Successful Packaged Software Implementation

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Successful Packaged Software Implementation guides IT departments through the selection and implementation of packaged software, pointing out potential pitfalls and how to avoid them. Offering a step-by-step approach, this volume begins with an assessment as to whether packaged software is the correct solution. It then analyzes the product selection and contract negotiation processes before addressing the technical details of installation and configuration.

Although focusing primarily on acquiring, installing, and implementing applications software (the most complex category of software from an IT manager's viewpoint) this book also is applicable to shrink-wrapped and system software.

About The Author
With more than 30 years of experience in IT, Christine B. Tayntor has worked in the life insurance, banking, and manufacturing industries as well as serving as a consultant. Her experience includes the implementation and maintenance of packaged software, the negotiation of IT contracts, and the outsourcing of both software development and support. The author of Six Sigma Software Development, she is also a frequent contributor to technical publications and a speaker at numerous conferences.

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