

DECISION SUPPORT SYSTEM FOR NRM (ITM 613)

*Case Sample of Group Decision Support System
(GDSS)*

(www.facilitate.com)



BOGOR AGRICULTURAL UNIVERSITY
MASTER OF SCIENCE IN INFORMATION TECHNOLOGY
FOR NATURAL RESOURCE MANAGEMENT
SEAMEO-BIOTROP
2007

Based on the exploration of the www.facilitate.com as the Group Decision Support System (GDSS) website, the following will be explained several aspect of the GDSS that have been found in the www.facilitate.com website and referred to the lecturer questions.

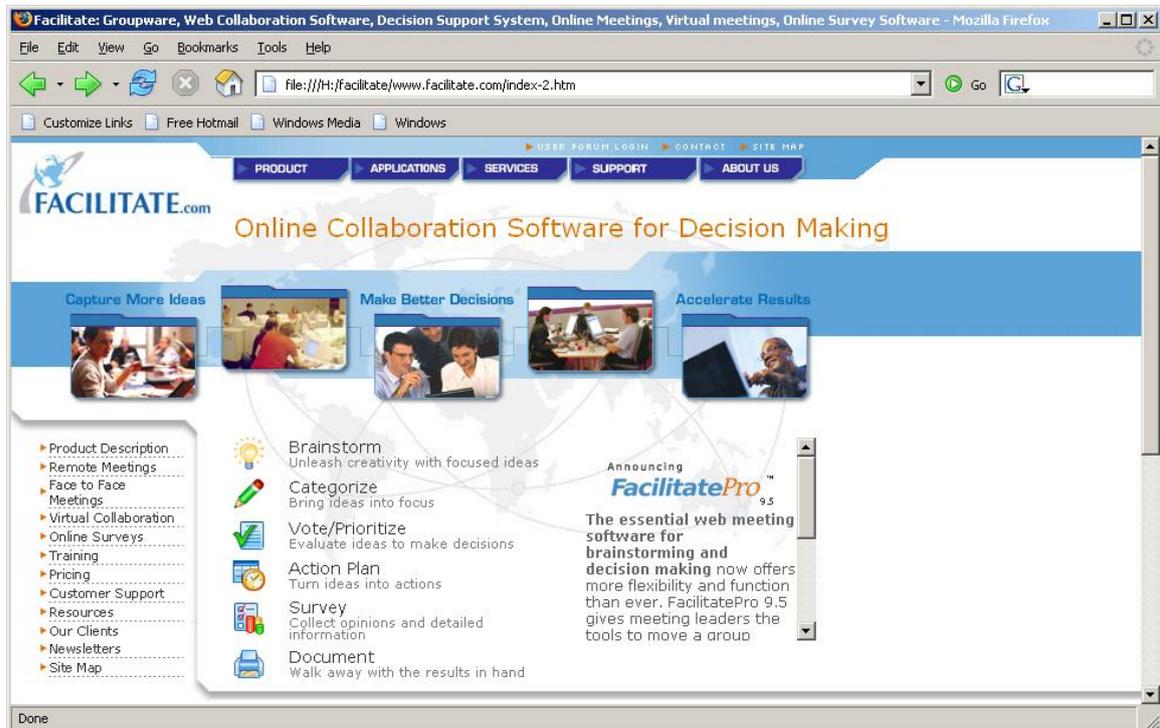


Figure .1 www.facilitate.com homepage interface

1. What groupware functions available?

Answer:

The term groupware refers to software products that support groups of people engaged in a common task or goal, and provide an interface to share environment (per Ellis et al in the turban 1993). Furthermore, Turban explained that groupware is known in the computer industry to be very ambiguous.

The groupware functions that are available and have been found in the website consist of;

a. Brainstorming function

The brainstorming function is available in the FacilitatePro tools as groupware function and have several advantages that can be obtained such as collect ideas from an unlimited number of participants simultaneously, use headlines and details to make

users point more clearly, add ideas during a meeting or come back later to add to the discussion, and make ideas anonymous or attributed as appropriate to the discussion topic.

b. Categorization function

Categorization function can be found as the groupware function that organize or categorize the ideas that have been collected by the users. Categorization function can allow the participants to build on ideas on the flip chart, adding comments, web links, files or images.

c. Voting/prioritization function

The voting / prioritization function is provided by the groupware to assist the users in the evaluation or prioritization so the users can select the voting ballot based on the voting rating then the voting result can be seen and used in the another application.

d. Action planning function

The action planning function is provided by the groupware to turn the ideas into actions plans by recording responsibility, start and end dates and status information for each item that will be used.

e. Survey function

The survey function is used to make data gathering paperless and painless so the optimum survey results can be reached.

f. Documentations function

The documentations function is given by the groupware so the user's proceedings can be printed and handed out or participants can print their own reports at their offices

Example Risk Management Workshop

Purpose: To bring a group of staff and team members together from across the organization for a focused workshop to identify, categorize and prioritize risks. To determine existing and needed controls to mitigate our highest impact risks. To put in place regular risk review procedures.

Conference Agenda

1. What new or emerging risks do we see are effecting our business?
Total Items: 17
2. Prioritize Business Risks
Total Items: 15
3. Prioritize Business Risks - Results
Total Items: 15
4. What controls can we put in place to mitigate our top risk areas?
Total Items: 1
5. Let's build an Action Plan
Total Items: 2

Topic 1: What new or emerging risks do we see are effecting our business?

What do we know about each of these risks and their potential impact on our business? What do we anticipate? What are we seeing in the horizon?

People Risks

4. **The results of our Employee Culture Survey showed dissatisfaction in key areas**
These included Management Skills and Work Environment. As the job market picks up we need to be sure that we are holding on to the best people.
5. **The average age of our managers is 50**
This has implications for retirement planning and the future of our retirement program, especially at a time when we are cutting back on our work force and divesting businesses.
Comments:
 1. Need to look for ways to retain this resource and create a more gradual shift from workforce to retirement plan.
 2. Similar issue occurred in 1980's. Let's look back at how we approached that and the way it turn out.
19. **Employee turnover**
High employee turnover incurring excessive costs to recruit and train new employees; down time due to limited trained resources.

Competitor Risks

7. **Vertical integration of competitors with other organizations on the supply chain**
Our two largest regional competitors are in merger talks. Combined entity would be seen by our customers as providing a one stop shop, affecting our current competitive advantage in this area.

Figure .2 Documentations function screen

g. Chat function



The chat function is provided by the groupware as the function for fast interaction and instant messaging by the users as the conversation without focused agenda.

Example Chat Session: Teleconference Check In

Welcome! Please check in as soon as you are online and on the call.
Let us know how you are.
Type a comment in the text box below.

Sam, congratulations on your promotion. I read about it in the employee newsletter!

Type a new chat user name:

Read the latest comments...

Sorry, I'm late. Traffic is a bear. Glad to join you all. - Dan, Los Angeles

No fog here, bright and sunny. (Makes a change.) - Diana, London

This is Charlie, checking in from New Mexico. Did anyone see the VP of Sales video broadcast last night? - Charlie, NM

Hey, Diana. How's the weather in London, foggy? - Sam, Seattle

Good morning. This is Diana checking in from London. Well I suppose it is morning for someone on this call! - Diana, London

Hey. This is Sam from Seattle. Been a hectic week so far, so I am really ready for project planning - Sam, Seattle

Welcome. This is Julia the meeting facilitator checking in from San Francisco. - Julia - Facilitator

Who is here with me?
Julia - Facilitator - Charlie, NM - Dan, Los Angeles - Diana, London - Sam, Seattle

Figure .3 Chat room / voice message function screen

2. What GDSS tools are provided?

The GDSS tools that are provided by the FacilitatePro in the www.facilitate.com consist of;

a. Electronic brainstorming tool

FacilitatePro provides an electronic flipchart to capture ideas as the electronic brainstorming tool. The users can type their idea into an electronic notepad and post it to the flip chart along with the ideas contributed by everyone else. Furthermore, the ideas can also include links to Web sites, text, data or image files, or e-mail accounts.

What new or emerging risks do we see are affecting our business?
What do we know about each of these risks and their potential impact on our business?
What do we anticipate? What are we seeing in the horizon?

Add an Idea

One risk we need to address is...
Employee turnover

Additional Detail
High employee turnover incurring excessive costs to recruit and train new employees; down time due to limited trained resources.

