

REFERENCES

- Ahimbisibwe, A., Cavana, R. Y., & Daellenbach, U. (2015a). A contingency fit model of critical success factors for software development projects. *Journal of Enterprise Information Management*, 28(1), 7–33. <https://doi.org/10.1108/jeim-08-2013-0060>
- Ayoub, J., Wang, Z., Li, M., Guo, H., Sherony, R., Bao, S., & Zhou, F. (2022). Cause-and-Effect Analysis of ADAS: A Comparison Study between Literature Review and Complaint Data. *Proceedings of the 14th International Conference on Automotive User Interfaces and Interactive Vehicular Applications*. <https://doi.org/10.1145/3543174.3547117>
- Baham, C., Hirschheim, R., Calderon, A. A., & Kisekka, V. (2017a). An Agile Methodology for the Disaster Recovery of Information Systems Under Catastrophic Scenarios. *Journal of Management Information Systems*, 34(3), 633–663. <https://doi.org/10.1080/07421222.2017.1372996>
- Balaid, A., Zibarzani, M., & Rozan, M. Z. A. (2013). A comprehensive review of knowledge mapping techniques. *Journal of Information Systems Research and Innovation*.
- Barki, H., Rivard, S., & Talbot, J. (1993). Toward an Assessment of Software Development Risk. *Journal of Management Information Systems*, 10(2), 203–225. <https://doi.org/10.1080/07421222.1993.11518006>
- Barnett, W. D., & Raja, M. (1995). Application of QFD to the software development process. *International Journal of Quality & Reliability Management*, 12(6), 24–42. <https://doi.org/10.1108/02656719510089902>
- Benschop, N., Hilhorst, C. A. R., Nuijten, A. L. P., & Keil, M. (2020). Detection of early warning signals for overruns in IS projects: linguistic analysis of business case language. *European Journal of Information Systems*, 29(2), 190–202. <https://doi.org/10.1080/0960085x.2020.1742587>
- Carvalho, M., Fleury, A., & Lopes, A. P. (2013). An overview of the literature on technology roadmapping (TRM): Contributions and trends. *Technological Forecasting and Social Change*, 80(7), 1418–1437. <https://doi.org/10.1016/j.techfore.2012.11.008>

- Cerezo-Narváez, A., Pastor-Fernández, A., Otero-Mateo, M., & Ballesteros-Pérez, P. (2020). Integration of Cost and Work Breakdown Structures in the Management of Construction Projects. *Applied Sciences*, 10(4), 1386. <https://doi.org/10.3390/app10041386>
- Coleman, G., & O'Connor, R. V. (2008). An investigation into software development process formation in software start-ups. *Journal of Enterprise Information Management*, 21(6), 633–648. <https://doi.org/10.1108/17410390810911221>
- Davis, C. J., Fuller, R. M., Tremblay, M. C., & Berndt, D. J. (2006). Communication Challenges in Requirements Elicitation and the Use of the Repertory Grid Technique. *Journal of Computer Information Systems*, 46(5), 78–86. <https://doi.org/10.1080/08874417.2006.11645926>
- Denby, S. (2010). The importance of training needs analysis. *Industrial and Commercial Training*, 42(3), 147–150. <https://doi.org/10.1108/00197851011038132>
- Driessens, S., Huijsen, W., & Grootveld, M. (2007). A framework for evaluating knowledge-mapping tools. *Journal of Knowledge Management*, 11(2), 109–117. <https://doi.org/10.1108/13673270710738960>
- Ebener, S. (2006). Knowledge mapping as a technique to support knowledge translation. *Bulletin of the World Health Organization*, 84(8), 636–642. <https://doi.org/10.2471/blt.06.029736>
- Ethiraj, S. K., Kale, P., Krishnan, M. S., & Singh, J. V. (2004). Where do capabilities come from and how do they matter? A study in the software services industry. *Strategic Management Journal*, 26(1), 25–45. <https://doi.org/10.1002/smj.433>
- Fantechi, A., Gnesi, S., Lami, G., & Maccari, A. (2003). Application of linguistic techniques for Use Case analysis. *Proceedings IEEE Joint International Conference on Requirements Engineering*. <https://doi.org/10.1109/icre.2002.1048518>
- Fitzgerald, G., & Siddiqui, F. A. (2002). Business process reengineering and flexibility: a case for unification. *International Journal of Flexible Manufacturing Systems*, 14(1), 73–86. <https://doi.org/10.1023/a:1013812011578>

- Flyvbjerg, B., Budzier, A., Lee, J. S., Keil, M., Lunn, D., & Bester, D. W. (2022). The Empirical Reality of IT Project Cost Overruns: Discovering A Power-Law Distribution. *Journal of Management Information Systems*, 39(3), 607–639. <https://doi.org/10.1080/07421222.2022.2096544>
- Gopal, A., Mukhopadhyay, T., & Krishnan, M. S. (2002). The role of software processes and communication in offshore software development. *Communications of the ACM*, 45(4), 193–200. <https://doi.org/10.1145/505248.506008>
- guo, Y., Yang, M., Wang, J., Yang, P., & Li, F. (2009). An Ontology Based Improved Software Requirement Traceability Matrix. *2009 Second International Symposium on Knowledge Acquisition and Modeling*. <https://doi.org/10.1109/kam.2009.63>
- Heemstra, F. J., & Kusters, R. J. (1996). Dealing with risk: a practical approach. *Journal of Information Technology*, 11(4), 333–346. <https://doi.org/10.1057/jit.1996.7>
- Jacka, M. J., & Keller, P. J. (2009). *Business Process Mapping: Improving Customer Satisfaction* (2nd ed.). Wiley.
- Jafari, M., Akhavan, P., Bourouni, A., & Amiri, R. H. (2009). A Framework For The Selection Of Knowledge Mapping Techniques. *Social Science Research Network*. https://papers.ssrn.com/sol3/Delivery.cfm/SSRN_ID2189714_code1787016.pdf?abstractid=2189714&mirid=1&type=2
- Janowczyk, A., & Madabhushi, A. (2016). Deep learning for digital pathology image analysis: A comprehensive tutorial with selected use cases. *Journal of Pathology Informatics*, 7(1), 29. <https://doi.org/10.4103/2153-3539.186902>
- Jeong, S., Cho, H., & Lee, S. (2018). Agile requirement traceability matrix. *Proceedings of the 40th International Conference on Software Engineering: Companion Proceeedings*. <https://doi.org/10.1145/3183440.3195089>
- Jørgensen, M. (2004). A review of studies on expert estimation of software development effort. *Journal of Systems and Software*, 70(1–2), 37–60. [https://doi.org/10.1016/s0164-1212\(02\)00156-5](https://doi.org/10.1016/s0164-1212(02)00156-5)
- Jørgensen, M. (2007). Forecasting of software development work effort: Evidence on expert judgement and formal models. *International Journal of Forecasting*, 23(3), 449–462. <https://doi.org/10.1016/j.ijforecast.2007.05.008>

- Jurison, J. (1999). Software Project Management: The Manager's View. *Communications of the Association for Information Systems*, 2. <https://doi.org/10.17705/1cais.00217>
- Kappelman, L. A., McKeeman, R., & Zhang, L. (2006). Early Warning Signs of it Project Failure: The Dominant Dozen. *Information Systems Management*, 23(4), 31–36. <https://doi.org/10.1201/1078.10580530/46352.23.4.20060901/95110.4>
- Keil, M., Cule, P. E., Lyytinen, K., & Schmidt, R. C. (1998). A framework for identifying software project risks. *Communications of the ACM*, 41(11), 76–83. <https://doi.org/10.1145/287831.287843>
- Khan, P., & Quraishi, K. A. (2014a). Impact of RACI on Delivery and Outcome of Software Development Projects. *2014 Fourth International Conference on Advanced Computing & Communication Technologies*. <https://doi.org/10.1109/acct.2014.66>
- Kula, E., Greuter, E., van Deursen, A., & Gousios, G. (2022). Factors Affecting On-Time Delivery in Large-Scale Agile Software Development. *IEEE Transactions on Software Engineering*, 48(9), 3573–3592. <https://doi.org/10.1109/tse.2021.3101192>
- Kwak, Y., & Stoddard, J. (2004). Project risk management: lessons learned from software development environment. *Technovation*, 24(11), 915–920. [https://doi.org/10.1016/s0166-4972\(03\)00033-6](https://doi.org/10.1016/s0166-4972(03)00033-6)
- Lederer, A. L., & Prasad, J. (1993). Information systems software cost estimating: a current assessment. *Journal of Information Technology*, 8(1), 22–33. <https://doi.org/10.1057/jit.1993.4>
- Lehtinen, T. O., Mäntylä, M. V., Vanhanen, J., Itkonen, J., & Lassenius, C. (2014). Perceived causes of software project failures – An analysis of their relationships. *Information and Software Technology*, 56(6), 623–643. <https://doi.org/10.1016/j.infsof.2014.01.015>
- Linberg, K. R. (1999). Software developer perceptions about software project failure: a case study. *Journal of Systems and Software*, 49(2–3), 177–192. [https://doi.org/10.1016/s0164-1212\(99\)00094-1](https://doi.org/10.1016/s0164-1212(99)00094-1)

- Liu, J. Y. C., & Chiu, G. C. T. (2016). Influence of Project Partnering on Stakeholder Role Ambiguity and Project Manager Risk Perception in Information System Projects. *Project Management Journal*, 47(6), 94–110. <https://doi.org/10.1177/875697281604700607>
- Maruping, L. M., Venkatesh, V., Thong, J. Y. L., & Zhang, X. (2019a). A Risk Mitigation Framework for Information Technology Projects: A Cultural Contingency Perspective. *Journal of Management Information Systems*, 36(1), 120–157. <https://doi.org/10.1080/07421222.2018.1550555>
- Misra, S. C., Kumar, V., & Kumar, U. (2009). Identifying some important success factors in adopting agile software development practices. *Journal of Systems and Software*, 82(11), 1869–1890. <https://doi.org/10.1016/j.jss.2009.05.052>
- Munch, J., Trieflinger, S., & Lang, D. (2019a). Product Roadmap – From Vision to Reality: A Systematic Literature Review. *2019 IEEE International Conference on Engineering, Technology and Innovation (ICE/ITMC)*. <https://doi.org/10.1109/ice.2019.8792654>
- Münstermann, B., Eckhardt, A., & Weitzel, T. (2010). The performance impact of business process standardization. *Business Process Management Journal*, 16(1), 29–56. <https://doi.org/10.1108/14637151011017930>
- Nidumolu, S. R. (1996). A Comparison of the Structural Contingency and Risk-Based Perspectives on Coordination in Software-Development Projects. *Journal of Management Information Systems*, 13(2), 77–113. <https://doi.org/10.1080/07421222.1996.11518124>
- Organisation for Economic Co-operation and Develop, OECD. (2006). *Cost-Benefit Analysis and the Environment: Recent Developments* (1st ed.). OECD Publishing.
- Purna Sudhakar, G. (2012). A model of critical success factors for software projects. *Journal of Enterprise Information Management*, 25(6), 537–558. <https://doi.org/10.1108/17410391211272829>
- Robertson, S., & Williams, T. (2006). Understanding Project Failure: Using Cognitive Mapping in an Insurance Project. *Project Management Journal*, 37(4), 55–71. <https://doi.org/10.1177/875697280603700406>

- Sahoo, M., & Mishra, S. (2019). Effects of trainee characteristics, training attitudes and training need analysis on motivation to transfer training. *Management Research Review*, 42(2), 215–238. <https://doi.org/10.1108/mrr-02-2018-0089>
- Sauser, B. J., Reilly, R. R., & Shenhar, A. J. (2009). Why projects fail? How contingency theory can provide new insights – A comparative analysis of NASA’s Mars Climate Orbiter loss. *International Journal of Project Management*, 27(7), 665–679. <https://doi.org/10.1016/j.ijproman.2009.01.004>
- Savolainen, P., Ahonen, J. J., & Richardson, I. (2012). Software development project success and failure from the supplier’s perspective: A systematic literature review. *International Journal of Project Management*, 30(4), 458–469. <https://doi.org/10.1016/j.ijproman.2011.07.002>
- Schmidt, R., Lyytinen, K., Keil, M., & Cule, P. (2001). Identifying Software Project Risks: An International Delphi Study. *Journal of Management Information Systems*, 17(4), 5–36. <https://doi.org/10.1080/07421222.2001.11045662>
- Sheffield, J., & Lemétayer, J. (2013). Factors associated with the software development agility of successful projects. *International Journal of Project Management*, 31(3), 459–472. <https://doi.org/10.1016/j.ijproman.2012.09.011>
- Siami-Irdemoosa, E., Dindarloo, S. R., & Sharifzadeh, M. (2015). Work breakdown structure (WBS) development for underground construction. *Automation in Construction*, 58, 85–94. <https://doi.org/10.1016/j.autcon.2015.07.016>
- Smidt, A., Balandin, S., Sigafoos, J., & Reed, V. A. (2009). The Kirkpatrick model: A useful tool for evaluating training outcomes. *Journal of Intellectual & Developmental Disability*, 34(3), 266–274. <https://doi.org/10.1080/13668250903093125>
- Tam, C., Moura, E. J. D. C., Oliveira, T., & Varajão, J. (2020). The factors influencing the success of on-going agile software development projects. *International Journal of Project Management*, 38(3), 165–176. <https://doi.org/10.1016/j.ijproman.2020.02.001>
- Ursprung, R., & Gray, J. (2010). Random Safety Auditing, Root Cause Analysis, Failure Mode and Effects Analysis. *Clinics in Perinatology*, 37(1), 141–165. <https://doi.org/10.1016/j.clp.2010.01.008>

- van Donk, D. P., & Molloy, E. (2008). From organising as projects to projects as organisations. *International Journal of Project Management*, 26(2), 129–137. <https://doi.org/10.1016/j.ijproman.2007.05.006>
- Venkatesh, V., Thong, J. Y. L., Chan, F. K. Y., Hoehle, H., & Spohrer, K. (2020a). How agile software development methods reduce work exhaustion: Insights on role perceptions and organizational skills. *Information Systems Journal*, 30(4), 733–761. <https://doi.org/10.1111/isj.12282>
- Wallace, L., Keil, M., & Rai, A. (2004). Understanding software project risk: a cluster analysis. *Information & Management*, 42(1), 115–125. <https://doi.org/10.1016/j.im.2003.12.007>
- Yetton, P., martin, A., Sharma, R., & Johnston, K. (2000). A model of information systems development project performance. *Information Systems Journal*, 10(4), 263–289. <https://doi.org/10.1046/j.1365-2575.2000.00088.x>