

Part VI

IT, Technology and Data Management

In the last chapter the focus is on IT, technology and data management which plays a significant role in VUCA environments, as a source and influencing factor as well as a tool to deal with the situation. In a first chapter, Eymann focus on information systems as the cause or the effect of VUCA environments. Using clinical processes as an example, Eymann discuss the reliability and trust needed to deal with the increasing dependability on IT in all areas of life. In a second chapter, Steward/Khare/Schatz discuss the application of information technology in higher education and come up with some ideas how Higher Educational institutions can deals with effects of VUCA.