INFORMATION TECHNOLOGY IMPLEMENTATION ISSUES

Viktoria Novikova
ORCID ID: 0000-0001-7985-1489
PhD in Economics, Information Systems and Technology Department
Bila Tserkva National Agrarian University, Ukraine

In this age of technology, people or the companies all over the world have started using the easy way to find information or to process a particular task selected or given. In this path, Information systems have gone a long way with day to day improvements and upgrades with everything about what it can be done to give the right access and right task to the users. Here, in this thesis we will try to bring out those factors where in the implementation of Information Systems can go wrong and what are to be considered in order for the IS to be useful than it has to be emphasizing on user satisfaction and user acceptance. When implementing Information systems, user acceptance and user satisfaction are the important criteria which determines the success of the implemented systems. User acceptance is often the pivotal factor determining the success or failure of an information system project [1]. Lack of user acceptance has long been an impediment to the success of new information systems [2]. Likewise, user satisfaction also have key role when implementing information systems.

Organizational and management process issues encompass those factors that affect control over planning, procurement, and implementation of information technologies. In general these kinds of issues provide a window for viewing a variety of organizational operations with regard to IT. For example: What degree of centralized or decentralized control exists in the organization? Are different technologies controlled at different levels or areas of the organization? Are technological distinctions relevant or is standardization called for? How has the organization structure developed, by design or default? These are just a few of the kinds of questions that are spoken of within the contexts of organizational and managerial issues.

Information systems are developed in such a way that they are accessible easily to every user that is in need of and utmost care is been taken for the information system not to face any problems or shutdown or getting hanged for any reason [4]. However at some or the other point of time due to technical problems, the Information System faces known or unknown problem that has to be rectified as the users might be waiting to use the IS. When went by the empirical study there were a couple of problems that came out which were frequent with every user around the world. A perfect implementation of the Information System has to be followed few steps that are a part of the project management such as: Program and Planning; Training; Implementations; Applications; Inspections.
every stage of the process and project, the above has to be followed in order to achieve the best implementation and usage of the Information Systems. Apart from the Computer based IS as we talk about now, the other IS might not require every day update or improvements. However, the computer based IS has to be updated time to time as the virtual world communication is a bit faster and widely used now a days. In the theoretical zone we have seen the cultural barriers are one of the components that are to be taken into consideration, especially language in order for the IS to reach more people and it will be easy for them to understand [3]. We came across the same while interviewing and this is one of the very important aspect in the IS as we have thought of. There are two ways to approach and resolve this issue:

1. Is to have an external link from the IS.
2. Writing (translating) the whole data by the organization itself.

There are pros and cons for each way. In the first one, we get to see many languages as the external link might have more than one or two languages to translate into and this reduces some effort on the members and also manpower. But at the same time it is not for sure that the translation will be exactly the same or in the way that is to be conveyed [3]. And in the second type, it takes more manpower for the organization to translate the information and that too in how many languages it is planning to put up the information is also counted. One benefit from this type is that the organization takes whole care for not going wrong or for any misinterpretations after the translation and the information is rightly reached to the user in a qualitative and quantitative way.

Nowadays, the usage of information systems is in a wide range where it has become difficult to find those parts of the world who are not in use of these systems. These made the world easy in accessing any kind of information around the world irrespective of the location. As we know where there is a new system that is found or any new technology is introduced, the intruders try to break in to cause some disturbance in that way security has become one great concern for everyone who is using an Information System.

References: