

CALCULATING RETURN FOR INVESTMENT IN INFORMATION TECHNOLOGY INFRASTRUCTURE - FEW CASE STUDIES

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ABSTRACT

Today more than ever, Government\Semi Government\Private organization decision makers must make the most of scarce resources and at the same time respond to ever-increasing demands for improved performance and new technology. These competing demands generate close scrutiny of proposals for new information technology (IT) investments. What's more, high profile IT system failures have raised concerns about why these investments so often fail to live up to expectations. As a result, many IT investment planning processes now require some analysis of the costs and returns expected from that proposed investment. Unfortunately, Public\Private sector managers often lack models that can guide them through such analyses. This research work may help to fill that gap.

KEYWORDS: ROI (Return on Investment), NPV (Net Present Value), IRR (Internal Rate of Return), IT (Information Technology), Non Financial ROI, Center for Effective Performance (CEP), CIO (Chief Information Officer)