![OpenLearn | Free learning from The Open University]
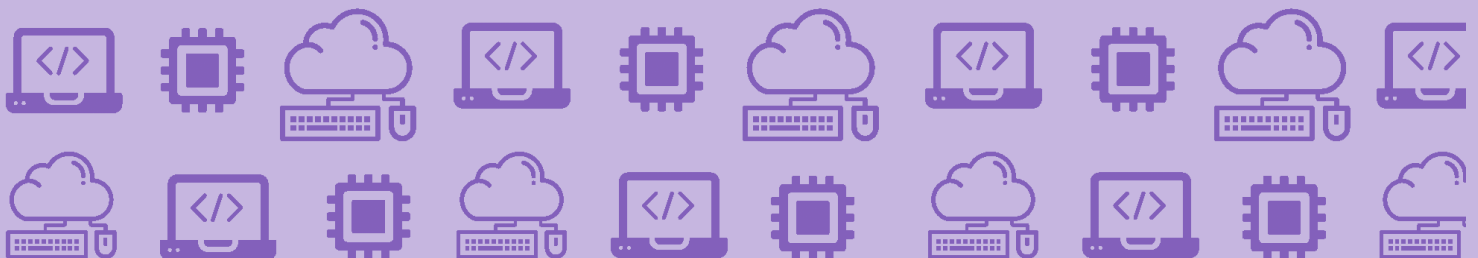
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Statement of participation

Jameel Abdulmalek

has completed the free course including any mandatory tests for:

Successful IT systems

Issue date: 8 April 2024

COURSE CODE: **TM353_1**

Successful IT systems

https://www.open.edu/openlearn/digital-computing/successful-it-systems/content-section-0

Course summary

Information technology (IT) systems are a critical part of our world, in business and the public and voluntary sectors. They are often highly complex and interconnected combinations of technology, organisations and people. Success and failure of IT systems can be seen in many different settings. Many are highly successful; others fail, sometimes spectacularly. This free course focuses on success, to help you understand what is meant by a successful IT system.

Learning outcomes

By completing this course, the learner should be able to:

- understand the nature of success and failure in IT systems
- understand what makes an IT system successful
- understand the sociotechnical nature of IT systems, in that they incorporate hardware, software, organisational, social and human components
- identify different types of stakeholders and apply techniques to elicit the main interactions of stakeholders with systems
- analyse issues of power and conflict between stakeholder groups in IT systems.

Completed study

The learner has completed the following:

Section 1
Success and failure in IT systems

Section 2
The sociotechnical nature of IT systems

Section 3
Understanding success in IT systems

Section 4
Stakeholders in systems success

Section 5
Power and success in IT systems