Recover from information system failure: An Indonesian case study

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ABSTRACT:
Small and Medium Enterprises (SMEs) sometimes acquire information systems that fail to meet their original aims and objectives. In these circumstances, the project sponsors are forced to decide whether they should abandon the system they have paid for or improvise by finding a way around the problem. This paper presents a case study with two Indonesian SMEs who had to deal with information systems failure within their organizations. Although within the information systems literature reports of these types of failure can be found but little is known about the aftermath of failure within SMEs. This case study presents the actions taken by two Indonesian SMEs who had to face with the failure of their web catalogue systems. The notion of IS failure used in this paper is a combination of "expectation failure" and "termination failure".

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Recover from information system failure: An Indonesian case study. In The Proceedings of The 2nd European and Mediterranean Conference on Information. Previous studies on information management have identified data availability as a key priority, and the literature on disaster recovery and business continuity describes ways of preparing for and avoiding IT incidents. However, no frameworks for information system continuity management (ISCM) have yet been validated. This research draws on a framework for business continuity management, and extends it to the context of information systems. The framework is validated in a survey of IT managers and chief information officers in large private and public organisations operating in Finland. “Recovery from Failure” is a phrase used to describe a need in aviation to continue real-time operations to a safe conclusion despite a critical part of a system (technical, procedural, or human) failing, sometimes at the most crucial time. Continuation of operations to a safe conclusion can be guaranteed, or at least facilitated, through system design, redundancy, back-up systems or procedures, safety nets, and even accurate fault diagnoses and timely, correct responses by human operators. Many of 1.1 Software System Failure Software system is any software product or application supporting any business. Software projects fail for various reasons from all the domains and technologies. So this paper would consider case studies showing threats, risks and failure of software systems supporting nation security, banking and financial analysis application, aviation, medical and social networking applications which are used globally. 2. common & severe failures.