Electronic Flip Chart

This session is Anonymous - The following 17 items have been contributed to this Topic:

	Inadequate infrastructure Company does not have sufficient network infrastructure to support forecasted information management needs.
	Limited availability of capital funding Slump in world markets prevent access to sufficient funds at a manageable cost.
	Investment risks Vulnerability to slumping world market prices
	Software problems <i>Comments:</i> 1. Say more about this...
	Not enough time for training
	The risk of not keeping up with SOX changes.
	Outcome of TURN appeal may impact PROACT recovery Unfavorable ruling may require refund of some PROACT funds <i>Comments:</i> 1. Didn't we already get a favorable ruling on that issue?

Figure .2 Brainstorming feature / tool screen

b. Idea organizers tool

Recognizing that there is more to problem solving than simply collecting good ideas, FacilitatePro give you many ways to organize them. Within the electronic flip chart, you can build on your ideas, combine, edit, move or copy ideas and categorize your ideas.

What new or emerging risks do we see are affecting our business?

What do we know about each of these risks and their potential impact on our business?
 What do we anticipate? What are we seeing in the horizon?

Add an Idea

One risk we need to address is...

Additional Detail

Select a Category

Electronic Flip Chart

This session is Anonymous - The following 17 items have been contributed to this Topic:

People Risks	
	<p>The results of our Employee Culture Survey showed dissatisfaction in key areas These included Management Skills and Work Environment. As the job market picks up we need to be sure that we are holding on to the best people.</p>
	<p>The average age of our managers is 50 This has implications for retirement planning and the future of our retirement program, especially at a time when we are cutting back on our work force and divesting businesses.</p> <p style="font-size: small; margin-top: 5px;"><i>Comments:</i></p> <ol style="list-style-type: none"> 1. Need to look for ways to retain this resource and create a more gradual shift from workforce to retirement plan. 2. Similar issue occurred in 1980's. Let's look back at how we approached that and the way it turn out.
	<p>Not enough time for training</p>
Competitor Risks	
	<p>Vertical integration of competitors with other organizations on the supply chain Our two largest regional competitors are in merger talks. Combined entity would be seen by our customers as providing a one stop shop, affecting our current competitive advantage in this area.</p>
	<p>Our pension funds are underfunded as a result of the stock market crash</p>
	<p>Advertising Dollars skyrocketing We have many competitors and they are very aggressive advertisers. Our reliance on the Super Bowl may no longer be enough.</p>
Financial Risks	

Figure .3 a sample Brainstorming with Categorization screen as idea organizers tool.

c. Tools for voting or setting priorities

Making decisions involves prioritizing ideas and reaching consensus. FacilitatePro allows you to quickly and easily transform any list of ideas into a sophisticated voting ballot. Select single or multiple voting criteria and voting

formats. View the results instantly. Return for a second round of voting after discussion or select the top items and build an action plan. Quickly turn a brainstorm list into a voting ballot for participants to evaluate or prioritize. Select from several standard voting profiles with options for rating, checkboxes, high/medium/low, true/false, assigning points, and agree/disagree scales. Reissue ballots quickly and easily. View the results instantly. Print out a variety of reports or easily export the data into another application.

