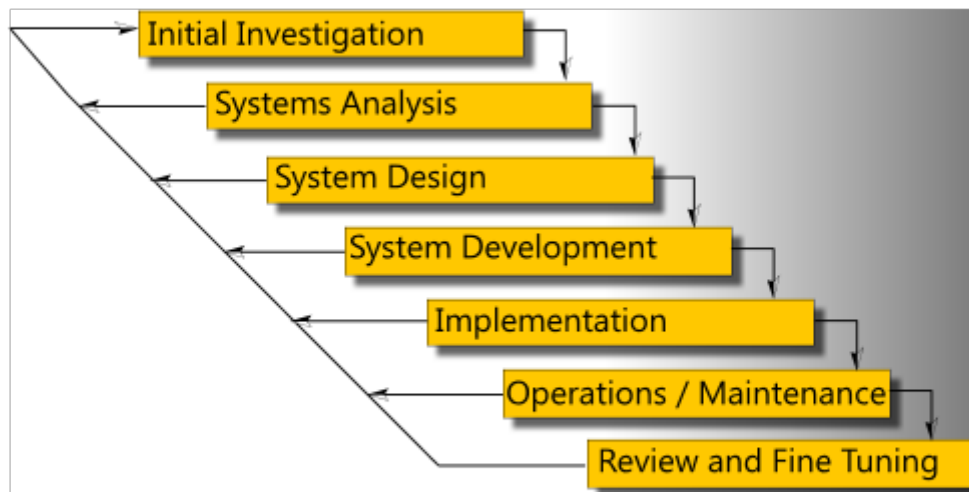


INFORMATION SYSTEMS' DEVELOPMENT QUESTIONNAIRE

STRATEGIC QUESTIONS

- 1) Will the new system fit in with the way the rest of the Company works?
- 2) Will it help improve the Company's business?
- 3) Does it offer an opportunity the Company has not yet exploited?
- 4) Why does the company actually need a new system?
- 5) Would other kinds of changes be more appropriate?
- 6) What are the alternatives, and how do they compare?
- 7) Does the new system promise additional business capabilities that the Company can exploit?
- 8) Should the workflow be improved or changed?
- 9) Will this decision be popular with both users and managers?
- 10) If not, who will object to the decision and why?
- 11) How will you overcome users' objections?
- 12) Will users find the system easy to operate?
- 13) If not, how will you bring users up to speed?
- 14) Does the vendor have a proven record of accomplishment?
- 15) What is your backup if the vendor fails to deliver?
- 16) What is your backup if the vendor goes out of business?
- 17) Will you have to suspend work to implement the system?
- 18) Will your staff or the vendor perform system tests?
- 19) Does the new system enhance the Company's ability to compete?
- 20) If not, can the system be a foundation for further organizational improvements?

INFORMATION SYSTEMS' DEVELOPMENT QUESTIONNAIRE



INFORMATION SYSTEMS' DEVELOPMENT QUESTIONNAIRE

TACTICAL QUESTIONS

- 1) Does the new system decrease workload?
 - a) Reduce overtime?
 - b) Free skilled people from routine work?
 - c) Reduce "down" or "off" time of equipment?
 - d) Increase off-line operations?
- 2) Does the new system reduce the number of operations performed?
 - a) Reduce size of quantity of equipment needed?
 - b) Reduce man-hour requirements?
 - c) Reduce number of reports produced?
 - d) Reduce distribution of reports?
- 3) Does the new system increase accuracy of input/output?
 - a) Select better reporting elements?
 - b) Improve distribution (right data to right people)?
 - c) Increase precision or capacity of equipment used?
 - d) Increase flexibility or variety of processing operations?
- 4) Does the new system provide more frequent reports?
 - a) Decrease throughput time (effective date of information)?
 - b) Cut-down process turnaround time?
 - c) Reduce reproduction service time?
 - d) Reduce distribution/transmission times?
- 5) Does the new system increase hardware utilization?
 - a) Provide more compaction of data?
 - b) Eliminate redundant operations?
 - c) Eliminate unnecessary operations?