IS Success and Failure: Domains of Permanent Human Concerns

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Agenda

- Introduction
- IS Success and Failure
- A new Foundation for Design
- Domains of Permanent Human Concern
- Sociotechnical approach
- Conclusions
Introduction

- Information Systems Research & IS Success and Failure
  - Design
  - Technology
  - Implementation.

- Information Systems Development
  - Structured vs. Object-Oriented
  - Frameworks for successful system design and development.
IS Success and Failure  (Avital 2003)

- **CSF (critical success factors) approach**
  - Dominant framework
  - Top-down value-chain-based
  - ROI

- **Successful IS development and management**  (Rouse 1991)
  - Not only to the technical facets
  - Human action and needs
IS Success and Failure (Avital 2003)

- **Human perspectives**
  - ETHICS (Mumford & Weir 1979)
  - Soft Systems Methodology (Checkland 1981)
  - Joint Application Development (Wood and Silver 1989)

- **Sociotechnical methodologies**
  - Strive to maintain a humanistic spirit
  - Catering to the technical facets of systems

- **Personal affect factors**
  - Ignored, or left for others to handle.
IS Success and Failure  (Avital 2003)

- Attention to the human environment
- Enhance positive affect
  - Design, Build & Maintain IS
A new Foundation for Design
(Winograd and Flores 1986)

- Technology
  - Transparent
  - Only present when it breaks down

- People & Technology
  - Means to a greater end
  - Embodied in our life
  - Extensions of ourselves (McLuhan 1968)
A new Foundation for Design
(Winograd and Flores 1986)

- There are no clear problems to be solved
- Organisations are networks of recurrent conversations
- Designing tools means new conversations
- Design includes new possibilities
- Domains emerge gradually in practice
Domains of Permanent Human Concern
(Flores and Echeverria 1989)

- Humans beings
  - Biological
  - Social
  - Linguistic
Domains of Permanent Human Concern
(Flores and Echeverria 1989)

- Humans beings
  - Biological
    - Body, Health, Well-being
  - Social
  - Linguistic
Domains of Permanent Human Concern
(Flores and Echeverria 1989)

- Humans beings
  - Biological
  - Social
    - Relations, Family, Friendship
    - Work, Profession, Career, Income
    - Education
  - Linguistic
Domains of Permanent Human Concern
(Flores and Echeverria 1989)

- Humans beings
  - Biological
  - Social
  - Linguistic
    - Mystical
    - Historical
    - Future
Sociotechnical approach

- IS is not Computer Sciences
  - More than only technology
  - More complex since it includes users
  - Addressing users’ concerns is key

- Sociotechnical theories
  - Aim to guide designers
  - Ease the implementation process
Conclusions

- When users find IS that address some of their permanent concerns, they take the time to learn and use it.
- Ignoring the complexity of users’ needs is one of the causes of IS failure.
- Users are to be understood fully as biological, social and linguistic beings.
Thank You!

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