

Meeting Minutes

21st Annual MIS Advisory Board Meeting

April 19th 2006 1:00 pm Demosthenian Hall

Opening comments from Dr. Hugh Watson & Danielle Pearl

- ✦ Unique meeting this year at the historic Demosthenian Hall – incorporating a debate in recognition of the Demosthenian Literary Society
- ✦ Danielle Pearl gave a brief speech about the history of the Demosthenian Society and its building
- ✦ Introduction of company representatives in attendance
- ✦ Introduction of the new Student Representatives to the Advisory Board: Viji Kannan, Garrett Poole, and Adam Jones

Debate

“Outsourcing abroad is good for the IT profession, companies, and the country.”

Pro Side

- ✦ **Steve Folin of Deloitte Consulting**
 - Outsourcing does not drain jobs from the US economy
 - Global outsourcing makes US companies more competitive
 - Increased competitiveness makes US companies stronger and thus able to hire more employees
 - Companies have incentives to help employees transition to new positions when outsourcing of jobs occurs
 - Economics
 - ITA GDP in 2005 was 68 million
 - Exports were up by 1.5 billion
 - 35% decrease in price
 - Growing 30% a year
 - Three main points: economic benefits, statistics favor outsourcing, easy transition for workers who lose their jobs due to outsourcing
- ✦ **Dr. Dave Chatterjee – MIS Faculty**
 - Stressed the importance of substantive rather than emotional approach
 - Outsourcing has positive impacts on economic welfare, level of employment, and money distribution
 - America has the capability to train, innovate, and stay ahead of the curve
 - Retraining for new jobs is not a new phenomenon
 - Jobs are coming back (backsourcing)
 - Outsourcing builds intellectual capital
 - I believe we need to come together not just domestically but internationally
 - How do we respond to outsourcing? Increase education
- ✦ **Joseph Fain – MIS Student**
 - Outsourcing gives businesses a vital opportunity to save money, and focus on their core business mission

- Outsourcing is also taking place in South Africa, Ireland, and formerly Communist states, which is creating competition and driving up quality of outsourcing solutions
- Outsourcing has generated a net increase in jobs in the US, as well as driven down prices and stimulated the economy
- Money is saved, which leads to more research, which leads to more capital
- Extra competition increases quality of the solution
- Question: Are we not up to the challenge to compete with the India's and China's of the world
- ✦ **Karen Fitz-Donath** – MBA w/ MIS focus
 - High availability of high tech and well educated people who speak English
 - Outsourcing takes place all over the world, including Russia and Ireland
 - Huge incentives to outsource
 - Increases core competencies
 - India
 - Cost savings
 - 24/7 turn around services
 - Highest level of software development companies
- ✦ **Arnab Bagchi** – MBA w/ MIS focus
 - There is no brain drain from the US
 - Risks from political instability are over stated
 - Re-emphasized the economic growth and increased revenue for companies created by outsourcing
 - For every \$100 dollars going out, \$140 or some odd dollars is coming in to the U.S. (“they are buying Coca-cola and other American products”)

Con Side

- ✦ **Dr. Dale Goodhue** – MIS Faculty
 - Outsourcing creates externalities as in the Tragedy of Commons – the “commons” will be destroyed by everyone using it to graze their cattle.
 - Entry level “stepping stone” jobs are being outsourced. These are the positions that normally are promoted to managers; so, where are all of our managers going to come from?
 - Learning lost
 - Knowledge gained from carrying out project
 - Disrupts entry level positions in MIS jobs
 - Will outsourcing lead to a loss in innovation?
 - Outsourcing drains the US economy of accumulated knowledge and expertise and depletes the knowledge that leads to domestic innovation in technology
- ✦ **Mukund Karegar** – MBA w/ MIS focus
 - Risks
 - To the integrity of companies' individual strengths
 - To information security
 - Of an unstable political and financial environment
 - Risks outweigh the benefits
- ✦ **Jeff Bell** of **Bell South**
 - The offshoring process is broad and complex and can entangle businesses trying to outsource jobs in hidden costs
 - Savings from outsourcing have been overstated due to rising overhead costs and high turnover

- Work quality, security issues, time and communication issues, physical and data confidentiality risks, contractual issues, etc, remain unresolved
- Legal and cultural differences generates stresses to businesses that outsource
- Lack of foreign laws protecting property
- There are potential losses in domestic corporate flexibility
- The long-term effects of outsourcing on the US economy are unknown
- ✦ **Paul Krasilnik** – MIS student
 - There has been a net loss of 10,000 jobs in the US last year
 - refutes Joseph's 90,000 job increase statement
 - Problems inherent in high turnover – takes time and resources to train new employees
 - Is it high or low level jobs being outsourced, or both?
 - Difficulties inherent in quality control posed by outsourcing
- ✦ **Chris Happel** – MIS student
 - There is a total loss of jobs in the US IT sector and this is projected to continue into the future
 - Consequent to IT job loss is a loss of interest in enrolling in the MIS and CS programs
 - Retaining jobs is important to US competitiveness as is a strong educational background in Math and Science

Open Vote for or against resolution: 33 in favor, 8 against

Secret Vote for best presentation: the pro team won the secret ballot for best presenting their case in favor of Outsourcing Abroad

