Information Technology Project Collaboration and Its Emerging Outcomes

TREO Talk Paper

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Abstract

This study investigates the key dimensions of IT project collaboration and its outcomes. We conceptualized key dimensions of IT project collaboration as consisting of two related but distinct dimensions: cooperation structure and joint development. Then, we proposed a new research framework that links IT development processes to IT project collaboration which in turn affects the outcomes of IT project. We examined the key dimensions of IT project collaboration and their impacts on project outcomes. Three critical IT development processes and technologies that contribute to the development of project collaboration.

Our expected results include: (1) IT development processes and technologies can jointly influence the formation and the development of IT project collaboration. (2) Knowledge-sharing activities can significantly improve the usage level of the iterative requirement generation process. (3) Different collaboration behaviors as indicated by IT project collaboration constructs affect two types of outcomes: project performance outcomes and emerging outcomes. IT project collaboration significantly improve both the emerging outcomes (such as team cultivation and relational outcomes) and performance outcomes (time, schedule and functionality). (4) Trust fully mediates the effect of collaboration on performance outcomes; suggesting that common rules and structures cannot directly benefit project performance without members’ believing in those rules and agreements.

Through IT project collaboration, IT vendors can achieve not only traditional project outcomes but also emerging outcomes such as team cultivation and client-vendor relationship building. The relationships among IT development processes and technologies, project collaboration, and the outcomes of project collaboration are much more complex and dynamic than what the extant literature has portrayed. Different patterns of client-vendor collaboration also affect the outcomes of the project, in addition, the trust level between the vendor and the client plays a major role in mediating the relationship between client-vendor collaboration and project performance.