**IS Lecture 15**

**Performance Evaluation of IS:**

The evaluation of information systems (IS ) is the process whereby organizations systematically assess the performance, value, or success of their IS . Although a major organizational investment, IS are difficult to evaluate. Evaluation is the process of analyzing systems to make sure that they are operating as intended. This process often compares the performance

and benefits of the system as it was designed with the actual performance and benefits

of the system in operation.

Problems and opportunities uncovered during systems Evaluation trigger systems development

and begin the process . For example, as the number of users of an interactive

system increases, it is not unusual for system response time to increase. If the increase in

response time is too great, it might be necessary to redesign some of the system, modify

databases, or increase the power of the computer hardware.

Internal employees, external consultants, or both can perform systems review. When the

problems or opportunities are industry-wide, people from several firms can get together.

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**System Performance Measurements:**

Systems Evaluation often involves monitoring the system, called **system performance measurement**.

The number of errors encountered, the amount of memory required, the amount of

processing or CPU time needed, and other problems should be closely observed. If a particular

system is not performing as expected, it should be modified, or a new system should be

developed or acquired.

**System performance products** have been developed to measure all components of the

information system, including hardware, software, database, telecommunications, and network

systems.