

The purpose of this study was to examine the factors influencing performance of IT projects in Kenya with a special reference to selected firms in Nairobi. The researcher sought to determine how user involvement, top management support, clear understanding of project scope and technical specifications, project planning and project staffing influences performance of IT projects. The researcher adopted an exploratory survey approach which explored the management of IT projects of selected firms within Nairobi. There are 42 firms who are consumers of IT services and products who are registered as the members of the Computer Society of Kenya. The researcher based the study on 15 of these firms which forms a 35% sample size. Data was collected from the target population by use of a questionnaire which was taken to the respondents and collected after the respondent filled. Once the data was collected, the researcher used frequency tables, measures of central tendency, percentages, pie charts and bar graphs to help interpret the findings. The findings of the research were that all the five factors of user involvement, top management support, clear understanding of project scope and technical specifications, project planning and project staffing are considered very important in determining the performance of an IT project. The conclusion of the research was that the top management has been very supportive of IT projects and that the project implementers need to give more weight to involving the end users. The recommendations given by the researcher from the study is to have more technical training on the project staff as well as more training to the end users to enhance user acceptance. The top management should continue offering more support more on the area of change management.