

# Index

## A

Abilene paradox 261  
agile development methods 266  
analytic hierarchy process (AHP) 262

## B

behavioral intention 148  
BPR failure factors 325  
business process reengineering (BPR)  
319

## C

capability maturity model (CMM) 263  
centralization of decision making 331  
change management 330  
cleanroom software engineering (CSE)  
264  
cleanroom software engineering (CSE)  
265  
commercial off-the-shelf (COTS) 258  
compatibility 152  
component-based development (CBD)  
268  
confirmatory factor analysis (CFA) 154  
customer involvement 333

## D

data collection 288  
design techniques 264

## E

EDI as an IT enabler 328  
Egalitarian culture 332  
employee resistance 331  
enterprise resource planning (ERP) 143  
external environment 286  
extreme programming (XP) 264

## F

formalization of procedures 332

## I

information plan 287  
information quality 243  
information systems planning (ISP) 283  
integration of jobs 332  
internal environment 286  
Internet as an IT enabler 328  
iterative/incremental delivery paradigm  
264

**J**

JAD 264  
joint application development 260

**K**

knowledge management 234  
knowledge sharing 232  
knowledge sharing 233

**L**

lack of resources 331  
learning from failure 242

**M**

mean time to failure (MTTF) 266

**N**

National Health Service (NHS) 232

**O**

object-orientated development (OOD)  
267  
organizational enablers 319

**P**

participatory design (PD) 261  
perceived ease of use (PEU) 147  
perceived usefulness (PU) 147  
performance orientation 244  
plan implementation 287  
planning outcomes (primarily alignment)  
287  
planning process 286  
prototyping 260  
public sector partnerships 236

**Q**

quality function deployment (QFD) 262

**R**

rapid application development (RAD)  
264

refactoring 267  
reuse paradigm 267

**S**

sample profile 288  
satisfaction with change processes 245  
SISP Categories 291  
SISP research trends 284  
socio-technical systems (STS) 257  
Software Engineering Institute (SEI)  
263  
sources of data 288  
strategic information systems planning  
(SISP) 282  
structured analysis 264  
symbolic adoption 156  
systems development life cycle (SDLC)  
264  
systems development methodology  
(SDM) 263

**T**

technology acceptance model (TAM)  
145  
theory of reasoned action 145  
top management support 330

**U**

UK National Health Service (NHS) 233  
user involvement in IS delivery 259  
user-centered approaches 259  
user-centered design 264

**V**

voluntary or mandatory use 148

**W**

waterfall method 264