluating performance. Therefore, these data should be audited by professionals using specific standards. (Anonymous, 2003) put some general
standards as " (1) The auditor must be performed by a person or persons having adequate technical training and proficiency as an auditor to perform the audit. (2) The auditor must maintain in all matters relating to the assignment, an independence in mental attitude is to be maintained by the auditor or auditors in all matters relating to the assignment audit. (3) The auditor must exercise due professional care is to be exercised in the performance of the audit and the preparation of the report."

(Benanto and Ron, 2005) pointed out to the role of data auditing as "data auditing can provide essential internal controls, it is important that those with wide-ranging access to databases (DBAs and IT staff) are not put in charge of auditing. Segregation of duties, or the separation of responsibility for day-to-day management of the database from the auditing of it, insures that no single individual has the opportunity to make changes and then conceal them during the auditing process".

d. Lesson 4:

Human-Computer Interaction:

Human-Computer Interaction, as it has been defined as "Study of how people interact with computers and to what extent computers are or are not developed for successful interaction with human beings" (Dr. Hall, 2012). This study was applied to facilitate the usage of computer through supporting users and improving their access to the needed information. HCI is not separated from the other sciences, it needs a clear understanding of other integrated sciences such as psychology and sociology in order to success. (Dr. Hall, 2012) refers to the individual differences as one important factors of HCI" different users form different conceptions or mental models about their interactions and have different ways of learning and keeping knowledge and skills (different "cognitive styles" as in, for example, "left-brained" and "right-
brained" people". This advantage of HCI employs the method of learning based on the individual differences. There are major factors should be taken into consideration when designing the interaction between human and computer:

- Environmental.
- Organizational.
- Health and safety.
- User interface.

2. Module 2:
   a. Lesson1:

Electronic mail:

Electronic mail presents one of the important interactions between human and computer. According to (Dr.Hall, 2012), he states that "Electronic mail, still the most widespread multi-user software, was enabled by the ARPAnet, which became operational in 1969. Email over the Ethernet was developed for the Xerox PARC in 1973". That emphasis the importance of E-mail as it is a widely use. However, E-mail provides a great service to humans because it simple and free of charge. Additionally, it can build good working relationships and profitability of great deals across the continents. The advantages of E-mail are a result of a study that done by (Plaisent,1993) as following:

- Receiving messages does not disturb the executive, as does the telephone.
- Message delivery is independent of the availability of the receiver (no need for real time asynchronism).
- Messages can be received at the executive's convenience, according to his or her priorities.
- Contacting people becomes independent of locations and time zones.
- The delay between enquiry and answer is minimized.
- Decision making is thus accelerated.
- Crisis decision making is speeded up.
- Confirmation of receipt and reading of messages is automatic: you know that they know.
- Feedback is facilitated.

Furthermore, (Plaisent, 1993) found out that people benefit from E-mail in controlling decision-making as following:

- Security is increased.
- Audit trail of message exists.
- Messages can be filed and later retrieved.
- No lost messages.
- Better follow-up.
- Improved time management for the executive.
- Nothing falls between the cracks.

b. **Lesson 5A:**

The **Mouse:**

Lesson 5A continues to explain other basic interaction between human and computer. In this part, there was a present of "The Mouse". However, after people began to use computers in the work of drawing photos and give the display
forms and designs to create a convenient interface to clarify and facilitate the work, including GUI, it requires an easiest way to deal with this interface, and the result was that invented that piece-like mouse, which has become of the great importance in dealing with the computer. (Raphel, 2002) Mentioned the most popular mouse "the opto-mechanical mouse is the most popular. This type of mouse uses mechanical and optical techniques to detect the mouse's movements". Then (Raphel, 2002) referred to an advanced mouse that is called CameraMouse. According to (Raphel, 2002) the CameraMouse was developed at the computer science department in Boston college; "The mouse uses a high-speed computer and a Web camera, and moves the cursor on the computer screen by tracking the facial movements of the user. The main purpose of the invention was to enable those with disabilities and unable to use a normal computer mouse to enjoy the user-friendliness of the mouse" (Raphel, 2002). 

c. Lesson 6:

Strategic planning of information systems:

Strategic planning of information systems plays a crucial role in the organization, if it is compatible with the culture of the organization, and it must be integrated with the elements of strategic planning of business as the inclusion of higher information systems in strategic planning will result in better results. However, strategic planning could be formal planning or incremental planning. Many organizations are functioning the incremental planning due to its affectivity. In this regards, (Herberts, 1986) pointed out to the incremental changes effectively under some circumstances "1- the assumptions of the current system are acceptable to stakeholders, 2- a backlog of incremental change possibilities is available, 3- current rates of improvement are
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economical.