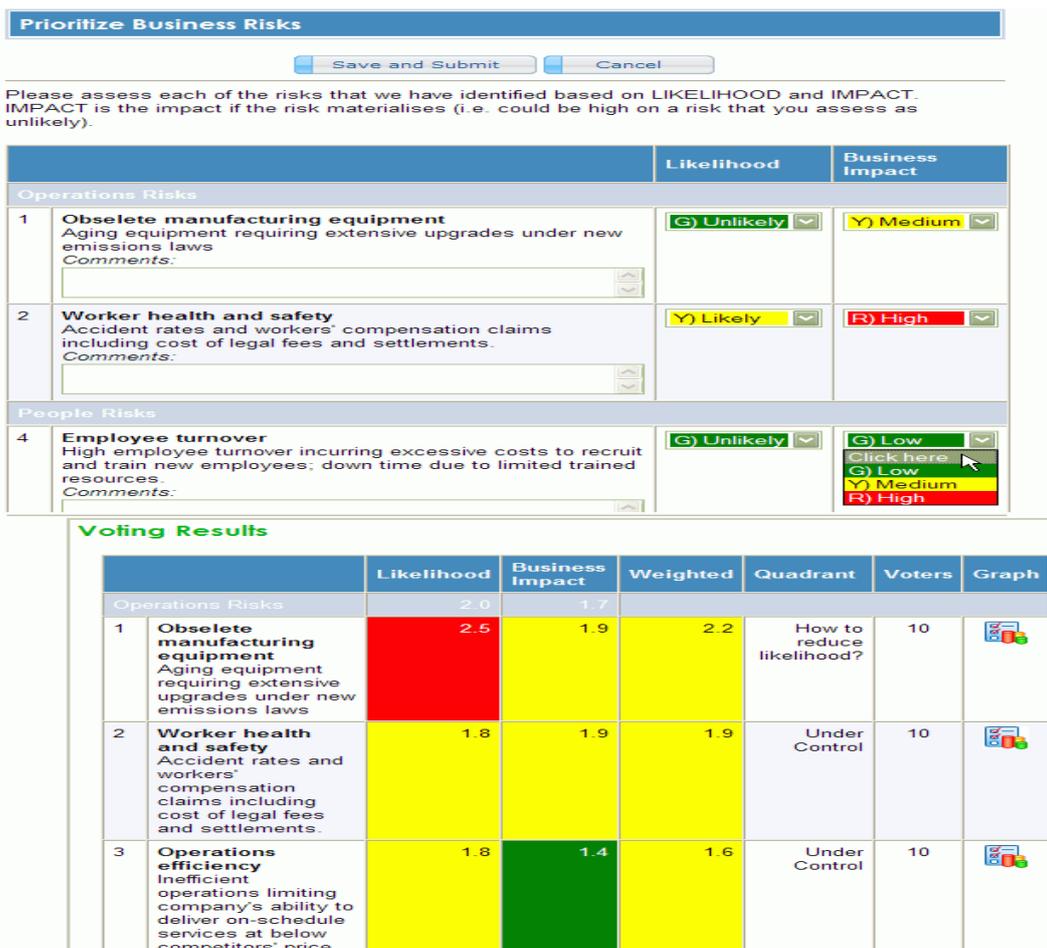


Figure .4 Voting/prioritization tool and voting results screens.

d. Action planning tools

The real payoff from a meeting occurs when the results are turned into actions. FacilitatePro makes it easy to take recommendations from the meeting and build them into action plans with roles, responsibilities and timelines. Once developed, teams can continue to update the status of an action plan on-line until it has been completed.

The action planning tools can turn ideas into action plans by recording responsibility, start and end dates and status information for each item, display items graphically in a time chart, and export action plan details for import into other project management tools.

Facilitate.com

Example Strategic Planning Process

Action Plan: What are the major actions we need to take in the next 12 months?

[Add an Idea - View All Ideas - Main Screen](#)

Add an Idea

Action Item

Set up regular meetings w/ sponsor to ensure senior management buy-in as we go

Who: Simon, Team Leader

Start Date: 6 / 1 / 2003

End Date: 9 / 30 / 2003

Status: On Schedule % Complete: 0

Add My Idea Refresh List Finished Print

Electronic Flip Chart

The following items have been contributed to this Topic:

		Jun 15, 2003	Sep 15, 2003
1	Communication our Strategic Directions Who: Management Team 50% Completed 06/15/03 to 06/30/03	[Progress bar: 50% complete]	
2	Build an online tracking mechanism Who: Jennifer 50% Completed 07/08/03 to 08/08/03	[Progress bar: 50% complete]	
3	Establish an implementation team Who: Bill 0% Completed 08/15/03 to 09/15/03	[Progress bar: 0% complete]	

Figure .5 Action Planning tool screen.

e. Survey tools

FacilitatePro includes a robust survey tool that enables you to create and administer elegant surveys quickly without the need to know HTML programming. Survey results are available online at any time to authorized users. Set up complex surveys for distribution over the Internet/Intranet. Enter questions and select appropriate voting profiles for individual and blocks of questions. Monitor results online at any time. Summarize survey results across multiple levels of organization or pre-defined demographic categories while keeping individual responses anonymous. Select from extensive report and export options.



