Knowledge, skills and abilities of information systems professionals: past, present, and future.

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Knowledge, skills and abilities of information systems professionals: past, present, and future â˜†

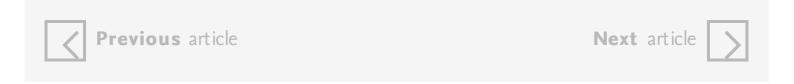Paul H. Cheney [1] … George M. Kasper [3]

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Abstract

This study provides information and direction regarding the skills needed by current and future information systems (IS) professionals. Based on information gathered in 1978, 1987, and 1988 through structured interviews with a total of one-hundred-eighty senior information systems managers responsible for planning, training, and hiring IS personnel, the trends in the current and future usefulness to project managers, systems analysts/designers, and programmers of twenty dimensions of knowledge, skill, and ability are evaluated. The results indicate that senior IS managers believe that human factors and managerial knowledge, skills, and abilities have and will continue to increase in importance for all IS professionals, particularly for project managers. The findings also confirm the increasing need to personnel with knowledge of advanced technologies and

an increased awareness of the value of information as a corporate resource. Collectively, the results suggests a clearer division of labor among IS professionals, precipitated by advances in technology and their application to ever increasingly complex and ill-structured problems.

Keywords

Information science education; Curriculum; Project and people management; Training; Staffing; Information systems occupations; Information systems skills; ACM model curriculum; Information systems personnel management

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Georgia prior to joining Texas Tech University in the summer of 1986. He has published over 90 articles in such journals as Decision Sciences, MIS Quarterly, and Information and Management. He has also conducted numerous professional development seminars and consulted widely for firms such as FORD, IBM, AT&T, and EXXON.

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