

# Creation and management of processes connected with information technology solutions

Abstract – in the beginning phase of the research project

Post graduate seminar on 31.3.2011

Jouko Nieminen

University of Jyväskylä - Department of Mathematical Information Technology

Projects and programs fail easily, especially in the area of Information Technology (IT). This research focuses in the area of major size IT solution programs which are intended to create or modify Enterprise Architecture (EA) of a major organization. Typically these programs include and cover operational core processes of the organization, the core information the processes handle, and the (information) technical solutions which enable the execution of the processes and which are used in accessing and modifying the data. An additional and challenging element in the domain of EA and in the EA implementation programs is human behaviour and aspect of change management, affecting the various architectural layers and program phases.

The research project will have several phases. The first step is literature review to chart and select sub-elements of the EA domain and of the respective implementation programs, as relevant to this research scope. Second step is the creation of a comparable frame-of-reference which will support the third phase which studies and compares a number of public sector and industry sector case studies. The final phase pulls together conclusions and findings about factors which seem to increase the probability of an EA program success, and compares the findings against prior research results within the similar EA and IT domains.