# MUST BE ORIGINAL WORK, NOT COPIED FROM OTHER WORK.

# School is using Turintin to check work that are copied from other sources. Thank you.

# Module 3 - Case

## SOFTWARE

### Case Assignment

The case presented in Module 3 is another real-world situation using advancements in technology to improve health care and IT governance. The Veterans Health Administration case study highlights critical factors to the VHA's success by discussing technology infrastructure, organizational culture, and managerial leadership. The student will analyze the case in six sections in the order followed. Also, these sections must be used to format level 1 heading titles in the case report.

1. Give the case background and organizational environment.
2. Describe the case situation and structure of the organization.
3. Identify the key problems and issues in the case.
4. Describe how the organization responded to those issues with technology and leadership in terms of successes, failures, or unforeseen results.
5. Provide an assessment and reasons for supporting those solutions.
6. Review the case finding and conclude how the solution could be improved or propose something different.

This case was available free to read and download from the Palgrave McMillan Journal of Information Technology site. Cases for free change every week, but the journal offers this disclosure “Palgrave Macmillan and the editorial team have selected this set of papers from the archive of the journal to give a representative sample of the best of our content. These papers, listed in chronological order, are available free to read and download.” The case is included in this page for easy access.

Broderick A. (2013, January). The Veterans Health Administration: [*Taking home Telehealth services to scale nationally*](https://tlc.trident.edu/content/enforced/80386-ITM490-DEC2016FT-1/Modules/Module3/Taking%20Home%20Telehealth%20Services%20to%20Scale%20Nationally.pdf?_&d2lSessionVal=KWu55OblXmjheKasF5hdLul0z&ou=80386). The Commonwealth Fund. Retrieved from [*http://www.commonwealthfund.org/~/media/Files/Publications/Case%20Study/2013/Jan/1657\_Broderick\_telehealth\_adoption\_VHA\_case\_study.pdf*](http://www.commonwealthfund.org/~/media/Files/Publications/Case%20Study/2013/Jan/1657_Broderick_telehealth_adoption_VHA_case_study.pdf)

### Assignment Expectations (50 points total)

**Length:** Minimum 3–5 pages excluding cover page and references (since a page is about 300 words, this is approximately 900–1,500 words).

**Assignment-driven criteria (25 points):** Demonstrates clear understanding of the subject and addresses all key elements of the assignment.

**Critical thinking (10 points):** Demonstrates mastery conceptualizing the problem. Shows analysis, synthesis, and evaluation of required material.

**Scholarly writing (5 points):** Demonstrates writing proficiency at the academic level of the course; addresses the Learning Outcomes of the assignment.

**Quality of references (4 points) and assignment organization (3 points):** Uses relevant and credible sources to support assertions. Assignment is well organized and follows the structure of a well-written paper.

**Citing sources (3 points):** Uses in-text citations and properly formats references in APA style.

### Module Overview

Module 3 focuses on issues of software and applications—selection, management, control, and assessment, all within the corporate context of business strategy, technical and infrastructure constraints, and environmental pressures. This is an area where users assume a much more significant role than in the management of the underlying hardware, and where interactions with business needs and priorities become exponentially more complicated, particularly in large and diverse enterprises. There is also a vastly larger array of choices to be made, including the degree to which processing power needs to be retained within the company or outsourced in varying ways, the kinds of human resources and training required to support effective use of information technology, and management of the underlying knowledge base. It is an area where technical knowledge must merge with business expertise in the most basic way.

All modules in the course, as we have noted, draw on everything that you have learned in the program; however, this module draws most specifically on your courses in software management and technology support, as well as your general introductory course. As in the previous module, you probably have a general familiarity with these issues as expressed in this case, although you may need to supplement your knowledge with some special research.

# Module 3 - Background

## SOFTWARE

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Dube, L., Bernier, C., & Roy, V. (2009) [*Taking on the Challenge of IT Management in a Global Business Context: The Alcan Case – Part A.*](https://tlc.trident.edu/content/enforced/80386-ITM490-DEC2016FT-1/Modules/Module2/The%20Alcan%20Case%20%E2%80%93%20Part%20A.pdf?_&d2lSessionVal=NQTgjoEsqKjvp3HGOrAE7cUuo&ou=57234&_&d2lSessionVal=KWu55OblXmjheKasF5hdLul0z&ou=80386) International Journal of Case Studies in Management. 7(2):May. HEC020.

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Bernier, C., Roy, V., & Brunelle, E. (2006) [*An ERP Story: Background (A).*](https://tlc.trident.edu/content/enforced/80386-ITM490-DEC2016FT-1/Modules/Module4/103940ERP%20Story%20%28A%29.pdf?_&d2lSessionVal=NQTgjoEsqKjvp3HGOrAE7cUuo&ou=57234&_&d2lSessionVal=KWu55OblXmjheKasF5hdLul0z&ou=80386) International Journal of Case Studies in Management. 4(1):March.

Bernier, C., Roy, V., & Brunelle, E. (2006) [*An ERP Story: Troubles Ahead (C).*](https://tlc.trident.edu/content/enforced/80386-ITM490-DEC2016FT-1/Modules/Module4/103941ERP%20Story%20%28C%29.pdf?_&d2lSessionVal=NQTgjoEsqKjvp3HGOrAE7cUuo&ou=57234&_&d2lSessionVal=KWu55OblXmjheKasF5hdLul0z&ou=80386) International Journal of Case Studies in Management. 4(1):March.

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Torogoon, A., Jetton, P., Vlasic, A., & Spiller, J. (2004). [*Raise your glasses – the water's magic!*](https://tlc.trident.edu/content/enforced/80386-ITM490-DEC2016FT-1/Modules/Module3/The%20water%27s%20magic.pdf?_&d2lSessionVal=NQTgjoEsqKjvp3HGOrAE7cUuo&ou=57234&_&d2lSessionVal=KWu55OblXmjheKasF5hdLul0z&ou=80386)Strategic IT at SA Water: a case study in alignment, outsourcing and governance. *Journal of Information Technology*. 19, 130–139.

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