Your Name

Instructor Name

Course Number

Date

An information system can be defined in terms of a group of people, data, and procedures working together to provide productive information. An information system can be used for backup storage, providing information, management of a project, and decision making. A failure in an information system can occur due to underperformance of any component in that system. A failure can be an inability to meet users' expectations or any delay in meeting the expected time target. The failures, in this case, can be because of the following reasons.

**Technological Failures:**  
 In the case of Royal Hotel, the problem could have been in the software of their acquired system of Cappuccino. The problem in the software can be in its development or a poor test run. An inadequate user interface can also cause problems in its navigation. The hardware performs actions whatever is ordered by software. It gathers, organizes and manipulates information that is provided to it. The lack of a base needed for technological development can also be a problem. For example, the current system is too old and require up gradation in proper steps rather than in one leap. Then integrating advanced software on it will certainly cause technological problems. This means the success of a new system also depends on the previous system.

**Structure Failures:**

The already present infrastructure is very important. That system needs to be assessed carefully and analyzed whether it is suitable for the support of a system developed on it. Since Royal hotel is a modern luxury hotel and they are very strict about their service. The structure should be good for the implementation of a system. But since it was their first time integrating an information system, some abnormalities can be expected. Risks and uncertainties cause ambiguities in thought processes which can lead to failures. An already present faulty hardware can also be a problem. Even if the structure is up to date, but there is a technical fault in it will cause system to act out of the way. The structural faults are not reoccurring as much as technological or software related faults, but during analyzing, it should be taken into account.   
**Process Failures:**

Process failures arise when an information system is not delivered in time, or the cost of the system is more than the actual amount allocated at the start of the project. Some other process failures can occur if the system is slow and take time while processing a set of data. There may be another reason that the system requires unnecessary information. Due to which the operator feels that it is better to carry out this task manually. This was one of the scenarios in the case of failures at Royal Hotel. The IT and management supervisors reported that the staff felt that old and manual way of doing things was better. An Improper reporting structure is another example of the failures in the processing system. As the system may not provide direct access to the required technical staff, that deals with certain issues.

**People’s Failures:**

When people are used to a manual way of doing things, it requires time to get used to a computerized information system. The people and staff in the royal hotel lost their interest in cappuccino after a certain period. Which is one of the main reasons for the system failures. As the people involved were an essential component of that system, and without them, the system cannot run on its own. The system needed someone to monitor it. This failure can be subclassified into interaction failure. An information system is likely to fail if the system staff doesn't have any know-how of the technology. This may also be a result of improper training or lack of interest by the staff in training. Another reason may as well be the unfamiliarity of the end-user with the system. The customers of the hotels were familiar with previous system, and an immediate increase in technicality may have irritated them.