Employee Culture Survey Example

INSTRUCTIONS

Please read each of the following statements carefully and indicate your level of agreement or disagreement. There is space to add general questions at the end of the survey. When finished, click on the Save and Submit button. *Individual responses will remain confidential and anonymous. The summarized results of this survey will be published in our company newsletter next month. Thank you for your participation.*

Cancel Save and Submit

	Agreement
SECTION I: Vision, Cooperation and Innovation	
Our organization's mission statement is well understood and supported by our employees. <i>Please add comments and examples to clarify your answer:</i> Our mission statement is posted in every conference room & the cafeteria.	7 Strongly Agree
Senior managers and other employees share a common vision of what we are trying to accomplish. <i>Please add comments and examples to clarify your answer:</i> Generally this is so. Some talk the talk but don't walk the walk.	5
Our organization's mission statement sets out values by which all employees should work by. <i>Please add comments and examples to clarify your answer:</i>	6
Standard operating procedures have been set up for most work situations. <i>Please add comments and examples to clarify your answer:</i>	6
I understand how my work impacts our organization's mission and objectives. <i>Please add comments and examples to clarify your answer:</i>	7 Strongly Agree
I have frequent opportunities to talk with other employees about successful work activities to understand how and why they succeeded.	5

Figure .6 Survey tool screen.

3. How participant involve / take part using the system for a decision making session?

Answer:

Because the FacilitatePro tools are web-based, you can choose whether you want to gather participants in a conference room, set up a distributed meeting or a mixture of both. You decide whether the meeting should be real-time or whether participants will contribute their ideas when their schedule allows. Either way, you get the same focus and productivity with significantly greater scheduling flexibility.

a. Face-to-Face Meetings (Same Time, Same Place)

Make decisions in half the time with twice the input. FacilitatePro's web based meeting tools support each stage of a well-run meeting. The result is a combination of the best aspects of face-to-face interaction with exceptional levels of participation and productivity. FacilitatePro tools support the following meeting steps:

- Prepare - Asynchronous brainstorming and online surveys for pre-meeting data gathering
- Plan - Custom interactive agenda creation with topics and subtopics
- Generate Ideas - Brainstorming tool for rapid attributed or anonymous idea generation
- Converge - Categorizing tool for organizing and synthesizing ideas
- Prioritize - Sophisticated voting tool for prioritizing, decision making and consensus building
- Action Planning - Action planning tool for documenting next steps and responsibilities
- Document - Report and export tools for documentation, communication and further collaboration

Imagine a meeting using FacilitatePro. You need to meet with your key managers to review the strategic plan that will guide your organization over the next few years. Everyone has left their work on their desk to attend this important meeting so time and focus are of the essence. Each participant has their laptop, with a web browser open to the meeting agenda. The first topic of the agenda is to brainstorm the challenges and issues associated with the implementing the plan. Everybody types in their ideas in parallel, which are captured on a shared electronic flipchart. Input is anonymous so ideas flow freely. After a few minutes, you lead the group in a verbal discussion of the ideas and organize them into categories on the flipchart. Now you are ready to prioritize and make decisions. You quickly transform the electronic flip chart into a ballot and distribute it to the group. They vote on the urgency and impact of the ideas, and the collective results are immediately displayed on each screen. With this prioritized list, the group focuses on action plans and each leaves with a complete set of meeting notes.

The meeting takes an hour instead of an entire afternoon and everyone is back in their offices focusing on business at hand.

