



# Reading list 2009–10

## 62 Information systems development and management

The current edition of the subject guide is the 2008 edition. This reading list was last updated in May 2009. Any queries about this reading list should be directed to [externalstudy@lse.ac.uk](mailto:externalstudy@lse.ac.uk).

### Essential reading

#### Books

Throughout this guide students are referred to the two introductory textbooks that they will have already used in unit 60 Introduction to information systems:

Avgerou, C. and T. Cornford *Developing Information Systems: Concepts, Issues and Practice*. (Basingstoke: Macmillan, 1998) second edition [ISBN 9780333732311].

Laudon, J.P and K.C. Laudon *Management Information Systems: Managing the Digital Firm*. (New Jersey: Prentice-Hall, 2010) eleventh edition [ISBN 9780136078463]. This book has a new edition almost every year and they often change the subtitle. You can refer to whichever edition of this book that you already have from unit 60 as for this unit it is mainly used as a reference tool and to refresh your memory.

Students then need to buy or have regular access to the following books:

Avison, D. and G. Fitzgerald *Information Systems Development: Methodologies, techniques and tools*. (Maidenhead: McGraw Hill, 2008) fourth edition [ISBN 9780077114176].

Bloomfield, B.P., R. Coombs et al. (eds) *Information Technology and Organisations: Strategies, Networks, and Integration*. (Oxford: Oxford University Press, 2000) [ISBN 9780198296119 (pbk)].

Checkland, P. *Systems Thinking, Systems Practice*. (Chichester: Wiley, 1999) [ISBN 9780471986065].

Ciborra, C.U. et al. (eds) *From Control to Drift*. (Oxford: Oxford University Press, 2001) [ISBN 9780199246632].

Currie, W.L. and B. Galliers (eds) *Rethinking Management Information Systems: an Interdisciplinary Perspective*. (Oxford: Oxford University Press, 1999) [ISBN 9780198775324].

DeSanctis, G. and J. Fulk (eds) *Shaping Organization Form: Communication, Connection, and Community*. (Thousand Oaks: Sage, 1999) [ISBN 9780761904953] pp.5–32.

Walsham, G. *Interpreting Information Systems in Organisations*. (Chichester: John Wiley, 1993) [ISBN 9780471938149].

#### Journal articles

Beynon-Davies, P., H. Mackay, et al. “‘It’s lots of bits of paper and ticks and post-it notes and things...’”: a case study of a rapid application development project, *Information Systems Journal* 10(3) 2000, pp.195–216.

Damsgaard, J. and R. Scheepers ‘Managing the crises in intranet implementation: a stage model’, *Information Systems Journal* 10(2) 2000, pp.131–149.

Drucker, P. ‘The Coming of the New Organization’, *Harvard Business Review* January–February: 66(1) 1988, pp.45–53.

Hammer, M. (1990) ‘Reengineering work: Don’t automate, obliterate’, *Harvard Business Review* July–August, 68(4) 1990, pp.104–112.

- Hirschheim, R. and K.K. Heinz 'Four paradigms of information systems development', *Communications of the ACM*, 32(10) 1989, pp.1199–1216.
- Keen, P.G.W. 'Information Systems and Organizational change', *Communications of the ACM*, 24(1) 1981, pp.24–33
- Land, F.F. and R.A. Hirschheim 'Participative systems design: rationale, tools and techniques', *Journal of Applied Systems Analysis* 10, 1983.
- Markus, M.L., S. Axline, et al. 'Learning from adopters' experiences with ERP: problems encountered and success achieved', *Journal of Information Technology*, 15(4) 2000, pp.245–265.
- Nolan, R.L. 'Managing the crises in data processing', *Harvard Business Review*, 57(2) 1979, pp.115–126.
- Orlikowski, W.J. 'Improving organizational transformation over time: a situated change perspective', *Information Systems Research* 7(1) 1996, pp.63–92.
- Orlikowski, W.J. 'Using technology and constituting structures: a practice lens for studying technology in organizations', *Organization Science*, 11(4) 2000, pp.404–428.
- Parr, A. and G. Shanks 'A model of ERP project implementation', *Journal of Information Technology*, 15(4) 2000, pp.289–303.
- Porter, M. and V. Millar 'How information gives you competitive advantage', *Harvard Business Review*, 63(4) 1984, pp.149–160.
- Powell, P. 'Information technology evaluation: is it different?' *The Journal of the Operational Research Society*, 43(1) 1991, pp.29–42.

