Successful Information System Implementation: The Human Side (Perspective Series)

Jeffrey K. Pinto

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It looked like a great information system (IS), but all the ballyhoo didn't make it perform at the expected level. When that happens, the reason may be that technology took precedence over the human factor in system implementation. Successful implementation of information systems technology lies in managing the behavioral and organizational components of the process. Past data on this subject has involved mostly case studies, but this book provides practical information that those implementing information systems can use now. Pinto and Millet offer practical information on approaching the subject of IS from a managerial, rather than a technical, perspective. The second edition of this work covers such topics as implementation theory, prioritizing projects, implementation success and failure, critical success factors, techniques for planning and scheduling, dealing with change control pressures, system development life-cycle politics, improving the analysis and design phase, team building and cross-functional cooperation, and the MIS zoo.

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