Summary and Conclusion
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8.1 Summary

To have a successful software project, it is essential to identify what constitutes success. Project success and failure is a subject of perception and that the criteria could vary from project to project. A project that has been perceived to be a failure by one stakeholder may be perceived as a success by another. Knowledge and understanding of success and failure factors, as well as, how to measure them and the interactions between these factors have great importance for project management effectiveness.

The success or failure of software project management consists of two components, namely the technical and non-technical components of software development. Non-technical components of software development process tend to be under managed. The cause of most project failure is mostly due to non-technical issues.

The research work was to study software development success and failure of in-house developed software projects in India. This research investigated a list of non-technical components of software development process and the joint effect of the chosen non-technical components that determines the success and failure of software development. The research focus was on
software development success and failure from the perspective of software practitioners and from the perspective of organizations (practitioners' view).

It was found that both practitioners' and organizations' consider the level of customer and user involvement contributes most to project success and failure.

Practitioners perceive the next important factors to be software process management, and estimation and schedule. On the other hand, organizations perceive (practitioners' view) the next important factors to be project manager/staff and software process management.

The results from this study will help project managers and other project stakeholders to predict the likelihood of project success, in evaluating their ongoing projects, and improve managerial decision-making as lessons learnt are applied to other software development projects. Findings regarding the failure will help the organizations and the software practitioners to take corrective measures and march towards successful software development. Project managers can use the findings of this study to increase the probability that the projects they manage will be successful, both from an organizational and practitioner perspective.

8.2 Conclusion

The success and failure of software project is not only a unique pattern in Western countries but also it pertains to countries like India too. Given the cultural differences in attitudes, values, and behaviors towards work, this study enables to see the pattern that is emerging in industrializing and economically progressing countries like India. The study is one among the pioneer research
gleaned from several success and failure literatures providing insight into the importance of the non-technical factors in understanding the software development success and failure.

The major contribution of this study is that it proposed a composite model establishing the relationship between the non-technical factors and success and failure using a non-Western sample. The organization concerned with huge cost and harnessing software technology for competitive advantage painstakingly can use the findings of the study. To conclude, this study gives cue to organizations on the factors that determine the success and failure of software development.