

Understanding Support - lessons from a case study

Chris Sauer

Abstract

Support from top management and others is agreed to be an important factor in information systems success and failure, but little is written about how it has its effect and how it might be managed to a project's advantage. A recently developed conceptual framework of support, the way support affects project outcomes, the bases on which support is provided, and the strategies by which support may be managed. The framework is used to analyse a case study in several stages. At the end of the analysis of each stage, the framework value and the practical advice it suggests. Areas for further research are identified.

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