## Further reading

### Books

- Bancroft, N., H. Seip, et al. *Implementing SAP R/3*. (Greenwich, CT: Manning Publications, 1998) second edition [ISBN 9780138892135].
- Bannon, L.J. 'Computer Supported Collaborative Working: Challenging Perspectives on Work and Technology' in R.D. Galliers and W.R.J. Baets (eds) *Information Technology and Organizational Transformation: Innovation for the 21st Century Organization*. (Chichester: Wiley, 1998) [ISBN 9780471970736] pp.37–63.
- Brown, D. *An introduction to object-oriented analysis*. (Chichester: John Wiley, 2003) second edition [ISBN 9780471427285].
- Cusumano, M.A. and R.W. Selby *Microsoft Secrets: How the World's Most Powerful Software Company Creates Technology, Shapes Markets, and Manages People*. (New York: Free Press, 1998) [ISBN 9780684855318].
- DeMarco, T. *Structured Analysis and Systems Specification*. (Englewood Cliffs, New Jersey: Prentice Hall, 1979) [ISBN 9780138543808].
- Earl, M. *Management Strategies for Information Technology*. (New York: Prentice Hall, 1989) [ISBN 9780135516645; 0135516560 (pbk); 0135516641].
- Hammer, M. and J. Champy *Reengineering the Corporation, A manifesto for Business Revolution*. (Collins, 2003) [ISBN 9780060559533].
- Handy, C. *Understanding Organizations*. (London: Penguin, 2005) fourth edition [ISBN 9780140156034].
- Markus, M.L. and C. Tanis 'The enterprise systems experience – from adoption to success' in Zmud, R.W. (ed.) *Framing the Domains of IT Research: Glimpsing the Future Through the Past*. (Cincinnati: Pinnflex Educational Resources, 2000) 173–207. This is available to download from <http://www.ou.edu/class/aschwarz/GradMIS/SoftDev.doc>
- Monteiro, E. 'Actor-Network Theory and Information Infrastructure' in Ciborra, C.U. et al. (eds) *From Control to Drift*. (Oxford: Oxford University Press, 2001) [ISBN 9780199246637].
- Mumford, E. *Effective Systems Design and Requirements Analysis: the ETHICS approach*. (Basingstoke: Macmillan, 1995) [ISBN 9780333639085].
- Mumford, E. and M. Weir *Computer Systems in Work design: The ETHICS Method*. (London, Associated Business Press, 1979) [ISBN 9780470266564].
- Parker, M.M., R.J. Benson, et al. *Information Economics: Linking Business Performance to Information Technology*. (Englewood Cliffs, New Jersey: Prentice-Hall, 1988) [ISBN 9780134645957].

- Scott Morton, M.S. *The Corporation of the 1990's: Information Technology and Organizational Transformation*. (Oxford: Oxford University Press, 1991)[ISBN 9780195063585].
- Willcocks, L.P. and M.C. *Lacity Global Sourcing of Business & IT Services*. (Basingstoke: Palgrave, 2006) [ISBN 9780230006591].
- Zuboff, S. *In the age of the smart machine: the future of work and power*. (Oxford: Heinemann, 1988) [ISBN 9780465032112].

### Journal articles

- Avgerou, C. 'Evaluating information systems by consultation and negotiation,' *International Journal of Information Management*, 15(6) 1995, pp.427–436.
- Baskerville, R., J. Pries-Heje and B. Ramesh 'The enduring contradictions of new software approaches: a response to "Persistent problems and practices in ISD"' *Information Systems Journal*, 17(3) 2007, pp.241–245.
- Brynjolfsson, E. 'The productivity paradox of information technology', *Communications of the ACM*, 36(12) 1993, pp.66–77.
- Carmel, E. and S. Becker 'A process model for packaged software development', *IEEE* 41(5) 1995, pp.50–56.
- Davenport, T.H. and J.E. Short 'The new industrial engineering: information technology and business process redesign', *Sloan Management Review*, 31(4) 1990, pp.11–27.
- Galliers, B. and J. Swan 'Information systems and strategic change: a critical review of business process re-engineering' in Currie, W.L. and B. Galliers (eds) *Rethinking Management Information Systems*. (Oxford: Oxford University Press, 1999) [ISBN 01987 7532-6].
- Hitt, L. and E. Brynjolfsson 'Productivity, business profitability and consumer surplus: three different measures of information technology value', *MIS Quarterly*, 20(2) 1996, pp.121–142.
- Kautz, K., S. Madsen and J. Nørbjerg 'Persistent problems and practices in information systems development', *Information Systems Journal*, 17(3) 2007, pp.217–239.
- Kumar, K. and E. Christiaanse 'From static supply chains to dynamic supply webs: principles for radical redesign in the age of information', *International Conference on Information Systems 1999*, Charlotte, USA.
- Markus, M.L. 'Power, politics and MIS implementation', *Communications of the ACM*, 26(6) 1983, pp.430–445.
- Mayhew, P.J. and P.A. Dearnley 'An alternative prototyping classification', *The Computer Journal*, 30(6) 1987, pp.481–484.
- Sambamurthy, V. and R.W. Zmud 'Arrangements for information technology governance: a theory of multiple contingencies', *MIS Quarterly*, 23(2) 1999, pp.261–290.
- Many academic and business journals contain articles relevant to this subject. The most frequently referenced are:
- European Journal of Information Systems*  
*Information Systems Journal*  
*Information Systems Research*  
*Journal of Information Technology*  
*Harvard Business Review*  
*Information and Management*  
*Journal of Strategic Information Systems*  
*MIS Quarterly*.

### Making use of the Online library

- To help you read extensively, all External students have free access to the University of London Online library where you will find the full text or an abstract for many of the journal articles listed for this unit.
- The Online library is accessed via the Student Portal at <http://my.londonexternal.ac.uk/>
- For most journals, the username and password you need is the same as the one which you have been sent to use for logging in to the Student Portal.