

REFERENCES

2006/07 CIO SURVEY. (2007). Retrieved June 03, 2009, from Harvey Nash Web site: http://www.harveynash.com/pdf/HN_CIO_survey07.pdf

Anderson, D. (2004, October). *System Development Life Cycle*. Retrieved April 30, 2011, from [http://www.2dix.net/search/view/view.php?urllink=http%3A%2F%2Fwww.sfisaca.org%2Fevents%2Fconference04%2Fpresentations%2FC31-System-Development-Life-Cycle.pdf&searchx=system development life cycle](http://www.2dix.net/search/view/view.php?urllink=http%3A%2F%2Fwww.sfisaca.org%2Fevents%2Fconference04%2Fpresentations%2FC31-System-Development-Life-Cycle.pdf&searchx=system%20development%20life%20cycle)

Bender RBT Inc. (2003). *Systems Development Life Cycle*. Queensbury, NY, United States of America. Retrieved April 30, 2011, from Bender RBT Inc web site.

Braunstein, J. W. (2007). *Dissertation & Research Methodology Help Self-Help Articles for Dissertation Students & Researchers*. Retrieved March 19, 2011, from <http://www.researchconsultation.com/research-methodology-dissertation-methods-menu.asp>

Browne, G. J., & Rogich, M. B. (2001). *An empirical investigation of user requirements elicitation*. Retrieved March 17, 2009, from Journal of Management Information Systems: http://www.jmis-web.org/articles/v17_n4_p223/index.html

Devos, J., Landeghem, H. V., & Deschoolmeester, D. (2008). *Outsourced Information Systems Failures in SMEs: a Multiple Case Study*. Retrieved March 3, 2009, from Electronic Journal of Information Systems Evaluation: http://www.ejise.com/volume-11/volume11-issue2/Devos_et_al.pdf

Dillman, A. E. (2003). *Selecting a Software Development Life Cycle (SDLC) Methodology*. Retrieved March 17, 2011, from http://www.smc-i.com/downloads/sdlc_methodology.pdf

Frese, R., & Sauter, V. (2003). *PROJECT SUCCESS AND FAILURE: WHAT IS SUCCESS, WHAT IS FAILURE, AND HOW CAN YOU IMPROVE YOUR ODDS FOR SUCCESS?* Retrieved March 20, 2009, from http://www.umsl.edu/~sauterv/analysis/6840_f03_papers/frese/

Goatham, R. (2009). *Story behind the high failure rates in IT sector.* Retrieved June 22, 2009, from http://www.maxwideman.com/guests/failure_rates/intro.htm

IT Cortex. (n.d.). *Statistics over IT projects failure rate.* Retrieved June 17, 2009, from http://www.it-cortex.com/Stat_Failure_Rate.htm

Information Resources Management. (2003, January). Retrieved March 19, 2009, from The US Department of Justice Web site: <http://www.justice.gov/jmd/irm/lifecycle/table.htm>

Information Technology. (2006). Retrieved March 16, 2009, from VIP Group Ltd: <http://www.vipgroup.us/InformationTechnology.shtml>

IT Works. (2005). *Achieving Business/IT Alignment.* Retrieved March 16, 2009, from I.T. Works Web site: <http://itmarketwatch.com/event.php?id=BITAD2>

Kay, R. (2002). *QuickStudy: System Development Life Cycle.* Retrieved March 18, 2011, from http://www.computerworld.com/s/article/71151/System_Development_Life_Cycle

Levinson, M. (2009). *Recession causes rising IT project failure rates.* Retrieved June 16, 2009, from http://www.cio.com.au/article/309383/recession_causes_rising_it_project_failure_rates?pp=1

McManus, J., & Wood-Harper, T. (2008). *A study in project failure.* Retrieved March 20, 2009, from <http://www.bcs.org/server.php?show=ConWebDoc.19584>

Miller, D. (2008). *Business focused IT and service excellence.* Retrieved March 26, 2009, from <http://www.bcs.org/upload/pdf/business-focused-chapter1.pdf>


