

Name: Mark Bissett

Student Number: 16307456

Degree: MSc. Management of Information Systems

Dissertation Title: IT Project Definition: Setting conditions for IT project success.

Supervisor: Diana Wilson

Year: 2019

Abstract

The high failure rates in IT projects have been investigated since the inception of IT systems as a means of achieving business objectives. The factors that lead to IT project success and failure have been well documented since the inception of IT systems and can be categorised into the areas process, people, and technology.

Project definition is responsible for defining IT projects in a clear and concise manner in order to allow projects to start.

This research investigates the use of these factors at project definition and the impact their use has on subsequent phases of the project and ultimately project outcome. This research shows that application of these factors in project definition can significantly reduce variances between planned and actual estimation and ensure that projects coming out of project definition are well defined from a time, cost and scope perspective and variances between definition and actual preparation and execution project phases are minimised. In order to ensure that project definition is seen as robust and reliable process a conceptual framework is presented that provides a methodology for testing the impact that these factors have on IT projects. Finally, this research establishes key entry and exit criteria to ensure approach to project definition for all projects is robust and reliable thus ensuring confidence in the definition process.