

Name: David Farrell

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Title of Dissertation: The Factors That Influence the Implementation of a BYOD Program.

Supervisor: Anthony Niland

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Abstract:

The research question focused on the factors that influence the implementation of a BYOD program within an Irish utility company. The objective of the research was to examine and elaborate on the factors that need to be present within the IT Function of the company to ensure that the adoption of such a program will be a success. It also sought to examine whether the implementation of such a program would have strategic benefits, both for the organisation and for the IT function, as the owner and implementer of the service.

Using an interpretivist methodology, a case study approach to the research was taken. Qualitative research and analysis from the interviewing of senior management, key decision makers and strategists within the IT function was used to validate findings that emerged from the literature review. The findings from the research shows that while a BYOD program presents challenges at both a technical and organisational level, it can also bring new opportunities to the organisation through improved employee communication and the automation of work practices. Furthermore, there is general agreement that the IT function is in a position to be able to deliver a program that meets the needs of the organisation. Issues surrounding data security, data privacy and technical skills must all be considered before developing the BYOD program. The relative immaturity of many of the technologies used in BYOD and a changing technical landscape in how IT services are delivered are adding to the uncertainty that surrounds such programs.

The findings also show that developing such a program provides a compelling opportunity for the IT function to demonstrate its strategic benefits to the organisation.