



Reading list 2009–10

111 Information systems evaluation

The current edition of the subject guide is the 2004 edition. This reading list was last updated in May 2009. Any queries about this reading list should be directed to externalstudy@lse.ac.uk.

Essential reading

No textbook has been written specifically for this half-unit. You will find that the essential reading and the references do not neatly fit into the chapters of the subject guide – they were written for other purposes. Therefore, you should not read mechanically but rather with a view to picking those parts that are relevant to a chapter.

Recommended reading

The recommended book for this half-unit is:

Willcocks, L.P. and S. Lester *Beyond the IT Productivity Paradox*. (Chichester: Wiley, 1999) [ISBN 9780471986928].

An alternative ‘academic’ text, but this does not cover the interpretive perspective, is:

Mahmood, M.A. and E.J. Szewczak (eds.) *Measuring Information Technology Investment Payoff: Contemporary Approaches*. (Idea Group Publ. Hershey, USA 1999) [ISBN 9781878289421].

Most books are more practitioner-oriented. You may wish to look at a couple of these:

Devaraj, S. and R. Kohli *The IT Payoff: Measuring the Business Value of Information Technology Investments*. (Financial Times Prentice-Hall, New York 2002) [ISBN 9780130650740].

Remenyi, D., A. Money, M. Sherwood-Smith and Z. Irani *The Effective Measurement and Management of IT Costs and Benefits*. (Butterworth-Heinemann, Oxford 2000) second edition [ISBN 9780750644204].

Willcocks, L. and V. Graeser *Delivering IT and E-business Value*. (Butterworth-Heinemann, Oxford 2001) [ISBN 9780750647441].

An excellent book, which is unfortunately out of print, but may be available in libraries is:

Farbey, B., F. Land and D. Targett *How to Assess the Value of your IT Investments: A Study of Methods and Practice*. (Oxford: Butterworth-Heinemann, 1993).

Journals

Many of the principal information systems journals carry papers on evaluation from time to time. Journals to watch regularly are:

Information Systems Research

Communications of the ACM

European Journal of Information Systems

Information and Management
Journal of Information Technology
Journal of Strategic Information Systems
MIS Quarterly

Some business journals carry occasional articles including:

European Management Journal
Harvard Business Review
Sloan Management Review

There is also a journal for professional evaluators:

Evaluation.

Making use of the Online library

- To help you read extensively, all External students have free access to the University of London Online library where you will find the full text or an abstract for many of the journal articles listed for this unit.
- The Online library is accessed via the Student Portal at <http://my.londonexternal.ac.uk/>
- For most journals, the username and password you need is the same as the one which you have been sent to use for logging in to the Student Portal.