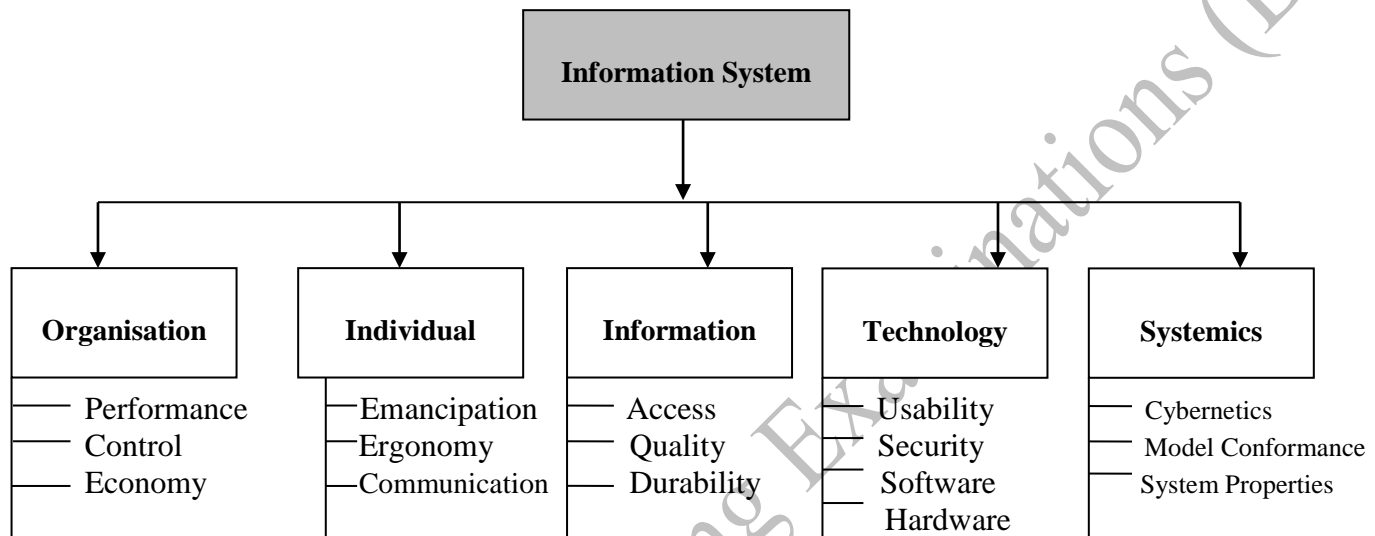




BCE Information System Evaluation

Criteria for measuring and comparing Information Systems



Organisation

The organisation criteria are the criteria that will be found to be interesting from the point of view of the management and the core functional units (Programme Development & Services and Administration). These criteria describe how well the IS support organisation's performance (as opposed to how well the technology or a specific individual performs). The criteria in the organization category are divided into the sections; Performance, Control and Economy.

Individual

The individual criteria relate to the performance and satisfaction of individuals within the information system. The criteria within the individual category are divided into the sections; Emancipation, Ergonomy, and Communication.

Information

The information category of criteria relate to the quality and access of information. It is divided into the sections; Access, Quality, and Durability.

Technology

The technology criteria are all those criteria that relate to tangible artifacts that participate in distributing and managing information. Sometimes paired with use, this is what most literature will call "information system" or "information technology". The technology category is divided into the sections; Usability, Security, Software and Hardware.

Systemics

The systemics criteria are related to a systems' point of view of the IS. These criteria study how well the IS conform to what can be said to be a good general system. The systemics category is divided into the sections; Cybernetics, Model conformance, and Systems properties.

Criteria ratings are assigned based on a 1 to 5 numerical scale. A 1 is the highest rating, and indicates the strongest level of performance, measuring and comparing practices, while a 5 is the lowest rating, and indicates the weakest performance, measuring and comparing practices and, therefore, the highest degree of concern.

	Criteria	5	4	3	2	1
Organisation						
1	Performance (transmission, failrate, congestion, underfeed)					
2	Control (knowledge management, overview, flexibility, manageability, decision speed, decision accuracy)					
3	Economy (ROI, competitiveness, customer statistics, productivity)					
Individual						
4	Emancipation (satisfaction, democracy, influence, learning)					
5	Ergonomy (stress, overload, underfeed, control)					
6	Communication (informedness, social interaction, belonging)					
Information						
7	Access (accessibility, searchability, format)					
8	Quality (accuracy, relevance, importance, reliability, uniqueness, free from bias)					
9	Durability (archivability, movability, portability, traceability, original look, evidence)					
Technology						
10	Usability (learnability, memorability, efficiency, effectiveness, error proneness)					
11	Security (stability, validity, secrecy)					
12	Software (compatibility, saliency, availability, replacability, licensing, administration)					
13	Hardware (scalability, administration, performance)					
Systemics						
14	Cybernetics (filters, sensors, amplifiers, feedback, viability, required variety)					
15	Model conformance (Viable System Model (VSM), living systems, Soft Systems Methodology (SSM), Information Technology Infrastructure Library (ITIL))					
16	Systems properties (efficacy, cultural feasibility, systemic desirability)					

Criteria for evaluating the performance functionality of information system

Criteria ratings are assigned based on a 1 to 5 numerical scale. A 1 is the highest rating, and indicates the strongest level of performance, measuring and comparing practices, while a 5 is the lowest rating, and indicates the weakest performance, measuring and comparing practices and, therefore, the highest degree of concern.

	Criteria	5	4	3	2	1
1	Users' perceive Information System as satisfactory					
2	Information System is approachable to users whenever and wherever they need it					
3	Information System is compatible to other parts of organisation					
4	Existing good documentation that describes Information System and formal procedures of usage					
5	Good user's training for usage of Information System					
6	Information System can be easily altered and adapted to new conditions and demands					
7	High compliance between user's demands and Information System abilities					
8	No large amount of effort needed for maintaining satisfactory functioning of IS					
9	Appearance of mistakes is minimised					
10	Usage of Information System is very simple					
11	High safety of data and the model in Information System					
12	Information System in very good manner provides achievement of business and organisational goals					
13	Information System helps organisation to achieve high benefits with relatively small investments					
14	Detail check can be done in Information System in order to minimise operational mistakes and dissatisfaction of user					
15	Clarity of Information System output information is high					
16	Output information of Information System are consistent					
17	Output information of Information System are accurate enough for their purpose					
18	Necessary output information of Information System are prompt					
19	Content of output information of Information System is elaborated enough					
20	Output information of Information System are very important for solving business problems and achievement of organisational goals					
21	Presentation of output information of Information System is in appropriate form					
22	Information System in great deal provides information necessary for decision making in managing organisation strategically					