**Interview Analysis Matrix**

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| **Introduction to the case organisation**  *Describe the organisation, its business and explain why it is important for such a business to transform its technologies.* | | |
| **Theme** | **Summary Detail** | **Illustration Quotes** |
| **Motivations:**  *-What problems was the technology meant to address* |  |  |
| **Technology:**  *-What technology was chosen?*  *-What were the key features of the technology?* |  |  |
| **Implementation Issues:**  *-What were the key challenges?*  *-What were the key mistakes made in the adoption and implementation?* |  |  |
| **Outcomes:**  *-What were the key outcomes?*  *-To what extent did the technology address the operational issues?*  *-How did the implementation challenges shape the outcomes?* |  |  |
| **Critical Analysis:**  *-What could have been done better?* |  | |