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
Company Portal 1
Company Portal 2
Windows
Microsoft Office
Railway Control
Expense Tracker
PeopleSoft
SAP
Internal use
reduce costs
commercial sale
generates revenue

Why is system developed?
Agile Software Development
Current Research and Future Directions
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