

Preface

This book is about IT design. IT design is carried out as a project in a company to design sustainable IT usage. The project produces a decision-making foundation for the company regarding potentials and opportunities for implementing IT usage that answer the problems and challenges that the company is facing.

The book is the result of a ten-year research collaboration between the authors and Danish and American companies to develop and test a method for IT design. We made it a goal to explore whether it was possible to set sensible, general, and, not least, workable guidelines for IT design projects.

This book is our answer.

Acknowledgments

We would like to thank the corporations that cooperated with us in our study. Over the first few years, we conducted ten IT design projects in cooperation with Danish and American businesses, in which we experimented with different elements of our method. The corporations included:

- an American airline
- Stanford University
- an American research center
- The Danish Film Institute
- The Danish Broadcasting Corporation (DR)
- a Danish pharmaceuticals company
- Roskilde University

On the basis of these ten projects, we noted that the method worked when we ourselves took part in the design project. In recent years, we have been cooperating with three Danish companies as part of a research project sponsored by the Danish National Centre for IT Research. In these projects, we limited our role to introducing the method, which was then applied under our guidance. This offered us opportu-

nities to evaluate and revise the method. For their cooperation in these recent experiments, we are grateful to:

- The Community of Copenhagen Hospitals, Information Technology Department
- The Danish Broadcasting Corporation, DR Radio
- WM-data Consulting A/S, Tax Audit Solutions

A draft of this book was used in informatics programs at business colleges and in information systems and computer science programs at Danish universities. Reactions to the first draft of the book were positive, and suggestions for improvements have been a great help in our ongoing efforts. Finally, a draft of the book was read closely by experienced developers, consultants, educators, and researchers.

We welcome any comments or questions regarding the content of this book from students, teachers, or practitioners. Please direct all questions and comments to:

Keld Bødker: keldb@ruc.dk

Finn Kensing: kensing@itu.dk

Jesper Simonsen: simonsen@ruc.dk

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