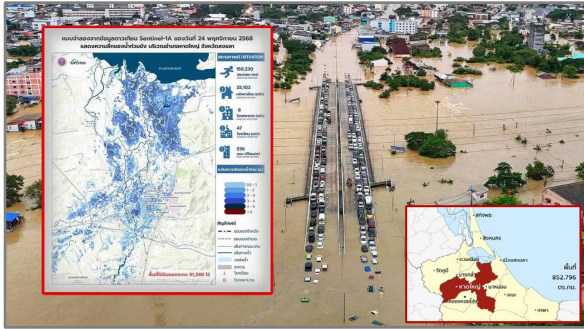


# Analysis and Lessons Learned From Information Systems Failures: A Case Study of the Major Flood Disaster in Hat Yai District, Songkhla Province Using Tan's IS Failure Framework and the DeLone & McLean IS Success Model

## Flood Disaster in Hat Yai District in 2025



<https://siamrath.co.th/regional/news/112678>

Failures in IT management systems are one of the causes of mass casualty incidents

### Information failure



- Water level data is inaccurate
- There is a lack of continuity in the analysis

### Functional failure



Telecommunications infrastructure and data centers were damaged

### System failure



- The alert system is limited
- The request receiving system is not functioning

### Service failure



- Delayed data communication
- System cannot handle the volume of users during a crisis

Analyzing IT system failures learned during the major floods in Songkhla Province

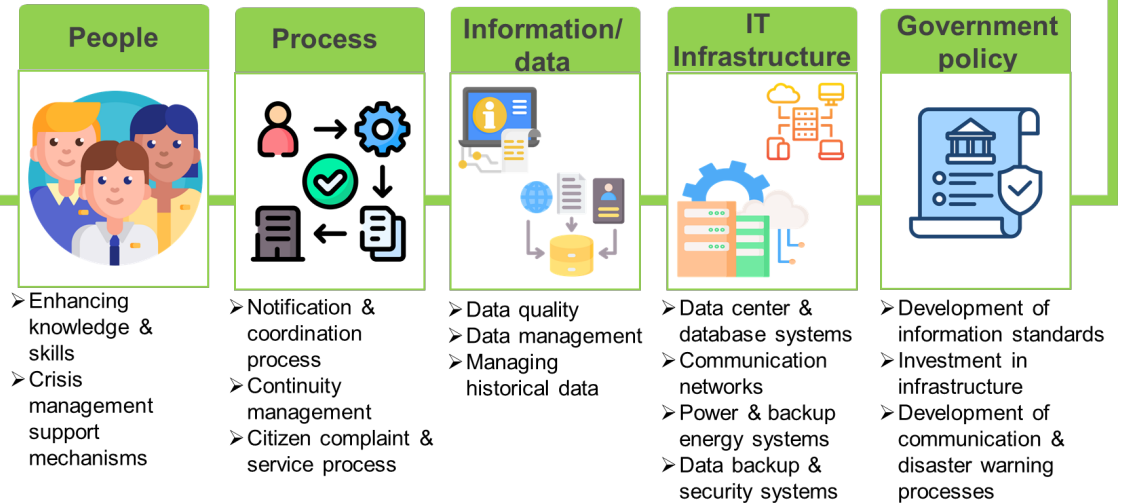
Tan's IS Failure Framework

Tan's IS Failure Framework

Tan's IS Failure Framework

DeLone & McLean IS Success Model

## Blueprint for Changes Enhancing Disaster Preparedness (5 Areas)



## Expected Results

Increase data accuracy

Reduce losses from future disasters

Support government decision making

The system is flexible and continuous