

MACRO vs MICRO SYSTEMS:

CAN GENERAL SYSTEMS THEORY BE APPLIED TO THE NEW TECHNOLOGY?

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We have all agreed that automation of information services is inevitable, and most are willing to believe it is a good thing. Given these values, there remain the problems of system analysis, design, selection and implementation.

The Information Age is emerging into a decade of economic instability and crisis. Consequently, few are willing to experiment with new technology for fear of making a mistake. In fact, this fear has become an obstacle to implementation of more traditional computer systems as well. The Information Age appears to be in danger of being 'system analyzed' to death!

Empirical evaluation of the range of technology available to information systems is precluded by the current economic climate. Therefore I propose to examine the application of general systems theory based largely on the conflicts which I have observed in my own effort to introduce an automated micro-computer system. In so doing, I hope to stimulate a forum for discussion, confession, and an inductive debate on the relevance of general systems theory.