Using QFD to Tame Wicked Information System's Requirements

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Abstract

This paper argues that information system's requirements can be in tension with both themselves and the context to which they apply. The tensions act as limiters on our ability to deliver effective information systems. In the paper we describe examples of such limit problem in the form of Quality Function Deployment and calls for a more systems oriented view of information systems development, which though not capable of removing the ceiling, is capable, in principle, of engineering best compromises. A case study is used to information system's requirements.

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