Home > Vol 9, No 1 (2001) > Fisher

User Satisfaction and System Success: considering the development team

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Abstract

Two key indicators of system success are that the software performs as intended and the users are satisfied with the system. Frequently, however, the major and overwhelming focus of the development team is on building and refining the technical side of the syste where the users are not satisfied. This paper explores the skills, other than technical skills, that are needed on development teams to produce systems that are successful from a user's perspective.

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