


Information Systems Life Cycles June 5, 2008


Managing the Information Systems Life Cycle

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Information Systems Life Cycles

Background




Windows XP: Going, going ... gone?
David DeJean
March 21, 2008 (Computerworld) The approaching death of Windows XP may upset you, but it shouldn't come as a surprise. Microsoft Corp.'s [product life-cycle guidelines](#) have foretold the fate of XP since 2001. In fact, Microsoft has been killing off one version of a product as it is replaced with another for years now. But this time around, the approaching demise of XP is getting more attention than, say, the final passing of Windows 2000.



Closing the Door to Microsoft Vista
A number of companies are opting not to embrace Redmond's latest operating system and, like GM, are waiting for Windows 7 instead.
by Aaron Riccio

General Motors (GM) may take a detour around Vista, the latest computer operating system from Microsoft (MSFT). The automaker has encountered so many speed bumps getting Vista to work on its machines that it may just wait for the next version of Windows, due in 2010 or 2011. "We're considering bypassing Vista and going straight to Windows 7," says GM's Chief Systems & Technology Officer Fred Kleban.



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The New York Times
nytimes.com

March 12, 2008

Tech's Late Adopters Prefer the Tried and True

By MIGUEL HELLT

SAN FRANCISCO — Every time he fired up his Netscape Web browser since mid-February, John Urthe was greeted with a message urging him to switch to one of Netscape's two successors, Firefox or Flock.




From [www.cio.com](#)

IT Leaders Take Too Many Cues From Wall Street, Study Says
— Laurienne McLaughlin, CIO
January 17, 2008

CIOs seeking applause from Wall Street continue to widen the rift with end-users who feel they have better technology at home than at work, according to a new [Accenture](#) study released this week.

IT leaders remain too focused on breaking existing systems rather than making the large changes that users desire, according to the Accenture study, which queried the senior-most IT executive at nearly 300 Fortune 1000 companies in North America, Europe, Asia Pacific and South America.




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Background

- Premature discontinuance can be costly
 - System life span is a major component of return on investment calculations (Richmond et al., 2006)
 - Shorter life spans diminish the return on investment that is achieved
 - Problematic for long term organizational performance when life spans are routinely shorter than expected as illustrated by a highly simplified example


Initial Investment	Net Benefits Received from System Use in Each Year of Use					Net Value of Investment
	Year 1	Year 2	Year 3	Year 4	Year 5	
\$100,000.00	\$40,000.00	\$40,000.00	\$40,000.00	Discontinued	Discontinued	(\$525.92)
\$100,000.00	\$40,000.00	\$40,000.00	\$40,000.00	\$40,000.00	Discontinued	\$26,794.64
\$100,000.00	\$40,000.00	\$40,000.00	\$40,000.00	\$40,000.00	\$40,000.00	\$51,631.47



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- Continuing to use aging systems can also be expensive
 - Some estimates suggest that 30% of organizational information systems provide only limited business value (Slee and Slovin, 1997)
 - Costs of maintaining existing systems consume 40-80% of IT expenditures (Slee and Slovin, 1997)
 - Maintenance efforts yield fewer benefits and consume more resources as systems age (Holland et al., 1999; Swanson and Dans, 2000)



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Research to Date

- To better understand IS life cycles we asked
 - *What factors lead organizations to make the decision to discontinue their use of information systems?*
- Explored the question with ~20 senior technology and business leaders
 - Examined current practices
 - Reflected on experiences
 - Discussed issues and challenges faced
 - Explored distinction between upgrade, replacement, and abandonment
- Currently preparing a report on these discussions





Next Steps

- Our interest in offering additional practical guidance suggests the need to understand
 - *What factors lead successful organizations to make the decision to discontinue their use of information systems?*
- Hence, a wider survey study is currently being planned to better explore this question
 - Study will target senior decision makers familiar with IS discontinuance decisions
 - Surveys to be distributed in September

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A Call for Assistance

- Provide input on questionnaire structure/content
 - Need a small number of people to review a draft questionnaire and comment on content and readability
 - Provide insights on additional content thought to be useful
- Identify qualified participants for a pilot study
 - Anyone who has experience with end of life decisions and can comment on these in relation to specific systems
 - Larger organizations that might be interested in using the survey to gain some internal insights

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A Call for Assistance

- Provide thoughts/assistance on improving response rates
 - Personal contacts and appeals
 - Possible use of incentives
 - Survey framing and format
 - Survey distribution techniques
 - Value of organizational affiliations
 - Follow-up contact

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A Call for Assistance

- Draw our attention to organizations that you think would benefit from the research and might be interested in participating
 - Information systems vendors
 - Organizations currently contemplating significant end of life decisions
- Provide comments and suggestions on how we can improve the value of this research to you

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Thanks for Your Thoughts

▪ Contact information

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