



Analyse the barriers to use Web-based Content
Management Systems (CMS) in Sri Lankan IT
Organizations



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I verify that I have read this thesis and that in my belief it is fully adequate, in scope and in quality, as a thesis for the degree of Information Management.

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Declaration of originality

This is to confirm that the work is completely my own and not of any other person, unless explicitly acknowledged (including citation of published and unpublished sources). The work has not previously been submitted in any form to the Sri Lanka Institute of Information Technology or to any other institution for assessment for any other purpose.

Signed JA Perera

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List of Abbreviations

Common Vulnerability Scoring System (CVSS)

Denial of service (DoS)

Cross-site request forgery (CSRF).

SPSS - Statistical Package for Social Science

CRM – Customer Relationship Management

API – Application Programming Interface

Abstract

The content management system is single software or combination of interrelated programs used to build and handle digital content.

The early days' static websites were able to assure customer needs. Even though due to technology enhancement, change of customer requirements and buying patterns static websites have been obsolete and unable to fulfil customer requirements. Therefore, organizations needed more interactive websites to establish the business. Nowadays the general public has a tendency to move to online buying since it has numerous advantages. Hence an organization needs to organize and manage the huge amount of data properly. Consequently, the requirement of a web content management system increasing enormously.

In traditional web development HTML, ASP.NET, PHP, Java scripts, etc. were used to develop websites. This needs high expertise. Consequently, the cost rises up and finding the expertise knowledge is challenging as well. Another negative aspect in traditional web development is requirement of high development time. Further, in traditional web development modifications require more time too. On the other hand, Web-CMS is capable to store a massive quantity of data. Therefore, some companies have already moved and some are trying to move to Web-CMS. Another benefit is Web-CMS does not need expertise. Besides, development takes lesser time, lesser cost and also it has a huge variety of features. Even though there are some barriers to move to Web-CMS such as Unstructured data + High time consumption for data migration, Requirement of high effort/skill labour for data migration, Undesirability to accept changes, Fear of obsolesce, Security in CMS. Since today organizations use sensitive data such as health details, credit card details high security is a must. Currently in Sri Lanka using CMS has becoming popular and some organizations are migrating to Web-CMS. Recently Joomla CMS based website was introduced for making appointments for PHM (Public Health Midwife) who is in charge of maternal health, infant health, and planned parenthood. This web-based booking system supports trilingual which negated the language barrier. The target of the research is to identify the factors obstruct the migration from traditional web development to Web-CMS. IT companies in Sri Lanka were chosen for the research.