**8-1: Research and discuss some examples of poor quality in IT projects.  Could any of the quality issues have been avoided?  Why do you think there are so many examples of poor quality in information systems and other information technology products?**

I think one of the most memorable IT mistakes is the launch of Windows 8.  For a long time, users have gotten used to the standard interface provided by software companies.  A start menu that allows access to many files, reliance on a keyboard and mouse for manual navigation, and an intuitive layout allowed users to find information or know where to look for it within a reasonable amount of time.  However, Windows 8 introduced the Metro UI that altered the information flow for many users.  Windows 8 forced people away from a start menu, which was their main form of navigation, and into an environment that was difficult to navigate without a touch screen.  Files and information was not necessarily stored in intuitive areas and the flow of information to the user was very poor.  Although Windows 8 introduced great features, such as performance monitoring, and many other behind-the-scenes functions, the UI alienated a lot of potential users.

I think that IT projects are prone to mistakes of quality issues because there is not necessarily clear-cut definitions of what the project's goal is.  When Microsoft introduced Windows 8 they tried to shift users into something that they thought was better for the user.  However, users do not do what they think is best for them, they do what they know how to do.  Forcing a big shift like this would not work because users do not want it and they are happy with the way things are.  I also think that companies try to reinvent the wheel too much.  Instead of providing a solid product, companies often try to create a product that is company-specific or has functionality that may not work how the user intends for it to work.