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THE FORMATION AND EVOLUTION OF FAULTLINES IN LARGE-SCALE, MULTI-PARTY INFORMATION SYSTEMS DEVELOPMENT

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Abstract

Our research-in-progress examines the participation of diverse stakeholders in a large-scale, multi-party government-academic-industrial Information Systems Development (ISD) project over a four-year timeframe. We relate the theoretical lens of faultlines to the literature on ISD stakeholder participation to understand how the stakeholders work together during the project. Faultlines are hypothetical attributes (such as expertise) that divide groups, and can cause conflict. Using network analysis we identify faultlines between the participants in the ISD project, and examine the faultlines over the course of the project. We find a strong presence of faultlines early in the project; however, at least for the core group of participants, the faultlines dissipate over time as the group becomes more inclusive. Our research can extend the ISD literature on stakeholder participation by providing insight into why and at what point in the project stakeholder conflicts may surface and how such conflicts may be resolved.

Keywords: Information Systems Project Management, Stakeholder Participation, Faultlines