Major challenges facing the strategic planning for information systems:

- The compatibility between the strategic planning of information systems, and general strategic plan of the organization.
- The difficulty of building complex systems in large organizations, and the length of time necessary to accomplish them.
- The ability to sustain the information system to provide the required support from the organization.
- The extent of cooperation between information systems professionals and users of the system.
- Ability to assess the available opportunities through the reliance on the information system.

Furthermore, (Dr.Hall, 2012) states "MIS/IT/Computer Applications matches with operations, mission, strategy, purpose require clear management thinking, systems thinking, and management direction. The concern in matching MIS to operations, missions, strategy and purpose is about determining how MIS/IT/Computers are related in the first instance". In this perspective,(Engdahl, 1993) pointed out to the managers awareness of how to operationalize the strategic information systems to comply with the objectives of the organization as "Today's MIS manager must go beyond day-to-day production and help top management understand how to build the most effective operational foundation for meeting association goals". Accordingly, the strategic MIS should be a homogeneous part of
the organization strategy, which means the organization has to identify its goals and objectives, and develop an action plans to achieve these goals and objectives.

*Indicators of strategic information systems:*

- Complexity of the organization
- Volume of operations.
- The degree of risk.
- Degree of operation reliability.

d. **Lesson 7:**

**Database:**

This lesson is an introduction to the data base. Database is defined by (Dr.Hall, 2012) as "A Database is an organized collection of information stored on a computer", which created to "facilitate the search and retrieval of the information contained in the database" (Dr.Hall, 2012). However, EBSCO is an outstanding example for a database that used by RWU library, EBSCO is a Database that provides a rich scientific content, including full-text articles in specialized scientific multiple databases. These articles have been collected through hundreds of publishers around the world.

*Goal of database:*

Database has a primary goal centered on focusing on how to organize the data more than applications, which means that the database has been designed freely of repetition and can be retrieved, modified and added without problems that can occur with a frequency.
Advantages of rational databases:

(Henson, 1991) stated "Relational databases offer several other significant advantages that are less obvious: set processing, concurrent processing, referential integrity and Structured Query Language (SQL)". Moreover, (Henson, 1991) considered that the advantages of rational database "are worth considering for almost any function, and most of the new applications being brought to market use the technology to one extent or the other".

3. Module 3:

a. Lesson 8:

 Spreadsheet:

(Dr.Hall, 2012) defined a spreadsheet as "a table of values or data arranged in rows and columns", which "allows the manager to create relationships among the data using formulas such as adding, subtraction, multiplication, and division". The first spreadsheet was created by Daniel Bricklin and Bob Frankston, and it named VisiCalc, then, it followed by Lotus 1-2-3, but "Microsoft Excel won the spreadsheet category, given that the product has the biggest unit market share among Windows spreadsheet--about 55 percent, analysts reported--and has been around longer than its rivals" (CRN,1994). Spreadsheet is a widely spread supporting tool for the manager's activities, and it includes the preparation of financial records and budgets of the organization. Moreover, while some of these activities can be done by word processor, but many of users prefer the features that offered by Spreadsheet software. (Rana,1993) Referred to several advantage of spreadsheet as following:

- The person using this method need not know any programming languages.
• The procedure does not pose any limitation on the number of periods. The number of periods is restricted only by the size of the spreadsheet being used.
• Since only a couple of formulae are used in the two methods, the procedure is quite easy to understand and implement.
• Ordering cost, holding cost, periods, and their demands are required to be entered, which needs to be done even when a problem of lot-sizing is solved by using a software package or a computer language. However, it is known that entering and editing information on spreadsheets is relatively simple. The cost matrix is obtained mostly by copying formulae which makes the procedure quite easy and less time-consuming.
• Once a spreadsheet is designed, it is really quick and easy to solve lot-sizing problems.
• The constant visual contact makes it a good learning technique for students and practitioners

Errors of spreadsheet:

As a spreadsheet has become more powerful tool for public managers, but as an application that needs more development and improvement, spreadsheet has many errors could affect the decision-making. In this respect, (Caulkins, Erica and Weidemann, 2006) done a study to find out if errors corrupt the non-profit organization decision-making or not. In the conclusion of the study, they inferred the most errors as following:

• The ease of spreadsheets has a downside.
• Design Errors. Structural errors.
- Calculation Inaccuracy.
- Poor Data Quality.