Curriculum Implications of Outsourcing Debate

- ✦ The state of academic rigor in high school math and science is of concern
- ✦ Technology-oriented students in high school are directed toward less prestigious technical programs and are not expected to go to college
- ✦ Students need to set specific career goals
- ✦ There is a lack of tech career guidance in high school
- ✦ There is a tendency for college students to seek the easy way through school and a career, therefore there is a need to instill drive, work ethic, and purpose
- ✦ There is a need to cultivate interest in IT and the MIS program
- ✦ The tendency for students to choose Accounting or Finance is due to greater exposure to these subjects
- ✦ There needs to be funding to reduce MIS class sizes (presumably 2090)
- ✦ A student commented that MIS is virtually an unknown major on campus

Dr. Bob Bostrom – Syllabus and objectives for the new Business Process Management course

Dr. Bostrom described the new Business Process Management course that will debut Fall 2006 as an MIS elective before becoming one of the required MIS courses.

He requested input from the Advisory Board members on ① Approaches to Business Process Modeling and ② Evaluating BPM Software, especially Suites

New Course will focus on business and technology

Enterprise Process Map

- 1) strategy level
- 2) business process level
- 3) implementation level

- building systems without programming
- front end course
- process vs. functional management
 - o putting them together
- capture the flow digitally of the BPMS

Responses to new course:

- getting to know the process before the technology is a good thing
- source of significant value

Dr. Larry Seligman – Use of UML diagrams as a modeling method within companies

The Unified Modeling Language in industry and in MIS at Terry

- 13 diagrams to model the big picture
- Share models and tools across platforms to create a new version of the system
- Product use case diagrams
 - o Very flexible
- Partial + UML adoption
- Missing any key diagrams or aspects of UML?
- Which diagrams should we use and in what ways?
- * No use of VFD's
- Recommendation to build/create "craftsmen" to use the tools

Dr. Dale Goodhue – How much programming should MIS students have?

How much programming should we have in the curriculum?

1st Respondent

- if you do take it, learn it, don't ignore it
- One semester of Java is not enough

2nd Respondent

- some MIS databases do not make you code
- we should have "2 week courses on different databases," (ex: Oracle, DB2)
 - o "learning modules"
 - o bring industry in and give two week courses on different software

3rd Respondent

- it's a balancing act, no more than 2 semesters of programming
 - o the relevance needs to be taught
 - o outsourcing does not mean we do not need programmers
- students think of it as heads down programming
- with UPS, it's more heads up
- its not go to A, B, C, return it

- its go to A, C, D: but where's B? Add a form of chaos to the programming
- * focus more on database architecture and web development

4th Respondent

- it is more important to learn the processes than the programming

A 5th respondent agrees with the 3rd respondent

6th Respondent

- do more business process thinking
- could people learn java elsewhere? online?
- Are we teaching kids to build engines?
 - o Or should be teaching why they are going to use cars and how they are useful?
- Java could be outdated, then they are left with a useless skill

7th respondent

- use programming as a test to weed out students

8th respondent

- give more exposure to today's structure, need some programming
- If you want to race cars, look under the hood of the car
- MIS should not be expert programmers however

9th Respondent

- programming gives a foundation for looking at models
- good models leads to good solutions

Dr. Hugh Watson – Strengths and weaknesses of the UGA MIS graduate / new hire

What do you like best about UGA MIS graduates?

- very polished and professional, present well
- good communicators
- always add value to business
- high integrity – what they say is true
- honest when they say they know something
- contribute a lot to team projects
- good at public speaking
- better sense of what they think they want to do
- know about different businesses and what they do
- dedication
- motivated to learn and excel
- sense of teamwork with out employees and clients and very professional

What do you not like about UGA MIS grads or wish that they had?

- need to know more about process management
- unrealistic expectations of starting position

- more diversity, ethnicity, and gender
- MBA students have unrealistic salary expectations:
 - o MBA students still go through the same process
- Ability to deal with ambiguity
 - o Customer does not always know exactly what they want
- If you know more than the client, you are the expert: make sure you act like it

Interesting Projects at the MIS Department

Global Textbook Project

- ✦ Free educational material for students of the developing world
- ✦ Knowledge integration through wiki technology
- ✦ Building a network through collaboration among experts in the field, practitioners, and students
- ✦ Sustainable use of student effort that promotes self-initiated student learning and work ethic
- ✦ **This project is looking for sponsors**
 - sponsors will enjoy a great deal of international exposure and visibility to consumers and potential employees
 - sponsors will benefit from the international publicity of supporting a good cause that is actually useful and effective
 - sponsors will be part of this leading, sustainable, and adaptable educational technology that is continuously up-dated in real-time

Contact: Rick Watson: rwatson@terry.uga.edu

- o website: globaltextbook.org
- o XML wikibook: en.wikibooks.org/wiki/XML

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MIS Advisory Board Website

address: www.terry.uga.edu/mis-ab

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- ✦ the board members and the corporate member companies
- ✦ upcoming and past meetings
- ✦ the student scholarship recipients
- ✦ MIS degree programs and curriculum
- ✦ availability of opportunities to speak to students in the classroom or provide on-site tours
- ✦ Center for Information Systems Leadership
- ✦ *MISQ Executive*