Enterprise Information Systems and the Digitalization of Business Functions

Part of the Advances in Business Information Systems and Analytics Book Series

Madjid Tavana (La Salle University, USA)

Description:

Continuous improvements in digitized practices have created opportunities for businesses to develop more streamlined processes. This not only leads to higher success in day-to-day production, but it increases the overall success of businesses.

Enterprise Information Systems and the Digitalization of Business Functions is a key resource on the latest advances and research for a digital agenda in the business world. Highlighting multidisciplinary studies on data modeling, information systems, and customer relationship management, this publication is an ideal reference source for professionals, researchers, managers, consultants, and university students interested in emerging developments for business process management.


Topics Covered:

- Customer Relationship Management
- Data Modeling
- Information Systems
- Innovation Success
- Knowledge Management
- Organization Culture
- Project Management

Hardcover: $215.00

E-Book: $215.00

Hardcover + E-Book: $260.00

Order Information
Phone: 717-533-8845 x100
Toll Free: 1-866-342-6657
Fax: 717-533-8661 or 717-533-7115
Online Bookstore: www.igi-global.com
Table of Contents

Chapter 1
Mental modelling digital aged care and service management
Margee Hume
Paul Johnston

Chapter 2
Leveraging Enterprise Resource Planning Systems to Digitize Business Functions
Jessy Nair
D Bhanu Sree Reddy

Chapter 3
Improving Logistics Costs Through ERP Alignment
Joseph R. Muscatello
Diane H. Parente
Matthew Swinarski

Chapter 4
Approaches for Automating ERP Category Configuration for SMEs
Klaus Wölfel

Chapter 5
Continuous assurance and business compliance in Enterprise Information Systems
Rui Pedro Marques

Chapter 6
Contemporary issues in Enterprise Information Systems: A Critical Review of CSFs in ERP Implementations
Ebru Esendemir

Chapter 7
Extending IMPLEMENT Framework for Enterprise Information systems implementation to Information System Innovation
Aparna Raman
D P Goyal

Chapter 8
Investigating Impact of Inter-organizational Factors in Measuring ERP Systems Success: Bruneiian Perspectives
Afzaal H. Seyal
Mohd Noah A. Rahm

Chapter 9
Re-Thinking the Challenges of Enterprise Architecture Implementation
Mark Stephen Dale

Chapter 10
Developing an Effective Strategy for Organizational Business Intelligence
Paul Hawking

Chapter 11
To Code or Not To Code: Obtaining Value from the Customization of Packaged Application Software
Bryon Balint

Chapter 12
Decoding success factors of Innovation Culture
Stephen Burdon
Kyeong Kang
Grant Mooney

Chapter 13
Benefits of Customer Relationship Management on Customer Satisfaction: An Empirical Study
Nastaran Mohammadhossein
Mohammad Nazir Ahmad
Nor Hidayati Zakaria

Chapter 14
Information Technology Paraphernalia for Supply Chain Management Decisions
Chandra Sekhar Patro
K. Madhu Kishore Raghunath

Chapter 15
Data envelopment analysis for measuring and evaluating efficiency on IT outsourcing operations
João Correia dos Santos
Miguel Mira da Silva

Chapter 16
Knowledge Based Systems for Data Modelling - Review and Challenges
Sabrina Šuman
Alen Jakupović
Mile Pavlić

Chapter 17
Six Sigma Project Teams and Rational Decision Making: A Shared Leadership Perspective
Brian J. Galli
Kathryn Szabat
Mohammad Amin Kaviani

Chapter 18
An Exploratory Study on the Influencers of the Perceived Relevance of CIO’s Activities and Skills - an update
João Varajão
António Trigo
Pedro Soto-Acosta
Madjid Tavana is Professor and Lindback Distinguished Chair of Business Analytics at La Salle University, where he serves as Chairman of the Business Systems and Analytics Department. He also holds an Honorary Professorship in Business Information Systems at the University of Paderborn in Germany. Dr. Tavana is Distinguished Research Fellow at the Kennedy Space Center, the Johnson Space Center, the Naval Research Laboratory at Stennis Space Center, and the Air Force Research Laboratory. He was recently honored with the prestigious Space Act Award by NASA. He holds an MBA, PMIS, and PhD in Management Information Systems and received his Post-Doctoral Diploma in Strategic Information Systems from the Wharton School at the University of Pennsylvania. He has published 11 books and over 200 research papers in international scholarly academic journals. He is the Editor-in-Chief of Decision Analytics, International Journal of Applied Decision Sciences, International Journal of Management and Decision Making, International Journal of Knowledge Engineering and Data Mining, International Journal of Strategic Decision Sciences, and International Journal of Enterprise Information Systems.