

Information Systems Management Issues Under Category of Business Relationship: Pune Perspective (India)

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ABSTRACT

Indian IT sector has seen remarkable growth in past 10 years. Pune is one of the strategic places where the growth of IT companies has increased since last 6 to 7 years. Resources such as infrastructure, transport, electricity and greater pool of IT graduates have attracted IT companies to Pune.

Till the date very little information is available about the issues these IT organizations are facing regarding their Information System Management. Author has attempt research on this area to find out what are the critical Information System Management issues these organizations are facing.

Author's rigours literature review in the area of IS issues has helped to direct his research in right path. 48 IT professional from different IT organizations situated in geographical area of Pune were surveyed for primary data collection. Delphi research method and snowball sampling technique helped Author to determine sample size, data collection method and for research design.

Findings from this research show that under the category of "business relationship" IS issues out of seven common issues two critical issues are present in the Pune's Information Technology organizations. Those two issues are as follow:

1. Managing Business Process Redesign, and
2. Improving IS Strategic Planning

For the research purpose Delphi's single round method was used, this can be one of the limitation. The selection of 7 issues on the theoretical basis this is another limitation.

The author has just completed single round of Delphi in future author can go for second and third round for more accurate result. Same research can be carried out in other three remaining categories of IS management issues. Those are internal effectiveness, technology application and technology infrastructure.