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On Understanding Evaluation of Tool Support for IS Development

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Abstract

Evaluation of IS tools has received considerable attention in the literature, yet no consensus is apparent on characterising the important dimensions of an evaluation process. From an analysis of the literature, we identify a weakness in extant methods to support evaluation activities, and posit a framework for IS tool evaluation. We conclude that there is a need for enriched method support to deal with the complex socio-technical issues involved in the summative assessment of IS tools.

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