

CHAPTER 9

MECHANISMS FOR SUCCESSFUL IMPLEMENTATION

9.1 Key Success Factors

The first key success factor is that the management must have vision to develop the working procedures in order to cope with the current and future competitions. The management thus understands that MIS shall be a tool to achieve their objective and sincerely support the implementation.

The opportunity of successful or failed implementation also depends on how strong cooperation of personnel who involve and to be into an implementation team. Chapter 7 describes the setting up of MIS committee and members, and their duties. The implementation team consists of small number of the quality people representative who has sufficient authority to make decisions.

An experienced project team and project management is a factor to accomplish the implementation, this can control the actual proceeding and budgeting in accordance with the plan. Finally, the other factor, the selected application software shall be proven methodology and effective communication.

The conclusion of Key Success Factor can be briefly itemized as follows:

- 1) Management vision/support
- 2) Willing to change, management drives change
- 3) Active user involvement
- 4) Small number of user representatives who have sufficient authority to make decisions

- 5) Experienced project team and project management
- 6) Proven methodology
- 7) Well-organized project
- 8) Effective communication

9.2 Project Risks

There are some risks that may occur in implementation the MIS, which are summarized below:

1) Cost overrun. The expenses of the implementation is probably higher than the expectation because the actual action cannot run according to the plan, which it is able to analyzed the reason from 'key success factor'.

2) Failure because of users. A risk of users lack of interest in and understanding of the advantage of MIS; this will cause system failure since the MIS cannot receive the sincere cooperation from users of which the management possibly gets untimely data, unreal and inaccurate information from basic level.

3) Failure because of inadequate contractor. An implementation by contract out to contractors may get some trouble if such contractors have inadequate ability to implement.