Neil, J. (2006). *Analysis of Professional Literature Class 6: Qualitative Research I*. Retrieved March 21, 2011, from <http://wilderdom.com/research/QualitativeVersusQuantitativeResearch.html>

Oracle Corporation. (2009). *Oracle General Ledger*. Retrieved October 16, 2009, from Oracle Corporation Web site: <http://www.oracle.com/us/products/applications/ebusiness/financials/053327.html>

Otte, B. (2009). *Literature Review: User Involvement in System Development*. Retrieved June 19, 2009, from http://mysite.verizon.net/brian.otte/Deliverable_OM8302.pdf

Robert, C. (2005). *Why Software Fails*. Retrieved March 16, 2009, from <http://www.spectrum.ieee.org/print/1685>

Robertson, J. (2005). *10 principles of effective information management*. Retrieved March 25, 2009, from http://www.steptwo.com.au/papers/kmc_effectiveim/index.html

Sohal, G. (2007). *The process of user involvement in systems development*. Retrieved March 20, 2009, from  http://www.lse.ac.uk/collections/informationSystems/iSChannel/iSChannel2007/4_Sohal_2007.pdf University of Moratuwa, Sri Lanka. Electronic Theses & Dissertations www.lib.mrt.ac.lk

Soy, S. K. (2006). *The case study as a research method*. Retrieved March 21, 2011, from <http://www.ischool.utexas.edu/~ssoy/usesusers/l391d1b.htm>

Tellis, W. (1997). *Introduction to case study*. Retrieved March 22, 2011, from The Qualitative Report: <http://www.nova.edu/ssss/QR/QR3-2/tellis1.html>

Weerakkody, W. A. (2006). Application of BPR in ERP implementations. In *Master of Business Administration in Information Technology*. University of Moratuwa.


Wolak, R. G. (2001). *DISS 725 – System Development: Research Paper 1*. Retrieved April 30, 2011, from Source Forge Web site: <http://codecourse.sourceforge.net/materials/System-Development-Life-Cycle.html>

Yin, R. K. (1994). *Case Study Research. Design and Methods*. Retrieved March 21, 2011, from [http://www.soberit.hut.fi/~mmantyla/work/Research_Methods/Case_Study/Case%20Study%](http://www.soberit.hut.fi/~mmantyla/work/Research_Methods/Case_Study/Case%20Study%20)



University of Moratuwa, Sri Lanka.
Electronic Theses & Dissertations
www.lib.mrt.ac.lk

BIBLIOGRAPHY

- Allen, D., Kern, T., & Havenhand, M. (2004). *ERP Critical Success Factors: An exploration of the contextual factors in public sector institutions*. Retrieved June 16, 2009, from <http://baan.ittoolbox.com/documents/erp-critical-success-factors-an-exploration-of-the-contextual-factors-in-public-sector-institutions-10841>
- Braithwaite, K. (2009). *Success with waterfalls*. Retrieved June 17, 2009, from <http://www.bcs.org/server.php?show=ConWebDoc.26258>
- Cruickshank, G. (n.d.). *The era of predictive software quality assurance*. Retrieved June 17, 2009, from 2009: <http://www.bcs.org/server.php?show=ConWebDoc.24225>
- DerrickHendrik, H. C., & Jahyun, G. (2008). *Rescuing IT Outsourcing: Strategic Use of Service-Level Agreements*. Retrieved March 18, 2009, from <http://www2.computer.org/portal/web/csdl/magazines/itpro#4>
- Dorsey, P. (2008). *Top 10 Reasons Why Systems Projects Fail*. Retrieved March 20, 2009, from http://www.dulcian.com/Articles/Dorsey_Top10ReasonsSystemsProjectsFail.pdf

- Elky, S. (2006). *An Introduction to Information System Risk Management*. Retrieved March 30, 2009, from SANS Institute Web site: http://www.sans.org/reading_room/whitepapers/auditing/an_introduction_to_information_system_risk_management_1204
- English, M., & Smith, P. J. (2008). *Top 10 Failure Points in Information System Implementation - How to Avoid the Press*. Retrieved March 03, 2009, from <http://www.hindin.co.nz/documents/WP001%20Hindin%20Implementation%20Top%2010.pdf>
- Goldban, B. (2008). *Real reasons why ERP systems fail*. Retrieved March 16, 2009, from <http://www.reliableplant.com>
- Hedelin, L., & Allwood, C. (2002). *Industrial Management & Data Systems*. In L. Hedelin, & C. Allwood, *IT & Strategic decision making* (pp. 102-103).