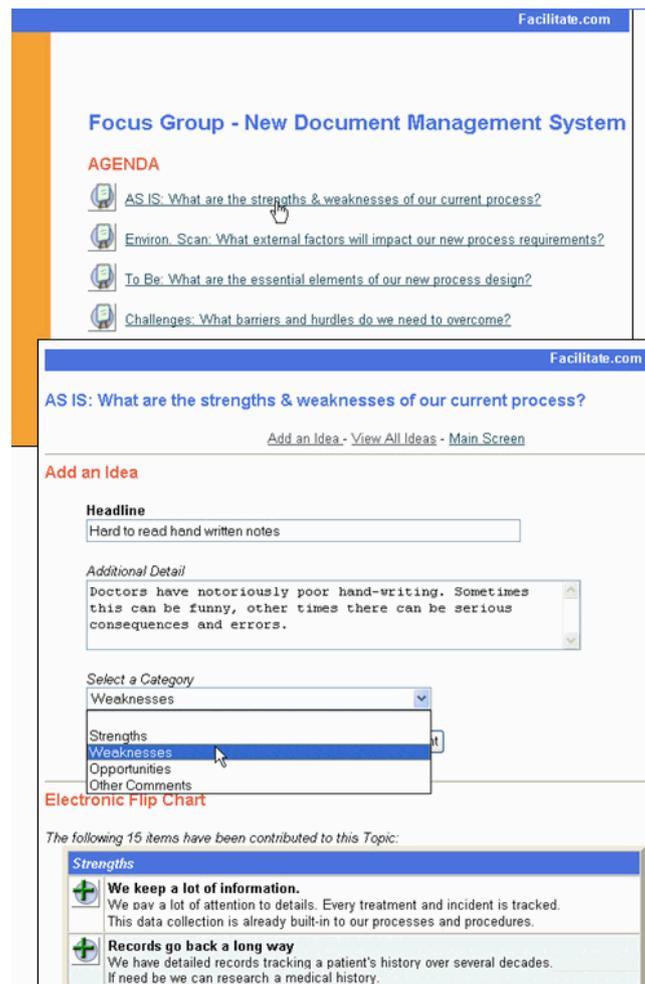


Figure .7 an example of a face-to-face meeting agenda and discussion topic.

b. Virtual Collaboration / Asynchronous Meetings (Different Time, Different Place)

With FacilitatePro teams collaborate, contribute ideas and evaluate issues at a time and place convenient for them. Team members can work from home, from a hotel, or in offices thousands of miles apart. All they need is a computer, modem, and access to the Internet or their internal intranet. Project teams secure an electronic meeting room in Facilitate.com's virtual conference center, where the project leader sets up an agenda of topics for discussion. The team leader solicits input from participants, organizes the input, distributes a voting ballot, publishes the results and requests input for the next steps. Action plans keep everyone on track.

Supplement face to face meetings

Imagine arriving at an on-site meeting ready to take action and make decisions. Prior to meeting face to face, the team leader sets up a web meeting to solicit input from participants, identify the high priority items and construct a focused agenda with

much of the initial information exchange completed. During the on-site meeting time is spent making critical decisions and cementing agreement on appropriate actions.

- A survey tool for easy data gathering
- An electronic meeting room with customizable agenda with topic links
- A brainstorming tool for rapid attributed or anonymous idea generation
- A categorizing tool for organizing and synthesizing ideas
- A sophisticated voting tool for prioritizing, decision making and consensus building
- An action planning tool for documenting next steps and responsibilities
- Report and export tools for documentation, communication and further collaboration

Imagine supporting a project using FacilitatePro . You are responsible for a project with a dispersed work team. Despite time and budget constraints your team needs to be working closely together. To supplement your weekly status meeting, you set up an ongoing web meeting to share daily updates. At their schedules permit, each team member logs onto the meeting over the web and enters his or her contribution to this week's critical topics. Team members build on information already there, attach supporting files and request information from their colleagues. You've got the information you need to manage your project, and your work team can focus on delivering results without overload from meetings, conference calls or emails. In four hours, the group has collaborated to make key decisions without leaving their offices. The cost and time savings from eliminating travel have more than offset the cost of the technology – in a single meeting.



Example Project Team Weekly Status Meeting

Prior to our weekly conference call, each team member is asked to contribute to our agenda topics. Our pre-work will allow us to get a lot of the general information exchange and idea generation completed in a collaborative way and enable us to focus on decisions and next steps during our teleconference.

AGENDA



[Please note resolution to issues outstanding from last week's meeting](#)



[What successes have we achieved this week?](#)



[What problems have emerged that we need to address?](#)



[Project Action Plan](#)

Figure .8 An example of an asynchronous meeting agenda

c. Remote meeting / Distributed Meetings (same time different places)

With FacilitatePro you can achieve real time interaction in a distributed environment, conduct highly productive and cost-effective online meetings and add a new level of collaboration to your teleconferences or web conferences. FacilitatePro provides:

- Tools to support decision making and structured group interaction over the web
- Asynchronous pre-meeting brainstorming and surveys to inform your real time event
- Integration with your web conference or teleconference or use FacilitatePro standalone
- Interactive flip chart – everyone contributes ideas in parallel for the group to see and build on
- Prioritization and categorization tool to consolidate ideas into solutions
- Flexible voting tool for fast decision-making and consensus building

- Action planning module for documenting next steps
- Data available for instant reporting or export

Imagine a distributed meeting using FacilitatePro. You need to have a meeting with colleagues from around the country. Because of your organization's attention to cost control and the inconvenience of travel, you opt to combine a web conferencing service and FacilitatePro to conduct the discussion. On the day of the meeting, participants sign on to the designated web site and you share a Powerpoint presentation that sets the stage. Then you invite the group to click on the link to FacilitatePro's interactive agenda. The first topic is a brainstorm about possible solutions to your problem. Everybody works in parallel adding ideas to a shared electronic flipchart. You've opted for anonymity so ideas flow freely. After a few minutes, you lead the group in a verbal discussion of the ideas and assign them to categories that are displayed in real time on everyone's screen. Now you quickly change the flip chart into a voting ballot and ask the group to rank the ideas according to impact and feasibility. The results are immediately displayed in numeric and graphic form. The group moves through several topics, brainstorming ideas and categorizing and prioritizing as appropriate until a final set of key decisions emerges. At the end of the meeting, each participant receives a complete set of meeting notes.

