

# **Change Management of Transitioned Information System (IS) to Management Information System (MIS) of the Course System Analysis and Design 1 & 2 of Jose Rizal University: A Basis for a Comprehensive Policies Redirection**

<sup>1,3,4,5a</sup> **Engr. Daniel D. Dasig, Jr.**      <sup>2,3,4,5b</sup> **Mengvi P. Gatpandan**

<sup>1</sup>Faculty Researcher, Department of Computer Engineering

<sup>2</sup>Faculty Researcher, Department of Information Technology

<sup>3</sup>College of Computer Studies and Engineering, Jose Rizal University

<sup>4</sup>80 Shaw Blvd, Mandaluyong City, Philippines

<sup>5</sup>{daniel.dasig, mengvi.gatpandan}@jru.edu

## **Abstract**

The study is an application of the Information Technology Infrastructure Library (ITIL) processes as best practice in IT Service Management and Lean Six Sigma, a set of tools and strategies for process improvement while eliminating deadly wastes. ITIL Change Management controlled all changes applied to the existing Policies and Guidelines in the Documentation and Software Development phases of System Analysis and Design 1 & 2. System Analysis implied requirements and processes, while System Design; as the output of the software development team.

The study aimed to identify and eliminate wastes in the areas of the course Systems Analysis and Design 1 & 2 deliverables of BS in Information Technology and BS Business Administration-Computer Science students transitioned from Information System to Management Information System, identify the business sectors serviced by the students, identify the distribution of services to the business sectors, evaluate the students rate of proposed and approved design between IS and MIS and look into the Voice of Customers (VOC).

Statistical Process Controls (SPC), Supplier, Input, Process, Output, Customers (SIPOC) Diagram, Ishikawa Diagram (Fishbone Analysis), Voice of Customers (VOC), and Benchmarking were the methodologies used in the study

Results of benchmarking and SPC analysis have been depicted on the 2012 Annual Faculty Quality Circle (FQC) Report which shown that out of forty- six (46) type of business sectors which were the students' possible clienteles, Education sector was the most serviced by the student developers. Based on the Voice of Customers (VOC) the Requirements Document (RD), User Specification Requirements (USR) and Reporting Requirements(RR)) have to be incorporated in the student deliverables. Technical Advisers therefore have been assigned to the student development team to closely monitor adherence and conformance to the Requirements Document, User Specification Requirements and Reporting Requirements.

**Keywords:** System Analysis and Design, Change Management, SIPOC Diagram, Fishbone Analysis