



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

You' re the key!

- 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?