Implementation of IT Tools and their Processes

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Research Background

• New information technology (IT) tools may be implemented without first evaluating PD processes in place

• Possibility that current processes are insufficient to support new tools and their requirements

• Tools may then become a hindrance to product development by
  • Decreasing productivity
  • Not capturing valuable aspects of tool
Key Questions

• What determines when a new tool requires new processes?
• What are the key questions that should be asked when addressing the implementation of a new tool?
• What key elements of processes need to be evaluated when implementing a new tool?
• Are there times when the tool dictates the processes?
• Can best practices for implementation be generalized or are they specific either to a tool, or implementation setting, organizational boundaries, etc?
Research Approach

• Literature Search
  • Previous case studies
  • Examples in other industries

• Case Studies – 2 Types
  • Completed implementation - retrospective
  • Current implementation

• Test Cases
  • Identify tool to be implemented
  • Evaluate and modify current processes
  • Implement tool
  • Track results
• Sources for the two types of case studies

• A forthcoming project that is planning to or could implement a new technology
  • Is there a new technology being implemented at several locations?
  • Will the new tool being used in PD be implemented and used within less than a year?