

A COMBINED MULTI CRITERIA DECISION MAKING APPROACH TO DETERMINE THE CRITICAL SUCCESS FACTORS IN PROJECT MANAGEMENT FOR INFORMATION SYSTEM

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Project management is the discipline of using established principles, procedures and policies to manage a project from the conception through completion. Generally all project management includes the basic phases; initiation, definition, design, development and implementation and maintenance. Every project is an undertaking a goal with the specific starts and ends to produce a defined outcome.

Although there are many factors in an application implementation-related IT project, some have a more additives and called as key contributors to success. Traditionally, every project includes communication, solid testing, and involvement by key staff members. Although it has long been identified that skills of a project manager is an important factor in successful project, still there is no a consensus on the criteria for the project success and the factors that influence that success. It is unquestionable that inadequate provision of resource requirements, poor design, communication gap and unsatisfactory participation result in a significant diminution and complication in project development and following phases. Some factors are strong and vital.

Critical success factors (CSF) are key aspects of a project to be successful since they may make or break the success of the strategy. Activities associated with CSF must be performed at the necessary time and quality level to achieve the intended overall objectives. Besides that some CSFs might influence other CSFs or factors. Therefore, the determining the factors which influence the others or influenced by others are important for the project completion and success.

In this study, the most influential factors in the completing project is initially tried to explore using Decision Making Trial and Evaluation Laboratory (DEMATEL) and then the Analytic Network Process (ANP) is integrated in order to identify the relative importance of the factors. Finally CSFs in the project is revealed using the results obtained by ANP.

Keywords: Project Management, Decision Making, DEMATEL, Analytic Hierarchy Process

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