

Application of Process Mapping in Improving IT Project Implementation Strategies*

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Abstract

The implementation of business management software still causes many problems and often fails. To increase the likelihood of success of IT projects, it is necessary to take care of formulating appropriate implementation strategies and use the experience and methodological achievements related to the field of project management. It is especially important in the context of the use of planning and management tools that enable visualization of the workflow and effective transformation of design models into specific IT systems. Building appropriate models of processes and workflows can contribute not only to improving the readability of processes and to improving the work culture but also often has a substantial impact on significantly improving the competitive advantages of enterprises. This paper discusses the possibilities of using process mapping to facilitate IT project implementation strategies. Theoretical considerations are supplemented with practical remarks on introducing business management software in the selected production and trade company. The empirical research was conducted using the case study method, which included the collection of data from observations in the surveyed company and data gathered as part of unstructured interviews with employees of this company. The obtained findings regarding the advantages, disadvantages, and principles of applying selected solutions can help develop the field of IT project management and inspire business practitioners who design IT project implementation strategies.

Keywords: process mapping, IT project management, IT project implementation strategies, business management software.