DISINTEGRATION BETWEEN COMMUNICATION TOOLS: How to avoid “Information Islands” and loss of important business data

Grankulla, Victoria (2017)

The aim with this thesis was to give a solution on how to avoid “Information Islands” by avoiding disintegration between communication tools and to avoid loss of important business data. The objective was therefore to study different digital communication tools that could be used by the commissioner Nooga Oy Ab. The focus was on integrating the communication tool within a helpdesk, helpdesk was chosen as a concrete process within an organization since the author already had experience with working in a helpdesk.

The theoretical framework in this thesis includes theory on digitization, digitalization and digital transformation as concepts, Microsoft Office 365, industry revolutions and how the world is affected by digital changes. “Information islands” is a new phenomenon that is caused by digital changes and was also included as part of the theoretical framework. Microsoft Office 365 was part of the theoretical framework because the author decided to mainly focus on the digital tools within Microsoft Office 365.

This was a practice-based thesis since the research made was mainly practical with the support of theory. The practical work was to test the digital tools within Microsoft Office 365 and integrate them in the process of writing the thesis. The decision to only focus on Microsoft Office 365 and its
Therefore, improving internal communications should be just as important as increasing sales. To give you some practical advice, we have summed up some of the lessons leaders tend to miss. How to improve internal communications? 1. Encourage sharing, input and dialogue. Internal communication isn't a one-way street. Good communication flows both ways. As important as it is to give feedback to your employees, it's also crucial to teach your team members to give feedback. The key to this step is an open and trustworthy culture that encourages dialogue between teams and individuals. The Effective communication will help you avoid misunderstandings and allow you to send a clear message with people at home or at work. It is important to understand that these may be examples of differences in perception. Key Learning. Own your own perspective eg. “My understanding is…” or “What I see is…” Work on understanding the other person’s perspective and needs before you disagree. Take the initiative to improve your communication rather than blaming other people or withdrawing and feeling resentful when misunderstandings do occur. Do not ASSUME that you know what another person perceives. Bonus Viewing Information and Communication (ICT) seems to assume an explanatory role in energizing the coming together of world societies. More so, it aids in the acceleration of the interdependence of institutions, organs, processes and values. This article is therefore set to explore a symbiotic linkage and explain the nexus between ICT and globalization. To achieve this goal, ICT is used as a framework for analysing global interdependence through effective communication. Using a theoretical method of inquiry, this paper inferred that ICT is the tool through which technology is transmitted, while technol What are the most popular communication tools used? What trends will change organisation communication? Read the article to find out. To manage these industry changes, many leading organisations in business and government have implemented a digital workplace strategy. By intelligently combining the technologies that many businesses already use, the digital workplace has broken down the communication barriers and is transformation employee experience to one promoting efficiency, growth and innovation. The key to success, however, depends on the implementation of a digital workplace strategy - requiring one that is capable of driving true change within the organisation. Data-Driven Vs. Information-Driven. Using data alone does not necessarily lead to making better decisions. In fact, context lies at the heart of the difference between being "data-driven" and being "information-driven." To make a data-driven decision, you must find data that is relevant to a specific question or query and interpret it to resolve that query. Being information-driven means not just having a comprehensive view of the data available but also the best possible understanding of the meaning it carries. Organizational leaders must ask themselves if they're truly drilling down into the context of the numbers they see on their charts and graphs before making critical decisions.