Hughes, C. (2007). *THE INTERNATIONAL IT PROFESSIONAL PRACTICE PROGRAMME*. Retrieved June 17, 2009, from <http://www.bcs.org/upload/pdf/intpractice.pdf>

Jepsen, T. (2009). *IT Challenges for 2009: Fixing the IT Infrastructure*. Retrieved March 18, 2009, from <http://www2.computer.org/plugins/dl/pdf/mags/it/2009/01/mit2009010004.pdf?template=0&loginState=1&userData=anonymous-IP%253A%253A127.0.0.1>

Jiang, J., Muhanna, A., & Klein, G. (2000). *User resistance and strategies for promoting acceptance across system types*. Retrieved June 11, 2009, from http://www.sciencedirect.com/science?_ob=ArticleURL&_udi=B6VD0-3XVPG51-3&_user=10&_rdoc=1&_fmt=&_orig=search&_sort=d&view=c&_acct=C000050221&_version=1&_urlVersion=0&_userid=10&md5=e0fdc2ede56e53d24dd10ca1e2283821

Luftman, J. (2000). *ASSESSING BUSINESS-IT ALIGNMENT MATURITY*. Retrieved March 26, 2009, from <http://www.cioindex.com/nm/articlefiles/2779-IT%20Alignment%20Maturity%20Model.pdf>

Miller, K. W., & Voas, J. (2008). *Computer Scientist, Software Engineer, or IT Professional: Which Do You Think You Are?* Retrieved March 18, 2009, from <http://www2.computer.org/plugins/dl/pdf/mags/it/2008/04/mit2008040004.pdf?template=0&loginState=1&userData=anonymous-IP%253A%253A127.0.0.1>

Myers, M., & Young, L. (1997). *Hidden agendas, power and managerial assumptions in information systems development*. Retrieved June 17, 2009, from <http://www.emeraldinsight.com/Insight/ViewContentServlet?contentType=Article&Filename=Published/EmeraldFullTextArticle/Articles/1610100303.html>

NetoAlvarez, S. J. (2003). *Project Management Failure: Main Causes*. Retrieved June 19, 2009, from <http://faculty.ed.umuc.edu/~meinkej/inss690/netoalvarez.pdf>

Robey, D., & Farrow, D. (1982). *User Involvement in information system development: A conflict model and empirical test*. Retrieved June 17, 2009, from <http://www.jstor.org/pss/2631075>

Voas, J., & Wilbanks, L. (2008). *Information and Quality Assurance An Unsolved, Perpetual Problem for Past and Future Generations*. Retrieved March 18, 2009, from <http://www2.computer.org/plugins/dl/pdf/mags/it/2008/03/mit2008030010.pdf?template=0&loginState=1&userData=anonymous-IP%253A%253A127.0.0.1>

Vreede, G., Briggs, O., Nunamaker, J., & Sprague, R. (2003). *Special Issue: Information Systems Success*. Retrieved March 20, 2009, from web.org/articles/v19_n4_p5/index.html

Whyte, G., & Bytheway, A. (1996). *Factors affecting information systems' success*. Retrieved June 01, 2009, from <http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=851592>

Wikipedia. (2009). *Systems Development Life Cycle*. Retrieved June 17, 2009, from Wikipedia the free encyclopedia: http://en.wikipedia.org/wiki/Systems_Development_Life_Cycle

Wilbanks, L. (2008). *IT Management and Governance in Equal Parts*. Retrieved March 18, 2009, from <http://ieeexplore.ieee.org/stamp/stamp.jsp?arnumber=04446679>

Wilson, T. D. (2002). *Information Management*. Retrieved March 16, 2009, from http://informationr.net/tdw/publ/papers/encyclopedia_entry.html