Abstract

Information System (IS) is the current issue because the organizations are gaining competitive edge due to its successful implementation. Better performance of the organization depends upon the successful implementation of IS. The objective of this paper is to reveal the Neural Network (NN) method for determining the success and failure factors of Information System implementation on the basis of research conducted at two organisations of telecommunication industry. A quantitative survey based method was used to collect the data from the two organizations Reliance Communication Limited, Chandigarh and Punjab Communication Ltd. (Puncom) Mohali. The importance of the ensuing factors for implementation success/failure factors were identified from the opinion of the respondents of these organizations. Former organization is the global adopter of IS and is doing well in the market and the other one having in-house IS, not doing well in the current market. Seventeen variables were selected for the study relating to failure and success factors of Information System. This paper suggests that organizations must able to understand that IS is a Socio-Technical challenge and not only a technical or a managerial challenge. Therefore there is the requirement of modifying the existing processes or redesigning them in the second organization (Puncom, not doing well in the market) by comparing it with successful organization (Reliance) so that it may compete globally. The findings are discussed along with the implications of the research for the future
work and also provide advice for both the academicians and practitioners that how to have the holistic improvement under IS.

References


Index Terms

Computer Science

Information Systems

Keywords

Information System Implementation IS Critical Failure Factors (CFFs) Critical Success Factors (CSFs)
Telecommunication