

**UNIVERSITY OF AGRICULTURE ABEOKUTA,
COLLEGE OF NATURAL SCIENCES,
DEPARTMENT OF COMPUTER SCIENCE**

LECTURE NOTE

**COMPUTER CENTRE MANAGEMENT (CSC 317)
(2 UNITS)**

UNIT ONE

ORGANIZATION OF A COMPUTER CENTRE

Organization

Organization is the aggregated body that makes up the whole labour force. It also refers to the arrangement of the workforce in a team in order to function effectively.

There are five areas of organization to which a data processing manager must give adequate attention to. These are:

1. Planning the Installation
2. Establishing Objectives
3. Company Education Policy
4. Physical Installation
5. Staffing Policy

1. Planning the installation

Before a computer is received at the user's premises the data processing manager must give many man-hours of thought to the preliminaries and must draw up detailed plans for the three major phases, viz:

- Pre installation
- Installation and
- Productive running

Besides, there are also (i) Detailed planning (siting, systems and programming, staffing etc) and (ii) Policy planning (The definition of objectives, budgeting and resources allocation)

All company's personnel must be involved for successful installation of computer system.

A steering committee must be appointed for a fairly high-level control of the planning. The composition is: the most senior executive of the company's chairman, the manager of the computer department, a representative from the computer manufacturer, and other representative from the various departments within the company. The committee should be given specific terms of reference.

2. Establishing Objective

The aims and objectives of establishing a data processing department must not be left out. The senior executive should have the following questions in mind which explain both short term and

long term objectives. Why is the company considering a computer? What would be the benefit to the company of these applications? What are the long term implications? What major role will the computer play in the company activities? The usefulness of computer in any firm comes under the objectives like keeping records accurately, forecasting, and simulation among others.

3. Company Education Policy

Management must play emphasis on how computer are used, the stages in applying a computer, the difficulties in problem definition, data collection and communication. The education programme should not be rushed simply because it is for busy men. In short, the education programme policy must made adequate provisions for formal training programme, and formal lecture on the effect of introducing computer into the organization.

The purpose of a company education policy is to motivate staff at every level to think about using computer and not leave it to the next man.

4. Physical Installation

The environmental conditions of a computer are important to trouble -free running. All necessary conditions must be met before installation exercise. The layout of the computer room should be design with work flow in mind as we have in figure 1 below:

