Chapter X

Conclusion

This conclusion chapter will summarize and tie all of the information in this book together by focusing on the business dynamics in information technology. System dynamics for the entire IT organization in an enterprise, as well as the entire IT industry, is of importance to enable alignment between business needs and information technology capabilities.

Interactions between organizational performance and information technology create dynamics over time. Some of these dynamics are counterintuitive and surprising to management. Some of these dynamics have a spiraling effect of information technology that can cause not only exponential growth and prosperity, but also decline and collapse. Understanding the dynamics is essential to successful information technology management.

Many examples of such phenomena were presented in this book. For example, in IT governance, infrastructure congestion may increase as a consequence of infrastructure investment. The positive feedback loop illustrated in Figure 3 in chapter 3 goes like this: Higher infrastructure congestion leads to more infrastructure investment, more infrastructure investment leads to better infrastructure capability, better infrastructure capability leads to more infrastructure visits, and more infrastructure visits leads to even higher infrastructure congestion.
An Introduction to Inter-Organizational Information Systems with Selected Bibliography

Sean B. Eom (2005). *Inter-Organizational Information Systems in the Internet Age* (pp. 1-30).

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