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A STUDY ON SUCCESSFUL INFORMATION SYSTEMS FROM SERVICE SCIENCE PERSPECTIVES

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Abstract:
The stakeholders in enterprise Information Technology (IT) systems include not only IT user companies as the demand side but also IT vendors as the supply side. Furthermore, the business environment surrounding IT user companies includes customers, competitors, industrial structure, states, and society as a whole.
The essential issue in enterprise IT management is to answer the question of senior managers, such as the Chief Executive Officer (CEO) and Chief Information Officer (CIO): How does the company create business value from the use of IT? Many companies in Japan that use enterprise software have not been satisfied with the quality, cost, delivery (QCD), or productivity of software delivered by IT vendors.
Meanwhile, IT vendors in Japan are facing drastic changes in their business environment, such as technological innovations and new entrants from emerging countries, e.g., China, and India. Also, there are issues that are special to the IT industry in Japan, such as vendors relying on multilayer subcontractors and on business models that depend on supplying custom-made applications for the domestic market.
The purpose of this paper is to articulate key success factors of accelerating innovation in enterprise IT systems, in which not only IT user companies but also IT vendors are involved elaborately.
To do so, several case studies of IT projects in a wide variety of business sectors, e.g., electric power company, manufacturer, financial institution, have been performed. In this paper, key factors of successful enterprise IT systems have been discussed based on service science perspectives, such as , stakeholder analysis, beyond QCD, value co-creation.

Keywords: Service science, Information systems, Innovation, Learning