

A Case Study on Goals and Problems Analysis and Critical Success Factor Analysis

許吉佃、包冬意

E-mail: 8515885@mail.dyu.edu.tw

ABSTRACT

The linkage of information system planning and business planning is a key issue in recent years. Information system planning methodologies such as Business Systems Planning (BSP), Information Engineering (IE) and Method/1 emphasize meeting with executive manager to build the linkage between information systems planning and business planning. Information Engineering purposed Goals and Problems Analysis and Critical Success Factors Analysis to build the linkage. This research use Goals and Problems Analysis and Critical Success Factors Analysis as the method to get the link between information system planning and business planning. This paper tries to find the questions and resolutions over this research. This case study finds that Goals and Problems Analysis and Critical Success Factors Analysis can successfully build the linkage. This research also find several questions in the process, and purposed solutions. In this case study, author purposed three points to improve IE methodologies. They are : 1. Bottom-Up style to conduct the analysis of goals analysis, 2. Using the systematic method to exposure organization*s problems, 3. Conduct the CSF analysis meeting with multidiscipline team. In the process of implement IE methodologies , this research finds two issues. First , the planning process stimulate organization*s motive to learning information technology. Second is that the planning team should introduce the project management to deal the planning process and resources. This paper finally proposed three limitations and three recommendations of this research as well as to point out the future directions.

Keywords : INFORMATION ; MANAGEMENT ; Information Systems Planning ; Informational Engineering ; Analysis of Goals and Problems ; Critical Success Factor Analysis ; Information Engineering ; INFORMATION

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