(Caulkins, Erica and Weidemann, 2006) pointed out "Applying the highest quality standard to every spreadsheet In your organization may be impossible or inefficient. Instead, scale your quality-control efforts to the level of risk, and make sure employees understand this strategy". According to (Caulkins, Erica and Weidemann, 2006), there are five steps to quality control:

1. Look at the decision the spreadsheet is designed to inform.
2. Look at the spreadsheet itself.
3. Provide a yardstick.
4. Offer training.
5. Foster a culture of quality.

b. Lesson 9:

IT responsibilities:

"A key role and responsibility of IT administrators is to facilitate basic understanding with regard to the implementation of technology within higher education settings" (Garza-Mitchell, 2011), although the quote illustrates IT responsibilities in the higher education, but, certainly, it also reflects a clear vision of IT responsibilities in organizations. In PA 502, we learned how effective teamwork has a significant impact on the organization production thus success. However, discussing responsibilities for IT are relying on each member's recognition of the importance of his role, and the cooperation between them as they are complementary
to each other. Therefore, the process of building the information systems, and operation and maintenance of data processing centers (computer centers) require specialized expertise who are related to many different areas of all science, computer engineering, and information systems. Since IT responsibilities involve various professions, we should identify each profession's role.

- **information system manager:**

  (Keengwe, Kidd, & Kyei, 2008; Smyth, 2011) states that IT Manager responsibilities at the university level includes "competencies and knowledge in current technology, finance, andragogy, university environment, state and federal policies regarding technology, human relations and negotiations, and building and grounds management, as well as best practices in university curriculum and instruction ".

- **Database manager:**

  (1) Direct supervision of the operations management system databases. (2) Build a dictionary of data includes all data dealing with the business. (3) Coordinate the collection and maintenance of data users. (4) Design means of protection against illegal use of the database. (5) Be the center of the experience that resort to it at all with regard to the database.

- **Systems analyst responsibilities:**
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The main responsibility of system analyst is" to design systems, create systems and implement them", (Chicago, 1993). Additionally, is to select, modify and maintenance the software.

- **Computer engineering:**

  This profession is responsible of install the physical equipment of computer, and supervision the operation and maintenance.

- **Computer operator:**

  (1) Prepare the computer hardware to perform. (2) Download the operating system. (3) Monitoring computers and devices to ensure it running correctly.

  c. **Lesson 10:**

  - **Work Breakdown Structure "WBS":**

    (Rad, 1999) defined the work breakdown structure as "the foundation of planning, estimating, scheduling, and monitoring activities". Additionally, WBS " provides a framework of common reference for all project elements, for specific tasks within the project, and ultimately for better schedules and better estimates. A WBS facilitates the process of integrating project plans for time, resources, and quality". Then (Rad, 1999) emphasized the high quality of WBS as it "encourages a systematic planning process, reduces the possibility of omitting key project elements, and simplifies the project by dividing it into manageable units". Furthermore, the author referred to a successful project management which relies on "well-defined and fully implemented organizational breakdown structure, resource breakdown structure, and work
breakdown structure" (Rad, 1999). Other article, which talks about WBC comprehensively, I found basic elements of WBS. These elements are primarily relying on the project scope and requirements. "(1) Basic data: project type, priority, and project summarization. (2) Organizational data: different plants, company codes, and business areas. (3) Project responsibilities: name and number of the project manager, name and number of the engineers, cost center, controlling area of the cost center. (4) Control data: costing key, overhead key, results analysis key, statistical indicator. (5) Documents: texts, documents. (6) Milestones: milestones for activities and WBS elements". (Wu, Schmidt and Wigstrom, 2010).

The Relation between IT strategy and Organization Strategy:

(Tallon and Kraemer, 2005) discussed the importance of strengthening the relation between organization's goals and positive aspects of information technology, by the positive mating between them, which eliminates the gap or at least reduces it between the two strategies. One reason for the existence of this gap is either a total or partial deficiencies of the IT role, which affects the effective implementation of the organization's goals, or not taking an advantage of its functions by organization's employees. Adding to that, (Tallon and Kraemer, 2005) confirmed that the contraction of the gap is a result of the quality of the organizational structure and strategic planning, which provides a strong support for the organization performance and implementation of its goals, In this case, the organization has achieved compatibility between the strategic. On the other hand, when the organization's strategy is weak, the parallel with the strategy of information technology become missing, and adversely affect the achievement of organization's goals. Furthermore, (Tallon and Kraemer,
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2005) conducted a study on several organizations to examine the compatibility between the organization's strategy and information technology, and the result is:

1. A range of organizations are using information technology to support their business strategy, because these organizations realized the advantage of integrating activities.

