

# Technology for HR and Business Development to Thrive



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# Outline of Presentation



- **Telikom PNG Experience (Lessons Learnt)**
  - ✦ Past and Present
- **What Technology is needed for HR & Business Development to Thrive?**
  - ✦ Simple Criteria

# Telikom PNG Experience

- **SEVERAL TECHNOLOGICAL SYSTEMS IN THE VARIOUS SUPPORT DEPARTMENTS.**
- **HIGH MAINTENANCE COSTS VENDORS/SUPPLIERS**
- **INCLUDING TRAINING**
- **SYSTEMS WERE ISOLATED AND NOT FULLY UTILISED**

# Telikom PNG Experience



- **2011/2012 – SERIOUS REVIEW RESULTING IN**
  - Strategic Recruitment for the ICT team
  - Achieve business effectiveness with systems that are compatible with modern technology
  - Minimise maintenance/training costs to various vendors
  - Risk Management

# Criteria



- Cost Effectiveness
- Ease of use
- Compatibility with Existing MS and Web Based Applications
- Proven appropriateness for purposes
- Minimum Maintenance Costs
- Data Integrity

# Cost Effectiveness



- Balancing Cost with Effectiveness/Efficiency of Business processes for Operational Purposes
- Improved Customer Accessibility
- Quality Data for Strategic Management Purposes

# Ease of Use



- Accessibility to Staff and Management
- Improved Customer Service
- Compatibility
- Technology that communicates with other Major existing Systems

# Proven Capability



- Tested and Proven Technology
- Appropriate for purposes intended
- Future proof
- Minimum Maintenance Costs
- Less reliance on Vendor Support
- Easy to maintain by User with Vendor advise/support



# Data Integrity



- Secure systems against data manipulation, fraud, sabotage, cyber crime and warfare etc
- Data Integrity

# Final Remarks



- We cannot deny the fact the Technology is an important component of everyday HR and Business practice and process but Technology needs to be assessed well for business fit.
- It must be cost effective with proven capability, compatible with other modern systems and require minimum maintenance. Most importantly it must be future proof and security of data must be guaranteed.