What factors cause an information system’s success and failure? Information systems professionals and end users are concerned about these even before they design and use the information system. In addition, one must be concerned about designing evolutionary systems to support and complement learning in a training environment. We are pleased to offer three articles in this issue of the Journal of Organizational and End User Computing to address these matters.

The first article by Fowler and Horan delves into factors that are associated with success and failure of an information system (IS). The results of this exploratory study find a significant relationship between success factors identified by the participants and factors associated with IS failure.

The second article by Hornik, Johnson, and Wu investigates the process and outcome losses that occur when conflicts exist between end users’ perception of learning and their belief of how the technology is expected to support the learning process. The authors find that when these types of conflicts exist, satisfaction and performance among others of a training program are significantly reduced.

The third and final article by Eriksson and Dittrich investigates as to what is required to allow end users to tailor interactions among flexible applications in an ever-changing information technology (IT) environment. The author claims that this tailoring is necessary in view of the interactions that take place among different applications. The author found that cooperation between end users and IT developers among others is especially important for this tailoring to take place.