

# Successful Packaged Software Implementation Christine Ebook

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this is a handbook covering ten principles for packaged software implementations that project

managers business owners and it developers should pay attention to the book also has practical real world coverage including a sample agenda for conducting business solution modeling customer case studies and a road map to implement guiding principles this book is aimed at enterprise architects development leads project managers business systems analysts business systems owners and anyone who wants to implement packaged software effectively if you are a customer looking to implement cots software in the future then this book will provide a strategy to maximize your investment if you are in an internal it role and you find that your internal software development methodology doesn't quite work for an off the shelf business software package then this book will provide you with perspective on how to adjust your approach if you are an implementation partner looking to minimize the blood sweat and tears shed with implementing cots software then this book will be a guide to filter out obstacles and enable implementation focus

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in software intensive organizations there is a trend towards less custom made software and an increasing use of packaged software there is no generic framework for estimating the effort and cost of implementation and maintenance of packaged software each vendor and implementation partner uses its own proprietary techniques for estimation this makes it hard to compare estimates from different sources or to build up benchmark data for public reference because of the many questions and discussions within the nesma community about estimating implementation and maintenance of packaged software nesma created an estimating framework that is presented in this guide this document consists of three parts part 1 packaged software estimation model part 2 packaged software cost drivers appendices with practical examples to apply the estimation model

this article presents a model of the implementation process for dedicated packages and describes a research project to test the model undertaken with the cooperation of a major computer vendor data were collected from 78 individuals in 18 firms using the package and from the package vendor the results of the study offer some support for the model along with suggestions for package implementation for both the customer and package vendor

despite the predominance of packaged application software information systems is researchers have focused more on custom software development packaged software deserves to be investigated separately due to the uniqueness in terms of its development and implementation one of the challenges for organizations is to fit packaged software into their organizational context in order to reap the benefits through adopting the best practices this type of software promises to offer this dissertation concerns the implementation of packaged software specifically technical and organizational aspects of its post purchase configuration an interpretive study aimed at investigating this process through the lens of social construction of technology scot was conducted scot is a sociological approach to studying development of technological artifacts one of the main

premises of scot is that various relevant groups influence the course of development of a technological artifact based on their varied interpretations of the artifact scot lent itself well to the context of this study in which the influence of the understanding perceptions and expectations of various groups on the configuration process of packaged software was studied the empirical part of this dissertation consists of two case studies a pilot study at a non profit organization and a main case study at a large public organization the pilot study was conducted in 2005 with the aim of examining scot in the context of is research and refining it as a theoretical lens for this dissertation the data collection for the main case study began in spring 2007 by contacting a public organization that was in the process of implementing a work management software package the researcher participated as a neutral observer in the simulation sessions conducted during the configuration of this software in addition during the configuration process the researcher reviewed organizational documents related to the project and conducted semi structured interviews with the members of the configuration team the findings of this dissertation exhibited that the configuration of packaged software was an interpretive process through which various features were implemented the final implementation of each feature was the result of the interpretation and re interpretation of various configuration options each process of interpretation and re interpretation generally resulted in a dominant interpretation the output of which took the form of a minimal moderate or elaborate configuration solution for each feature the choice of one of these solutions was influenced by the discourse forces optimism pessimism and indifference that were dominant at the time the generalization of these findings was theoretically modeled in a mechanism for the process of configuring packaged software in addition this study suggested a re conceptualization of what constitutes an is user traditionally most is studies have had an individualistic view of users and users are grouped based on their functional roles the findings of this dissertation proposed treating users as social actors the grouping of whom is based on their interpretations of the is with which they interact based on such a view grouping of users occurs after their interpretations and perceptions are sought this is different than the prevalent approach of first grouping the users mostly based on their functional roles and then assigning certain beliefs and perceptions to each group the findings of this dissertation add to is theory and practice a theoretical contribution consists of adding to the literature on software configuration by providing a mechanism as well as a definition of the configuration process in addition this research makes a contribution to the scot approach in the context of its application in is research since this theory has not been applied holistically in is studies it is believed that practitioners can benefit from the findings of this research by applying the configuration mechanism developed as an analytical tool to understand and manage the process of configuring packaged software

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approximately 30 40 of all computer systems fail in some way resulting in distracted management lost opportunities and wasted resources of all kinds a survival guide to computer contracts provides the business person with a comprehensive road map for acquiring computer technology it will steer the reader through the many and varied potential business and legal pitfalls covering

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a guide to implementing client server technologies that covers the people the processes and the technologies that are critical to making the transition

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this book is part of a series of eight providing profession wide consensus based assessment of innovative site remediation and hazardous waste treatment technologies

written primarily for undergraduates systems analysis design courses in cis and mis programs it is designed for courses seeking a streamlined approach to the course due to course duration lab assignments or special projects the text reflects current changes in systems analysis and design the move to structured analysis and design in the late 1970s was considered to be a revolution in how systems development was conducted we are undergoing another revolution in systems development now as we move away from complex plan driven development to new approaches called agile methodologies although the best known agile methodology is extreme programming there are many other approaches more and more systems development involves the use of packages in combination with legacy applications and new modules coverage of the make versus buy decision and of the multiple sources of software and software components has been moved forward in the book to highlight the salience of these topics

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