



STUDIA

Universitatis Babes-Bolyai

OECONOMICA

2005

No. 50

Issue 2

CHALLENGES IN IMPLEMENTING INFORMATION TECHNOLOGY STANDARDS – RESULTS FROM A CASE STUDY

Raluca BUNDUCHI

University of Aberdeen, United Kingdom

ABSTRACT

Standards in the area of information and communication technologies are claimed to bring a number of benefits for the organisations that adopt them. However, there is little research that addresses the factors that shape the implementation and use of standards at the level of individual organisations. This paper discusses the implementation of standards for clinical data messaging in the health sector in Scotland. The results of the case study show that technical factors play only a minor role in shaping the implementation process. The characteristics of the organisational culture, and the fragmented structure of health organisations are found to hamper the implementation of standardised information systems. Local and generic knowledge at the level of the local implementation teams appear to facilitate the implementation and use of the standards.

JEL Classification: I1, O33

Keywords: information systems, standards, health