

Appendix A – References

Amico, VD 2005, 'Managing IT projects like an investments portfolio', *Handbook of Business Strategy*, vol. 6, no. 1, pp. 251-255, Retrieved February 16, 2008, from Emerald Group Publishing Limited.

Chambers and Associates Pty Ltd 2006, *Work Breakdown Structure*. Retrieved December 28, 2007, from http://www.chambers.com.au/Sample_p/wbs_cncp.htm.

Charvat, JP 2003, *Determine user requirements now to avoid problems later*, Retrieved May 1, 2008, from http://content.techrepublic.com.com/5100-10878_11-5054103.html.

Cusolito, R n.d., *Preventing Scope Creep in Project Management*, Retrieved May 2,2008, from <http://www.pmhut.com/dealing-with-scope-creep-in-software-development-projects>.

Dibble, RA 2001, *Managing Software Scope Creep as a Risk*, Retrieved May 2,2008, from <http://www.dibble.net/pp/ManagingSoftwareScopeCreepAsARisk.html>.

Derricott, B 2007, *Defining Project Boundaries (and Keeping Your Client Within Them)*, Retrieved April 4, 2008, from <http://www.agencybyte.com/2007/04/10/defining-project-boundaries-and-keeping-your-client-within-them/questnet.scu.edu.au/uploads>.

Dixon, DM 2006, *Identifying risk scope creep*, Retrieved May 12, 2008, from http://blogs.sun.com/identity/entry/identity_risks_scope_creep.

Duncan, WR 1996, *A guide to the project management body of knowledge*, Project Management

Institute, Upper Darby, Retrieved December 2, 2007, from http://www.unipi.gr/akad_tmhm/biom_dioik_tech/files/pmbok.pdf.

Eseyin, K 2006, *Project Scope Creep (PSC): An ERP Implementation Pitfall!*, Retrieved May 1, 2008, from <http://it.toolbox.com/blogs/sap-library/project-scope-creep-psc-an-erp-implementation-pitfall-11536>

Garrett, D 2008, *What Matters When Defining Requirements?*, Retrieved May 1, 2008, from <http://www.gantthead.com/blog/Project-Management-2.0/823/>.

Gottesdiener, E 2008, *Good Practices for Developing User Requirements*, Retrieved April 4, 2008, from <http://www.stsc.hill.af.mil/crosstalk/2008/03/0803Gottesdiener.html>.

Grossman, M n.d., *Scope Creep*, Retrieved October 28,2008, from http://www.ecomputerlaw.com/articles/show_article.php?article=2005_scope_creep

Gurlen, S 2003, *Scope Creep*, Retrieved May 2, 2008, from http://www.umsl.edu/~sauterv/analysis/6840_f03_papers/gurlen/.

Keil, M, Cule, PE, Lyytinen, K & Schmidt, RC 1998, 'A Framework for Identifying Software Project Risks', *Communications of the ACM*, vol. 14, no. 11, pp. 76-83, Retrieved April 26,2008,from ACM .

Keil, M, & Wallace L 2004, 'Software project risks and their effect on outcomes', *Communications of the ACM*, vol. 47, no. 4, pp. 68-73.

Killoran, J 2001,*Understanding the aspects of the customer and resolving differences between customer expectations and vendor's ability and scope to complete the project*, Retrieved May 12, 2008, from http://www.umsl.edu/~sauterv/analysis/488_f01_papers/Killoran/index.htm.

Marchewka, JT 2006 , *Information Technology Project Management*, New Delhi.

Peterstev, 2008, *How Does a Scrum Team Deliver its Commitment*, Retrieved September 3, 2008, from <http://agilesoftwaredevelopment.com/blog/peterstev/how-scrum-team-delivers-commitments>.

Martin, D n.d., *The Truth About Scope Creep--And How To Avoid It*, Retrieved May 2, 2008 from <http://www.iotechno.com/news20071015.html>.

Prakash, V n.d, *Changing Customer Requirements : How to manage Scope Creep*, Retrieved May 2, 2008, from <http://www.intellisoft.com.sg/Managing-Scope-Creep.html>.

Russell, ML 2008, *Dealing With Scope Creep in Software Development Projects*, Retrieved May 2, 2008, from <http://www.pmhut.com/dealing-with-scope-creep-in-software-development-projects>.

Schwalbe, K 2007 , *Information Technology Project Management*, Thomson.

SLICTA, 2007, *Rising Demand*, Sri Lanka Information Communication Technology Association ICTA, Retrieved December 28, 2007, from <http://www.icta.lk/Insidepages/downloadDocs/ICTWorkforcSurvey2007.pdf>.

Smillie, T n.d., *The most highly publicized software failure in history*, Retrieved August 28, 2008, from <http://www.mrose.com.au/Software-Article.html>.

Software Productivity Research n.d., *Client Services*. Retrieved October 2, 2008, from <http://www.spr.com/client/default.shtm>.

TenStep n.d., *Project Scope Management*. Retrieved February 12, 2008, from <http://www.tensteppb.com/5.0ProjectScopeManagement.htm>.

Zucker, AI 2000, *Manage Scope and Compete on Internet Time*, Retrieved May 2, 2008 from <http://www.esi-intl.com/public/publications/72000internetscope.asp>.

The Standish Group. 1995, *The Standish group report*. Retrieved February 2 , 2008, from <http://net.educause.edu/ir/library/pdf/NCP08083B.pdf>.

The Standish Group. 1998, *The Standish group report*. Retrieved December 2 , 2008, from <http://www.standishgroup.com/chaos>.

The Standish Group. 2006, *The Standish group report*. Retrieved December 2 , 2008, from <http://www.standishgroup.com/chaos>.

Williams, MD & Williams, J 2007, 'a change management approach to evaluating ICT investment initiatives', *Journal of Enterprise Information Management*, vol. 20, no. 1, pp. 32 – 50, Retrieved October 16,2008,from *Emerald Group Publishing Limited*.