

INFORMATION TECHNOLOGY PROJECT PERFORMANCE: WHAT IMPACTS THE RESULTS AND HOW ARE BEING MEASURED

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Introdução

This systematic review of ITPP, identify how performance has been measured and related to project management constructs. The data was collected from WOS collection database and Scopus, retrieving only papers that contain IT projects and performance results. The connections among project practices and performance variables are then analyzed to draw a relationship map identifying four groups of antecedents and two groups of results. The designed map identifies which IT project management practices, organizational factors, human resources skills, and IT tools are related to project performance.

Problema de Pesquisa e Objetivo

The goal of this study is to answer the question of which practices in IT projects are identified by literature as impacting ITPP and what are the variables used to measure ITPP.

Fundamentação Teórica

A project to be successfully completed needs to accomplish planned time, budget and scope constraints (Pinto & Mantel, 1990; Mitchell & Zmud, 1999). Not only by the iron triangle project's results are measured, there are other criteria for that. The results of the project are being measured beyond the time of the project, and some criteria also includes the period of operations of the project's outcome (Jugdev & Müller, 2005; Müller & Martinsuo, 2015). There is a recognition that there is more than budget, schedule and scope to reach business benefits (Reich et al., 2014).

Discussão

Four groups of antecedent constructs were identified in the literature, and these groups were defined based on similarity. The groups are Project Mgr Competence, PM Tool, Firm Factors and PM Activity. Two groups of project performance were identified in literature based on the focus of the results, the groups are project management performance and project outcome performance.

Conclusão

Project management literature has a strong focus on results and how to correlate activities and events during the project life cycle with performance or success. After the analysis of this study, it is possible to see project performance and project success in many cases as synonymous. Some studies are regarding project success and adopt the iron triangle (scope, time and cost) as a dependent variable, while others studied are regarding project performance and adopt the same iron triangle as a dependent.

Referências Bibliográficas

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