



Editorial

The mission of the *IJISPM - International Journal of Information Systems and Project Management* is the dissemination of new scientific knowledge on information systems management and project management, encouraging further progress in theory and practice.

It is our great pleasure to bring you the fourth number of the sixth volume of IJISPM. In this issue readers will find important contributions on information systems project success, information systems back sourcing, project portfolio risk, strategic information systems planning, and software development projects.

The first article is the viewpoint of João Varajão on “The many facets of information systems (+projects) success”. It is well accepted that Information Systems (IS) are critical for the competitiveness of virtually any human organization. However, IS need constant attention to fulfill their role and to keep pace with the changes of organizations. Therefore, the success of IS projects is crucial for the success of IS and, consequently, for the success of the organizations themselves since they are closely related. Given the complex nature of the participating objects and related concepts, the perspectives of success and its influencing factors can be of high complexity. This complexity comes from various aspects that need to be recognized, considered and evaluated, as well as from the multiple interactions that occur between them. This article aims to contribute with new insights and a new way of addressing the success of projects and IS, by identifying and describing various important facets of success.

The second article, “Adding experts’ perceptions to complement existing research on information systems back sourcing”, is authored by Benedikt von Bary, Markus Westner and Susanne Strahringer. This article extends the existing literature on IS back sourcing by the perception of practitioners. For this purpose, the authors conducted a series of qualitative, semi-structured interviews with IS sourcing experts. The interview questions focused on the participants’ perceptions and experiences with the topic, on identifying reasons for and against IS back sourcing, and on revealing relevant trends pertinent to IS back sourcing. Those findings were then compared with two previously conducted comprehensive literature reviews on academic and practitioner literature on IS back sourcing. By following this approach, the article contributes to the existing research by verifying previous findings, for example, the most important reasons why companies decide in favor of IS back sourcing. Based on the findings, was created a comprehensive overview of all aspects connected to the IS back sourcing process and derived opportunities for further research to contribute to the IS back sourcing research agenda.

The title of the third article is “Project portfolio risk categorisation – factor analysis results”, which is authored by Mariusz Hofman and Grzegorz Grela. Research conducted indicated categories containing the most probable and significant risks. The research described in the paper was carried out in two stages. In the first stage, the relevant literature was reviewed and the Delphi method was used to identify 36 risks specific to a project portfolio. In the second stage, project portfolio managers assessed the probability of each risk occurring and the impact of that risk on the objectives of the project portfolio. The empirical data obtained in this way made it possible to conduct an exploratory factor analysis and to identify the risk categories of project portfolios.

Raja Ali, Rosli Mohamad, Yurita Talib and Akilah Abdullah are the authors of the article “The roles of top management and users in strategic IS planning: a perspective of SMEs”. Research on the strategic IS planning is typically concentrated on large firms. However, the outcomes of this research may not be sufficient to adequately apply to Small and Medium Enterprises (SMEs). Responding to the limited body of work in SMEs regarding to strategic IS planning, this research aims to fill the gap in the literature. Having limited resources available, financially and technically, strategic IS planning is getting more crucial for SMEs. This study contributes to research and practice by providing in-depth insights into the IS planning processes in SMEs with a particular focus on the roles of top management and users.



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As Bjørnar Tessem states in the fifth article “What causes positive customer satisfaction in an ineffectual software development project? A mechanism from a process tracing case study”, the customer role is crucial in agile information systems development (ISD). There is, however, a scarceness in research on how this role is enacted, and how its practice influences project outcome. In this longitudinal case study, an agile ISD project is followed with a particular focus on the customer organization’s participation, aiming to contribute to the understanding of how customers influence agile ISD projects. The analysis of the case shows that the low completion of the initial project requirements was caused by over-scoping and by an immature customer. Further, the customer’s acceptance of the outcome was caused by the agile practices introduced in the project. These helped to create a high customer’s sense of responsibility for the outcome, which worked as a mediator towards a positive acceptance of the delivery. The study contributes a mechanism for why agile projects may still be successful in light of low delivery.

We would like to take this opportunity to express our gratitude to the distinguished members of the Editorial Board, for their commitment and for sharing their knowledge and experience in supporting the IJISPM.

Finally, we would like to express our gratitude to all the authors who submitted their work, for their insightful visions and valuable contributions.

We hope that you, the readers, find the International Journal of Information Systems and Project Management an interesting and valuable source of information for your continued work.

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Dulce Domingos received the BSc in "Informática" from Faculdade de Ciências da Universidade de Lisboa, Portugal, in 1993, the MSc degree in "Engenharia Electrotécnica e de Computadores" from Instituto Superior Técnico da Universidade Técnica de Lisboa, Portugal, in 1997, and the PhD degree in "Informática" from Faculdade de Ciências da Universidade de Lisboa, Portugal, in 2005. She is professor at the Departamento de Informática, Faculdade de Ciências, Universidade de Lisboa and researcher of the Large Scale Computer Systems Laboratory (LaSIGE). Her current research interests include security, business processes, and Internet of Things (IoT). She is the coordinator of the master program in information security of Faculdade de Ciências, Universidade de Lisboa and Pró-rector at Universidade de Lisboa.

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