In four hours, the group has collaborated to make key decisions without leaving their offices. The cost and time savings from eliminating travel have more than offset the cost of the technology – in a single meeting.

Facilitate.com



Example Strategic Planning Process

AGENDA
[Click here to join the current topic as set by our facilitator](#)

09:00	09:30		What is the current state of our organization? Use this topic to identify current organization strength and weaknesses.
09:30	10:00		Future state: Our vision for our organization. What do we want to become? What are our goals and objectives for the next 12-18 months?
10:00	10:45		Environmental Scan: What external issues will affect our success? What external issues will affect our IT implementation and ability to meet our goals? Think of the following areas: Financial Issues; Personnel Issues; Technical Issues.
10:45	11:00		Break
11:00	11:30		Challenges: What challenges must we prepare to overcome? What challenges must we prepare to overcome in meeting our goals and objectives? Taking into account our current state and our environmental scan, what are the most critical issues that we will have to overcome to meet our goals and objectives?
11:30	12:00		Action Plan: What are the major actions we need to take in the next 12 months?

Figure .9 An example of a distributed meeting agenda

d. Online Surveys

Gathering information from stakeholders, constituents, employees and customers is critical to your operation. Yet it continues to be a costly logistical nightmare for many companies, and the real problem solving has to wait until the surveys are collected and tabulated. FacilitatePro offers a flexible yet sophisticated survey tool that allows any authorized user to create and administer surveys to an unlimited number of recipients, with no programming expertise required. Surveys can be simple yes/no or complicated multi-format questionnaires. With the click of a mouse, you can view graphical results online at any time or export the data into a spreadsheet or data base.

- Speed and simplify the collection of data
- Eliminate the costs associated with the creation and administration of paper surveys
- Set up, administer and analyze data on-line without I/T support

- Imagine using FacilitatePro

Imagine using FacilitatePro. You are assessing business risk across your company and you need to gather data from a wide cross-section of the organization using a series of surveys. Your staff sets up the survey within a day, without requiring any programming skills. The survey is accessible to everyone on your participant list with access to a standard web browser. You request participation by email and within hours you see results begin to come in online. You track the level of participation by demographic category and check in with departments where responses are lagging.

You begin your analysis as soon as the results come in.

In a matter of days, not weeks, you have the data you need in hand and have identified the actions that need to be taken.

Employee Culture Survey Example

INSTRUCTIONS
Please read each of the following statements carefully and indicate your level of agreement or disagreement. There is space to add general questions at the end of the survey. When finished, click on the Save and Submit button. Individual responses will remain confidential and anonymous. The summarized results of this survey will be published in our company newsletter next month. Thank you for your participation.

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	Agreement
SECTION I: Vision, Cooperation and Innovation	
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I understand how my work impacts our organization's mission and objectives. <i>Please add comments and examples to clarify your answer:</i>	7 Strongly Agree
I have frequent opportunities to talk with other employees about successful work activities to understand how and why they succeeded.	5

Figure .10 an example of an online survey

4. What hardware / software technology is used?

Answer:

No HTML or programming skills are required

FacilitatePro 9.5™ is easy to install and maintain. Installation is simple and straightforward and typically takes less than 30 minutes. There's no need for programming or HTML coding skills.

Access via any standard Web browser

FacilitatePro supports most major Web browsers including Netscape's Navigator and Microsoft's Explorer version 4.0 or later. There's no need for users to download special applications or plug-ins.

Participant/User SW Requirements

Netscape's Navigator 4.0 or later

Microsoft's Explorer 4.0 or later

Most other HTML-viewer browsers (check for supported versions)

Web Server Minimum HW & SW Requirements

PC running Windows 2000 / XP/ 2003 Server

Apple Mac OS X or later (special bid only)

200 MB of free disk space

512 MB of RAM

Web Server Software Recommendations

FacilitatePro includes an integrated Web Server. No additional Web Serving Software is required.