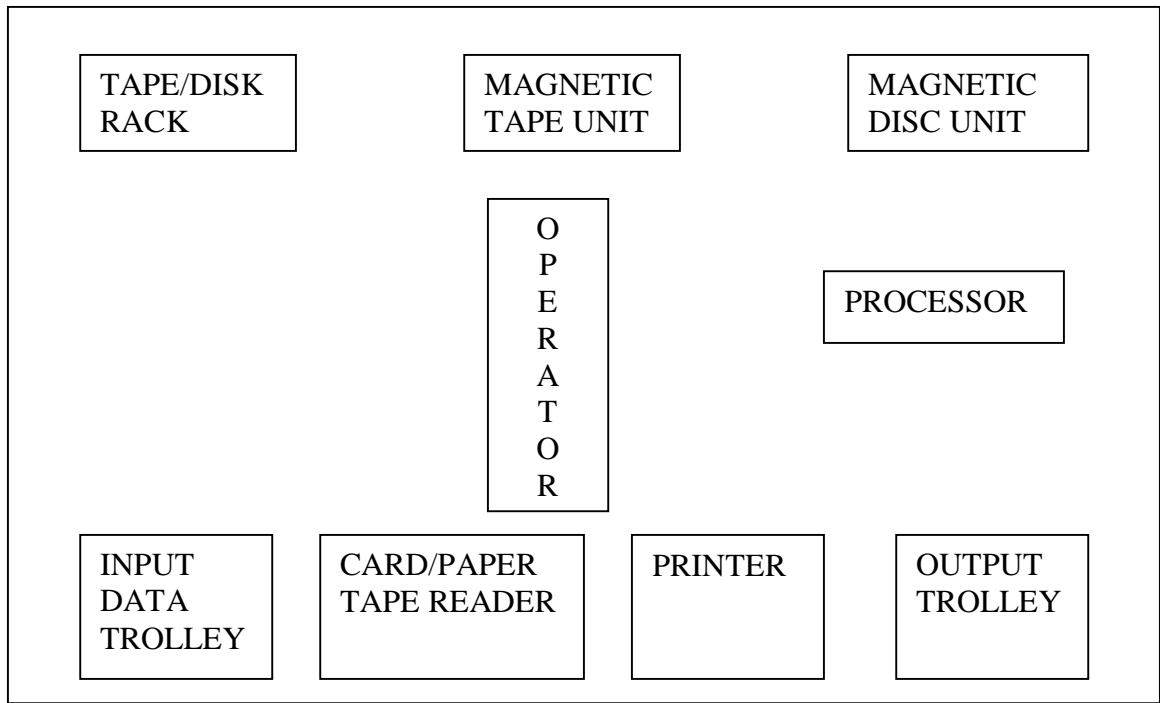
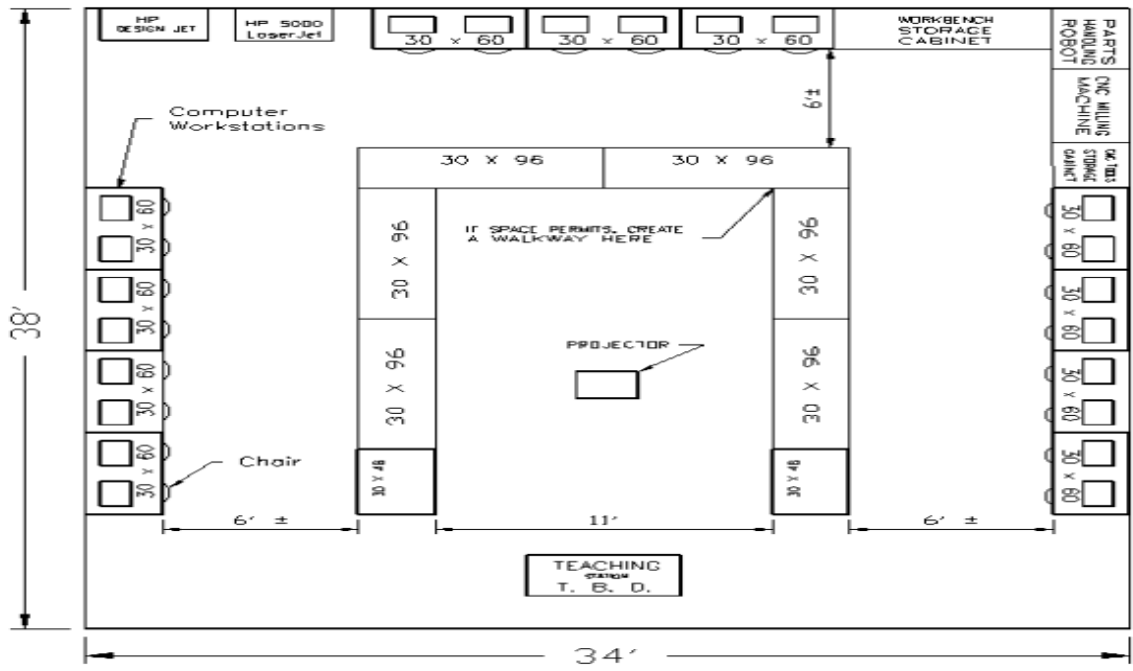


Figure 1: Computer Room Layout

The operator should be near to the input and output units which are most in use e.g. card or tape reader, printer, and tape or disc unit. The room must have air condition used for dust filtration, temperature control and humidity control.



5. Staffing Policy

A typical computer centre team consist of the operations team who performs daily management of the computer centre including 7/24 operator coverage, logistical planning for the computer centre, hardware movements and warranty/escalation follow-up for the system.

There are obviously two choices open to management. They can recruit experience personnel and thus reap the benefit of that experience or they can re-train existing staff in computer techniques. In doing this, a number of factors used to be considered or the advantages and disadvantages of each option.

Recruitment of Experience Personnel

Advantages

- (i) Benefit of the experience.
- (ii) Little or no computer training required.
- (iii) A fresh eye often sees weakness in a system.

Disadvantages:

- (i) Demand exceeds supply, therefore high salary levels.
- (ii) No knowledge of company perhaps even industry.
- (iii) No company loyalties.
- (iv) Problem of interaction with existing staff.
- (v) Gamble of recruiting an unknown person.

Re – Training of Present Staff

Advantages:

- (i) Retain existing loyalties.
- (ii) No need to spend time in teaching company operation
- (iii) Personality and ability already known.
- (iv) Acceptance to existing staff (assuming right people selected).

Disadvantages:

- (i) Computer training necessary.
- (ii) Over familiarities with the way thing are done and reluctant to change the present methods.