Fig. 9.1. on p. 187 was not printed correctly in the book. Please find the correct figure below:

Who decides to use the system?

- User opt-in
- Usage mandated

Why is system developed?

- Company Portal 1
  - Company Portal 2
  - Railway Control
  - Expense Tracker

- Windows
  - Microsoft Office

- SAP
  - PeopleSoft

Internal use
- reduce costs

Commercial sale
- generates revenue