2. A range of organizations do not achieve the compatibility between the organization's strategy and information technology.

4. Module 4:

a. Lesson 12:

MIS and Decision Making effectiveness:

The decision-making represents the most challenging role of managers. Resulting of the tremendous development in information systems and technologies, top management starts to use this technology progressively in order to help them in their decisions. Indicating the proper approach that should be used within any organization, (Dr.Hall, 2012) state "To support decision-making, organizations need to produce relevant, flexible, and insightful information". Furthermore, Decision Support System aims to support the manager to solve a problem by providing information and suggestions that are relating to the decision, where this information is provided in the form of periodic or special reports as well as mathematical models. The decision support system is using the method of application of computers in management processes (such as increased effectiveness and efficiency and better production), also, applied this system in areas of strategic planning, long-term and also contributes to the development of policies of the organization.
(Mohammed, 2010) indicates six basic steps for decision-making process as following:

i. Defining the problem: The first thing one has to do is to state the underlying problem that has to be solved. He also has to state the goal that he desires after he has made the decision.

ii. Develop alternatives: After defining the main problem you have to state out the alternatives available for that particular solution. Here you can use your creative skills and come out with alternatives that may look a little irrelevant.

iii. Evaluate the Alternatives: This stage is the most important one in the decision making process. By analyzing each alternative, you can find the advantages and disadvantages of each option. Also the analysis can help in excluding the options that do not serve the purpose.

iv. Make the decision: This is the stage where the hard work you have put in analyzing would lead to. The evaluation process you have made can help you to pick the most applicable alternative.

v. Implement the Solution: Taking a decision is important, but more important is its implementation. And this is a very crucial step because the people involved in the implementation of a solution should know about the implications of making a decision.

vi. Monitor the Solution: You have to keep a close eye on the progress of the solution taken and also whether it has led to the results you expected. And here the feedback has an important role in evaluating the decision in the light of the outcomes achieved as a result of its implementation (Kartha, 2010).

Moreover, (Mohammed, 2010) identify the different between above steps in public
and private sectors "the process of making a decision is often more important than the decision itself, and, public sector decisions are the result of compromise bargaining and politics. The result may not be the most cost-effective, but it is the result of a consensus developed to satisfy most of constituents' interest. In the public sector, each decision will be shaped by some combination of four sometimes clashing factors: Political influence, public perception, economic, fiscal concerns, and media perception. Also in the private sector employees may participate in the decision-making process, but in the public sector, the public often does not participate because they simply do not understand the process involved or do not have access to the information to support their concerns (Swana, 2001, PP. 1-5)."

b. **Lesson 13:**

**IT and Organization Performance:**

As we discussed in Organization dynamics PA 502 that IT has an impact on organization performance, and how is the usage of IT within organization leads to increase the productivity in terms of increasing output and reducing costs in organizations, through the use of processing software processes, mechanization of office work, and controlling and reducing the time required to complete tasks and processes. Furthermore, IT helps to develop the management techniques in accordance with the modern management strategy. (Gil, 2008) state "The management and the strategic value of IS resources become a priority and may be a determining factor in improving competitiveness and achieving advantages over the competition". However, (Bharadwaj, 2000) referred to the IT resource as "organizational capabilities created by the interaction of the technological
infrastructure, the human resources linked to the IS activity and the intangible resources used in the IS/IT management." Additionally, (Bharadwaj, 2000) defined the capabilities of IT as "an organization's skill when deploying IT based resources in combination with other organizational resources and capabilities". According to (Bharadwaj, 2000) in order to achieve the sustainability, organizations should have three ways that are relying on the basic resources as following:

- By continuously and permanently reinventing their advantages and leading innovation in IS/IT.
- By being the first to adopt those tools and having the advantage of being the pioneer.
- By integrating those tools into the firm so that, in combination with other complementary sustainable resources, value is created.

ii. **Fora Discussion:**

1. **Case Analysis Discussion:**

This part enables students to do as following:

- Sharing their outlines and highlighting issues of the case analysis.
- Providing the possible solutions for the case.
- Helping each other to encoding the hiding points

2. **Lessons Discussions:**

The raised question by Dr.Hall about values of case analysis, take us to up broad prospects of thinking, because it encouraged us to think differently, and analyze situations according to given data. Adding to that, it enhanced the knowledge of
dealing with work crisis wisely. Fora discussions have other benefits as it provide me with opportunity to express my opinion and thought freely with different people who share the same ideas whit different views.

iii. **Case Analysis:**

1. **Introduction:**

   In the FSIPM Project issues, there is a primarily concerned with data management. The importance of data management as noted in Lesson of PA 517 "Data Management Begins with the Acknowledgement that Data are Expensive to Gather, Store, and Maintain" (Dr.Hall, 2012). Consequently, data management plays a vital role for a healthy data that serves the objectives of any organization.

