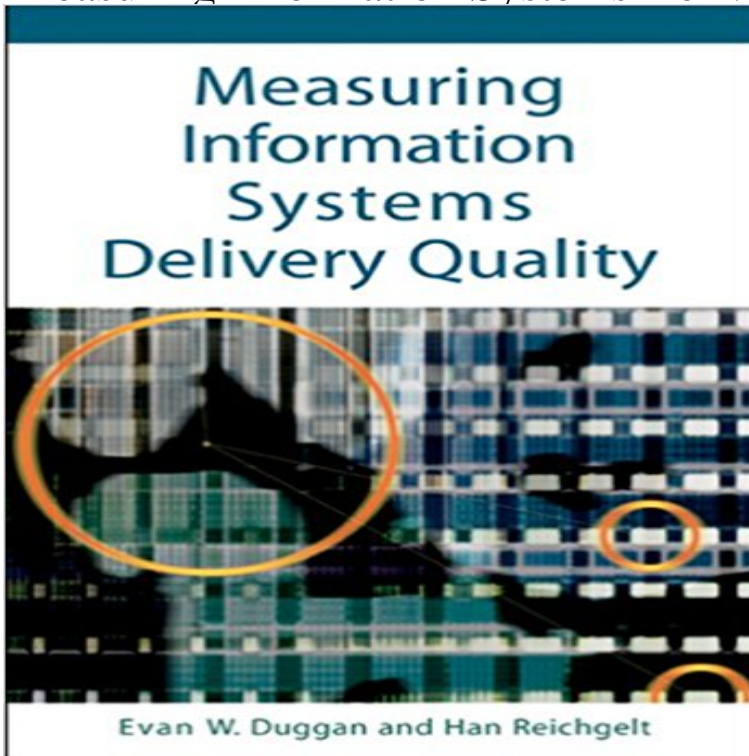


Measuring Information Systems Delivery Quality



Currently, there is neither a commonly-accepted definition of information systems (IS) quality nor a convergence of perspectives on quality approaches. The IS community has focused on the various contributions of people, delivery processes, development philosophies and methods. *Measuring Information Systems Delivery Quality* represents a spotlight on IS quality that exhibits the efforts of authors from several countries across the globe. Despite this diversity, this book reflects the common position that improving objective knowledge of potentially quality-enhancing methods is far more likely to assist the production of high-quality software than experimentation with each new gadget. *Measuring Information Systems Delivery Quality* provides thoughtful analysis and explains some of the contradictions and apparent paradoxes of the many IS quality perspectives. It offers prescriptions, grounded in research findings, syntheses of relevant, up-to-date literature, and leading IS quality practices to assist the assimilation, measurement, and management of IS quality in order to increase the odds of producing higher quality systems.

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Service Delivery - Quality of Care / Service Provision Assessment *Measuring Information Systems Delivery Quality*
Evan W. Duggan University of Alabama, USA Han Reichgelt Georgia Southern University, USA. IDEA GROUP

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