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A Multi-Dimensional Approach to Performance Evaluation for I/S Development (Classic Reprint)

By Jay G Coopride

Forgotten Books, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Excerpt from A Multi-Dimensional Approach to Performance Evaluation for I/S Development Information systems are a major force in today s organization. Unfortunately, the development of information systems remains very labor-intensive and quite difficult to manage. It is not surprising that Is management is searching for improved methods for evaluating the performance of Is developers. This paper makes an initial step in the evaluation of the Is function by presenting an approach for evaluating the performance of Is development units and describing its use in a large international technology manufacturing firm. We first present a diagnostic, behavior-based model for measuring software development from a management perspective. This model proposes measures of development processes and products from the task, social, and organizational levels of analysis. We then describe the application of this model in a large international technology manufacturing firm. Data Envelopment Analysis (DEA) is used as a technique for applying the model to the firms performance data. The results of the DEA analysis is then used to investigate the performance impacts of various management policies. This evaluation approach...



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