資訊系統委外開發專案之關鍵因素探討

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摘要

The number of outsorcing projects of information systems is continuously
increasing; the success rate, however, does not match with this trend. Therefore, this study aims to explore in depth the factors contributed to the failure of outsourced information system projects. The purpose is to to assist completing outsorced project with required quality in pretermined budgets and time span. Delphi method is applied to obtain experts's opionions and questionnaire survey is conducted on members of outsourced project. Evaluated from a project's overall schedule, cost, and quality, problems arised from the planning phase, implementation phase, and closed phase are discussed. Reasons why schedule delay, over-budget, and mismatched-quality happened are then explored. The study derived 42 factors leading to project failure. Impact of those factors are analyzed and categorized into the three distinctive project development phases. Results of this study hopefully would facilitate the operations of outsourced projects, decrease the failure rate, and achieve the essential benefits of outsorcing.

關鍵字：Information Systems Outsourcing, Delphi Method, Project Performance