Analysis of "Involve Users or Fail: An IT Project Case Study from East Africa"

This case study talks about a failed IT project in a bank in East Africa. The bank wanted to install a Management Information System (MIS) to make their work easier and to stop fraud. The goal was to finish the project in six months with a $4 million budget. But after one year, only the hardware was partly done, and the software was mostly not finished. Costs even went up to $5.35 million.

The main reason the project failed was because users were not properly involved. Many workers were not asked what they needed from the system. They were also not kept updated about the project. Some people didn't even know what the project was about. Only a few users took part in planning, design, or testing stages.

Because of this, the system did not fit what users really needed. Most users said they would have done better at their jobs if they were included. Some claimed the system didn't aid them in their work, while others claimed they didn't comprehend it at all.Due in part to the project's high cost and lack of utility, management finally decided to abandon it.

The significance of user involvement is the main lesson to be learned from this. If users are not included in the planning and decision-making process, the system might not work well for them. Users should be consulted early and frequently by project managers. Project managers should make sure to talk to users early and often. Also, management should support the project from start to finish.

To make this project better, the bank should have asked users for their ideas in the beginning. They should have involved users in all stages and kept everyone updated. This would have helped make a system that really worked.

In summary, the project failed mainly because users were left out. This case shows that involving users can make the difference between success and failure.