2. **Issues:**

   a. **Data collection:**

   In the FSIPM project there was a significant issue which is the used approach for collecting data. The first two years of the FSIPM project, managers were not awarded enough with the importance of the data quality that had been used in the FSIPM project. However, the strategy of the FSIPM project changed during the third year resulting from increasing problems, and the need of having a trained staff to design useful data became an important issue. In the first two years of the FSIPM project, there was loss of data that includes many activities such as following

   - The identification of disease symptoms and attributable causes of plant deaths.
- For ensuring uniformity in subjective assessments made by field assistants when scoring scales were used, e.g. in assessing the level of plant damage within a plot or in farmer participatory exercises to elicit farmers’ opinions about particular pest management strategies.

- To raise field staffs’ awareness of the importance of collecting reliable field measurements. For instance, ambiguities in the measurements recorded should be spotted, e.g. pod weight lower than grain weight; and inconsistencies noted and checked, e.g. many plants with pods, but low yields.

- To highlight the importance of recognizing the difference between a genuine zero (nopod yields because of high damage attack) and a missing value (yield data unavailable because the farmer harvested the crop early)

- To draw attention to the units of measurement and ensuring measurement scales have the desired level of accuracy.

- To emphasize the need to note down any unusual occurrences (e.g. a sudden high attack of *Sclerotium* on pigeonpea plants).

  \(b\). \textit{Data entry and validation:}

In the FSIPM project, Data collected was entered in its raw form, and the same software was used on the project that designed the data collection process. Software and applications, such as SPSS, ACCESS and EXCEL spread sheets, were used for data analysis purposes. The data entry and validation methods also changed during the FSIPM project due to changes in crop seasons. In past years, training was also provided to the senior technical officer for dealing with data validation and
management issues. The queries related to data were solved after consultation with the team members of FSIPM resulting from an unfortunate incident.

c. **Data archiving:**

Data archiving is very important and a necessary process for smooth flow of functions. The access to data collected in the FSIPM project was provided on CD-ROM, and copies of data files were sent to DFID Natural Resources Adviser in Malawi. During the life of the project major reports were written and the archive consisted of the trial and survey information which was obtained by the FSIPM project.

iv. **Class activities:**

As class activities progressed, I was able to take an advantage of the integration knowledge, by applying what I have learned from lessons and Fora discussion. Mr. Beauchmin provides us with valuable information about database software and what is the beneficial for us as prospective managers. Additionally, Mr. Beauchmin explains the proper usage of database spreadsheets, and guides us to design the database and how to link the spreadsheet with ACCESS. Furthermore, Mr. Beauchmin pointed out to the function of each property in the EXCEL application and how to take advantage of it. Add to that, class activities help me to practice the designing of database in realty step by step with Mr. Beauchmin. Finally, it was interesting to hear some of the other students' thoughts during the designing of the database.
v. **Library works:**

The continuous searching through RWU.Library, added much information to the personal scientific outcome, as I am referencing to scientists and specialists, who have many of experience and expertise in the field of study. During the work on the case analysis, there was a need to resorting to RWU.Library in order to support the possible solutions with expertise' article. Moreover, lessons discussions have also taken advantages of RWU.Library, where I was able to reference my discussions. However, RWU.Library is always an appreciated service.

vi. **Conclusion:**

Despite my undergraduate study in computer science, but I found myself taking advantages of PA 517. PA 517 fosters the necessary skills to design and develop information systems and its requirements and components, besides the concepts of how the work of these components consistently would achieve the required targets. Add to that, PA 517 taught me that the organization cannot continue and remain, unless through an integrated information system. That contains various partial systems, and is designed according to the area of the organization scoop, in order to eliminate the overlap in the tasks and solve all the problems of the organization efficiently.
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"Project Management Docs. WORK BREAKDOWN STRUCTURE (WBS)."