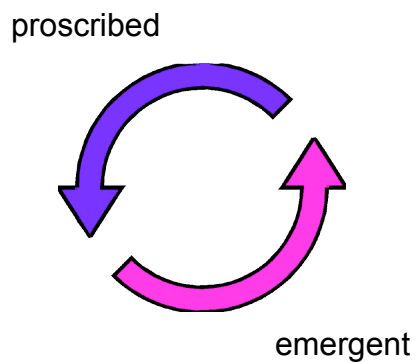


## Panacea Panel Position Presentation

CHIMIT07  
David N. Blank-Edelman  
Northeastern University



## Capturing Best Practices



## Automation in Dynamic Environments

## Automation in Dynamic Environments

- Loosely coupled services (maybe hub/spoke)
- Require low implementation & disposal thresholds
- Adapt or die
- Do-it-yourself



## Human Intervention

- Improvisation
- Pattern recognition
- Organization
- Garbage collection



## Integration into Broader Enterprise Processes

- Either:
  - Emerges from
  - Glues together
  - Black market/Alien IT
- If you let technology drive...



tedyedbrainrays.typepad.com

## Scale Issues

- Yes  
(even if invisible)
- Like treating RSI
- Teeter-totters



## Off-the-Shelf/Customize

- Yes, in cases where needs are generic (divorced from org)
- Follow the relationships
  - Computer to vendor
  - Person to company

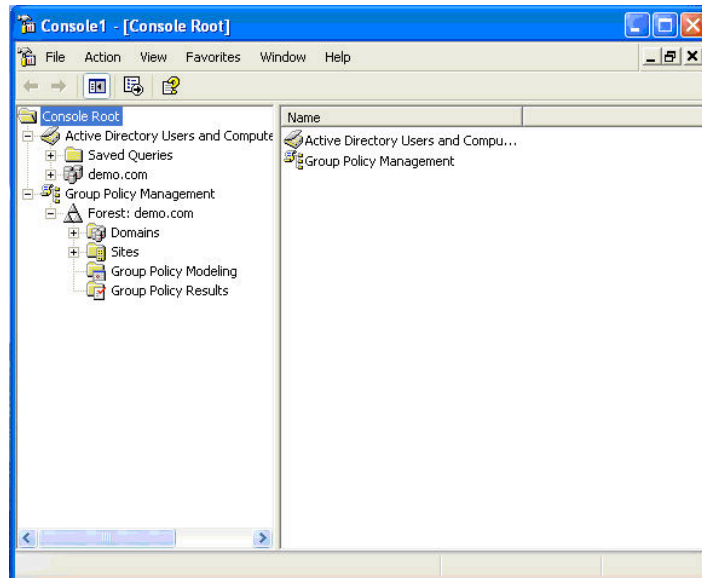


## IT Service/Other Industries

punt.

## HCI

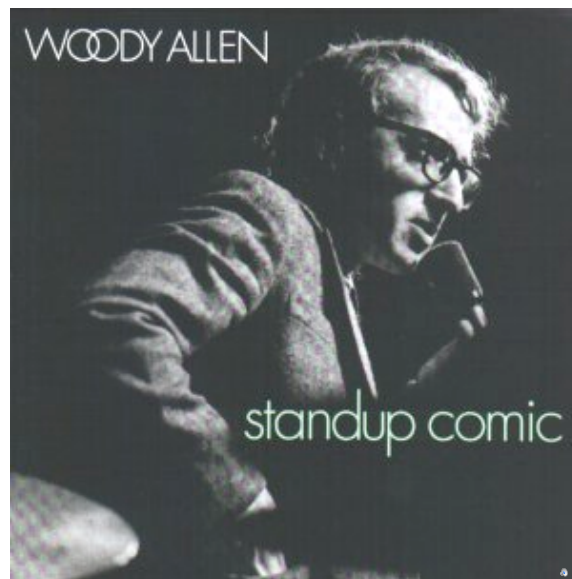




# HCI



***Is Automation a Panacea for  
Management of Information  
Technology?***



***Is Automation a Panacea for  
Management of Information  
Technology?***

Not yet.