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The information system was designed and implemented witout due consideration or management of the human side of system development. The lack of human factors generated cost overruns, time delays and ultimately a partial failure of the system.

The part of the process that is the subject of the paper is the lack of attention paid to end-user requirements, skills and their predilection to accept change.

Human factors are at least as important as the structure of the system. In a comparison of technical issues in system’s development, human ware is more technically challenging than hardware or software.