5. Provided example? (Could be used some real / illustrated examples from that site?)

Answer:

a. The Business Proposition

With FacilitatePro meetings often take half the time, and consultants can focus on methodology and analysis rather than data administration and documentation.

Successful consultants help their clients achieve breakthrough results by creating a unique synergy between their expertise and their client's understanding of its business. They accomplish this by facilitating the merger of internal know-how with external knowledge of industry best practices and techniques. Collaboration is the foundation for creating this transformation and integrating it into the fabric of the organization so that the change is sustainable. And in this time of dispersed organizations and tight budgets, clients are demanding that this process be cost-effective. Facilitate.com's intuitive and powerful meeting and survey tools allow you to go beyond the meeting room and expand the reach and scope of your consulting methodology.

Web Collaboration Solutions

Facilitate.com's meeting tools allow consultants to deliver executive workshops and focus sessions to clients in the conference room or in their offices. Your client event is enriched by participation and input from experts from around the world. All the data is stored in a single repository, and participants have access to instant documentation at any time. With Facilitate.com meetings often take half the time, and consultants can focus on methodology and analysis rather than data administration and documentation.

Consultants rely heavily on data gathered from their clients, from identifying and prioritizing business risks to running a stakeholder survey. Facilitate.com's survey tool speeds and simplifies data gathering by giving consultants the tools to set up, administer and analyze survey data without requiring IT support. Results of the survey or forum are available at any time. You spend less time creating and administering the survey and more time applying the expertise your client has paid for to analyze the results.

Client Example

Consultants can use Facilitate.com in any engagement where facilitation and collaborative group process are required for project success. Our tools are integrated into ideation workshops, as-is/to-be analysis, strategic planning, benchmarking, risk consulting, mediation workshops, strategic selling workshops, organization development teams, and many more. Learn how the FOURTHOUGHTGROUP uses Facilitate.com to help their healthcare clients address the need to be in compliance with the Health Insurance Portability and Accountability Act (HIPAA) requirements for handling electronic health care information.

The image shows two screenshots of the Facilitate.com web application. The top screenshot displays a focus group agenda for a 'New Document Management System'. The agenda includes four items: 'AS IS: What are the strengths & weaknesses of our current process?', 'Environ. Scan: What external factors will impact our new process requirements?', 'To Be: What are the essential elements of our new process design?', and 'Challenges: What barriers and hurdles do we need to overcome?'. The bottom screenshot shows the 'Add an Idea' form for the 'AS IS' topic. The form has a 'Headline' field with the text 'Hard to read hand written notes', an 'Additional Detail' text area with the text 'Doctors have notoriously poor hand-writing. Sometimes this can be funny, other times there can be serious consequences and errors.', and a 'Select a Category' dropdown menu with 'Weaknesses' selected. Below the form is an 'Electronic Flip Chart' showing 15 items contributed to the topic, with two items visible under the 'Strengths' category: 'We keep a lot of information.' and 'Records go back a long way'.

Facilitate.com

Focus Group - New Document Management System

AGENDA

- AS IS: What are the strengths & weaknesses of our current process?
- Environ. Scan: What external factors will impact our new process requirements?
- To Be: What are the essential elements of our new process design?
- Challenges: What barriers and hurdles do we need to overcome?

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AS IS: What are the strengths & weaknesses of our current process?

[Add an Idea](#) - [View All Ideas](#) - [Main Screen](#)

Add an Idea

Headline
Hard to read hand written notes

Additional Detail
Doctors have notoriously poor hand-writing. Sometimes this can be funny, other times there can be serious consequences and errors.

Select a Category
Weaknesses
Strengths
Weaknesses
Opportunities
Other Comments

Electronic Flip Chart

The following 15 items have been contributed to this Topic:

Strengths

- We keep a lot of information.**
We pay a lot of attention to details. Every treatment and incident is tracked. This data collection is already built-in to our processes and procedures.
- Records go back a long way**
We have detailed records tracking a patient's history over several decades. If need be we can research a medical history.

Figure .11 Health Insurance Portability and Accountability Act

Reference:

- Turban, E. 1993. Decision Support and Expert System. 3th edition. Prentice Hall, Inc., New Jersey:
- www.facilitate.com