Please briefly describe one of the most difficult challenges you've experienced as the use of technology has increased in your office:

As a business manager I must maintain certain knowledge of what technology is available and whether it would meet our needs.
We have many Oracle systems and keeping our code in the current version is daunting. The conversion of hte database is using seamless, but the conversion of forms and reports is not. Up until 18 months ago, I did not have a forms and reports person.
coping with moving services on-line for customers.
Getting and keeping qualified personnel.
Getting and keeping qualified personnel.
Keeping current with upgraded versions.
Equipment budget
hiring and/or well trained technical people to support the applications
The ability to develop online applications in a timely and cost-effective manner
Insuring there is thorough and comprehensive documentation for each application to assist with maintenance.
Obtaining the resources to acquire appropriate technology.
Hesitance to use the new systems. folks still don't trust computers, internally and externally
Although things have somewhat stabilized now, my most difficult challenge was re-organizing staff and combining functions whiling reducing my UCC staff from 49 people down to currently 21 people.
Image conversion and image viewing integration with the system.
Negotiating priorities with departmental IT - IT does not have sufficient understanding of our business needs
We have been so heads down in development that we've set aside little time to go back and review past work

As we have stepped technological advancements the need for upgraded hardware has increased naturally. The difficulty is the down time when we find that old hardware does not meet specific upgrades.
Redeployment of staff as workload has shifted to the customer and to IT support staff.
Training staff
Challenges of fully utilizing staff resources in a down-sized environment.
Turnover in IT staff.