

History of Technology in Human Services
LEAPS, BOUNDS and BIDS Oh my!

Presented by
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Training Objectives

- Learning Objective 1: To identify technology used in Human Services.
- Learning Objective 2: To understand the importance of technology specifications/requirements to the success of the project.
- Learning Objective 3: To identify potential areas for improvement to promote positive outcomes.

What is Technology? Why is important in Human Services?

- The use of knowledge and science to create or develop a concrete product used to enhance or simplify our everyday life. Some examples of different types of technology are:
- Communication Technology
- Business Technology
- Information Technology
- Medical Technology
- Educational Technology

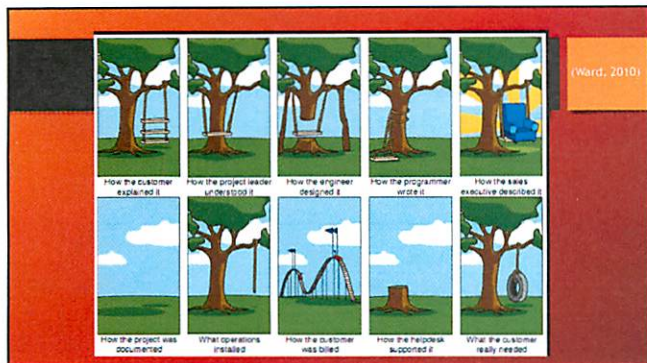


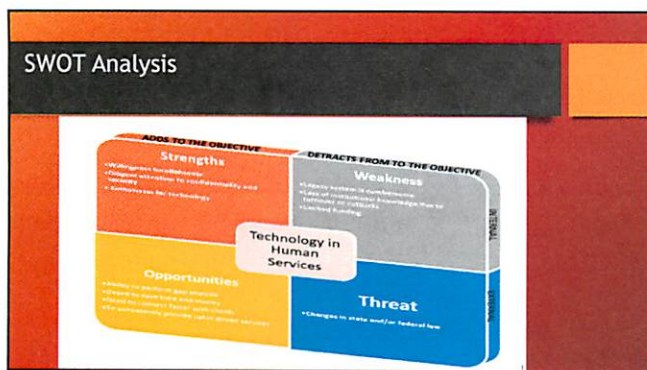
Introduction/History - Computers

- 1800's Charles Babbage predicted mathematical statements could be true or false
- 1936 Alan Turing - credited with the invention of artificial intelligence
- 1942 John Mauchly - Electronic Numerical Integrator and Computer which was an all electronic calculating machine (ENIAC)
- 1943 Conrad Zuse is credited with the Z3 a programmable functioning machine
- 1948 " Manchester Baby " - ran a program from memory allowing storage
- So who really invented the computer? Who really knows? Depends upon your definition of computer. How do you gather requirements or define your Human Services systems?

Why is requirement gathering important?

- Exercise
 - Customer
 - Project Manager
 - Developer /IT Guru







Technology in Human Services (Wrap Up)

Know where you are going and where you have been:

- Analyze legacy systems
- Determine if the technology has already been attempted
- ask yourself: what problem are you trying to solve
- Work with a company that you trust to "make it right"
- Don't reinvent the wheel...instead use the wheel to make a wheelchair

When gathering requirements:

- Give an exhaustive picture
- Analyze the (SWOT) - Strengths, Weaknesses, Opportunities and Threats
- Work with vendors who value the Subject Matter Experts/Content
- Remember that Process + Content = Quality Products

Veronica Taylor's AAA of Standards

- Ask Questions
- Assume that things will go wrong and prepare for how to handle them
- Adhere to your mission

What is LEAPS, BOUNDS and BIDS?

Integrated web based systems for license, certification, and incident management. (Jump Technology Services, 2017).
 Schedule a demonstration for more information

Reference List

Jump Technology Services (2017). Retrieved from <http://www.jumpfaster.com>

Steve VS Jobs (1996). Steve Jobs interview-success is about creating content not managing process [Video File]

Ward, Jewel. (2010). The project management tree swing cartoon, past and present. Retrieved from: <https://www.tamingdata.com/2010/07/08/the-project-management-tree-swing-cartoon-past-and-present/> [Image File]
