

ARTICLE REVIEW

Organizational issues = change

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The article **Lorenzi and Riley (2003)** gives an insight with respect to Information System failure in an organisation. It explains us that there are several reasons behind it namely as below:

- Communication
- Complexity
- Organization
- Technology
- Leadership

The above can be broadly classified into four categories according to the article: shortcomings in technology, project management, organisational issues and lastly continuing information explosion **Lorenzi and Riley (2003)**. We can draw some similarities with the context of the book **Kim, Behr, and Spafford (2013)** as described below:

In the organisation **Parts Unlimited** we notice a clear **fall out in Leadership methodologies**. Bill Palmer's boss and CEO of the company Steve Masters and the SVP of retail department Sarah Moulton fails to understand why the deadlines proposed are unrealistic for the Phoenix project. They heeds no attention to the information flow in the departments working in this project. Even during the sync up meetings Steve decides to stick to the dates rather than consider the calls of his reporting managers. There are also instances described where we can observe lack of clear **communication** between departments, to be exact the development department handled by Chris Allers and IT Operations department handled by Bill Palmer. One of the instance described are during the deployment of the **Phoenix** project the leader of the Network team under Bill mentions that there was no clear communication from the development team as to what environment was required to be set up by the networks team for a seamless deployment. Talking about the **shortcomings in technology**, through out the book **Kim et al. (2013)** we see the name Brent Geller multiple times. The context in which we are introduced is always pointing to the fact describing the go to person to solve an issue in the IT department. And most of the other resources in the department are dependent on him for support and knowledge. This creates a bottle neck in work flow, exposes staff incompetency and clearly indicates a technology shortcoming in the department which has to be eradicated at the earliest.

The article **Lorenzi and Riley (2003)** explains in lucid terms what causes an failure in the organisation, or in other words what scenario would you describe as a failure. And also how do you turn this around as success and points out key factors to pay attention in bringing about this change. As an individual overlooking a team or department these are the factors one can learn from which would also amount to improving ones own leadership qualities.

References

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