ABSTRACT

This is a study of an information system project implementation of a manufacturing company. The study sought to identify the success factors of the information system implementation, analyze the weak points of the project implementation and make recommendations to improve the implemented system and to enhance a successful Information Technology project in future.

The study was conducted by surveying the system user satisfaction about the system output quality and review the experience learnt from the project. From the survey results of the user satisfaction and the review of the development process and lessons gained from this project, the identified success factors are : systems fits user task and organization business needs, user participation, user training, project management, clear and accurate user requirement specifications, IS members (who are the medium between users and software developer in this case study) understanding of user business needs, top management support and thorough system and facilities test and verification with live run data and environment.

Generally, the new information system is quite success since users are satisfied with the up-to-date and timeliness output of the system. The survey results also reflect that most of the respondents agree that the new information system has improved their job efficiency. However, there are various weaknesses have been identified. The effectiveness of the new system can be enhanced further by overcoming the identified weaknesses such as provide sufficient training and guidelines to users to avoid the system being under utilized due to poor users' understanding; provide clear requirement specification and encourage active user participation in future software modification. Based on the success factors derived from this study, few measures are recommended in order to enhance a successful future IT project. It is recommended to develop system with features that fits user task. The project shall be properly planned and scheduled. A clear and accurate requirement specification and sufficient user training and guidelines are essential. Be focus and pay full concentration during

project implementation. System and facilities test shall be carried out in actual user environment and be innovative when developing a new IT project i.e. shall not just copy the functions of previous system to new system. Everybody shall be innovative to fully utilize the advantages of information technology