
The purpose of this research is to develop a comprehensive, IS assessment framework using existing IS assessment theory as a base and incorporating suggestions from other disciplines. To validate the framework and to begin the investigation of current IS assessment practice, a survey instrument was developed. A small group of subject matter experts evaluated and improved the instrument. The instrument was further evaluated using a small sample of IS representatives. Results of this research include a reexamination of the IS function measurement problem using new frameworks of analyses yielding (a) guidance for the IS manager or executive on which IS measures might best fit their organization, (b) a further verification of the important measures most widely used by IS executives, (c) a comprehensive, theoretically-derived, IS assessment framework, and by (d) the enhancement of IS assessment theory by incorporating ideas from actual practice. The body of knowledge gains a comprehensive, IS assessment framework that can be further tested for usefulness and applicability. Future research is recommended to substantiate and improve on these findings. Chapter 2 is a complete survey of prior research, subdivided by relevant literature divisions, such as organizational effectiveness, quality management, and IS assessment. Chapter 3 includes development of and support for the research questions, IS assessment framework, and the research model. Chapter 4 describes how the research was conducted. It includes a brief
justification for the research approach, a description of how the framework was evaluated, a description of how the survey instrument was developed and evaluated, a description of the participants and how they were selected, a synopsis of the data collection procedures, a brief description of follow-up procedures, and a summary. Chapter 5 presents the results of the research. Chapter 6 is a summary and conclusion of the research. Finally, included in the appendices are definitions of terms, and copies of the original and improved survey instruments.