Record Nr. UNINA9910777999003321 Business process transformation / / Varun Grover, M. Lynne Markus, **Titolo** editors Pubbl/distr/stampa London;; New York:,: Routledge,, 2015 **ISBN** 1-317-47551-8 1-315-70599-0 1-317-47552-6 1-282-11931-1 9786612119316 0-7656-2372-2 Descrizione fisica 1 online resource (368 p.) Collana Advances in management information systems Classificazione 85.20 Altri autori (Persone) GroverVarun <1959-> MarkusM. Lynne Disciplina 658.4038 658.4038011 Soggetti Management information systems Information technology - Management Workflow - Management Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali First published 2008 by M.E. Sharpe. Nota di bibliografia Includes bibliographical references and index. Nota di contenuto BUSINESS PROCESS TRANSFORMATION; CONTENTS; SERIES EDITOR'S INTRODUCTION: REFERENCES: FOREWORD: CHAPTER 1. CONSOLIDATING KNOWLEDGE ON THE JOURNEY OF BUSINESS PROCESS TRANSFORMATION; INTRODUCTION; PATHWAYS TO KNOWLEDGE ABOUT BUSINESS PROCESS TRANSFORMATION; THE GROVER PATH; THE MARKUS PATH; GAPS IN KNOWLEDGE ABOUT BUSINESS PROCESS TRANSFORMATION; REFERENCES; PART I. TRACING BUSINESS PROCESSES AND TRANSFORMATION; CHAPTER 2. WHATEVER HAPPENED TO BUSINESS PROCESS REENGINEERING?: The Rise, Fall, and Possible Revival of Business Process Reengineering from the Organizing Vision Perspective CHAPTER 3. BUSINESS PROCESSES: Four PerspectivesPART II: FUNDAMENTAL APPROACHES TO THE ANALYSIS AND REDESIGN OF BUSINESS PROCESSES; CHAPTER 4: THE BUG FIXING PROCESS IN

PROPRIETARY AND FREE/LIBREOPEN SOURCE SOFTWARE: A Coordination Theory Analysis; CHAPTER 5. TRANSFORMING BUSINESS PROCESS TRANSFORMATION WITH DIAGNOSTIC KNOWLEDGE-BASED TOOLS; PART III. THE ROLE OF INFORMATION TECHNOLOGY IN ORGANIZATIONAL CHANGE; CHAPTER 6. BREAKING THE FUNCTIONAL MIND-SET: The Role of Information Technology; CHAPTER 7. ERP-ENABLED BUSINESS PROCESS REENGINEERING: Implications from Texas Instruments

PART IV. TRANSFORMATION ACROSS ASPECTRUM OF BUSINESS
PROCESSESCHAPTER 8. REDESIGNING IT-ENABLED CUSTOMER SUPPORT
PROCESSES FOR DYNAMIC ENVIRONMENTS; CHAPTER 9.
TRANSFORMING THE NEW PRODUCT DEVELOPMENT PROCESS:
Leveraging and Managing Knowledge; CHAPTER 10: BUSINESS
NETWORK REDESIGN METHODOLOGIES IN ACTION; PART V. SUCCESS
AND FAILURE IN BUSINESS PROCESS TRANSFORMATION; CHAPTER 11.
SUCCESSFUL BUSINESS PROCESS TRANSFORMATION AT J.D. EDWARDS;
CHAPTER 12. A CASE STUDY OF BUSINESS PROCESS REENGINEERING
FAILURE; PART VI. TRENDS AND CHALLENGES IN TRANSFORMING
BUSINESS PROCESSES

CHAPTER 13. TRANSFORMING HUMAN RESOURCE PROCESSES THROUGH OUTSOURCING: Enterprise Partnership at BAE SystemsCHAPTER 14. PROBLEMS IN THE TRANSFER OF REENGINEERING EFFORTS: An Illustrative Case; CHAPTER 15. PROCESS MANAGEMENT, TECHNOLOGICAL INNOVATION, AND ORGANIZATIONAL ADAPTATION; EDITORS AND CONTRIBUTORS; SERIES EDITOR; INDEX

Sommario/riassunto

Featuring contributions from prominent thinkers and researchers, this volume in the Advances in Management Information Systems series provides a rich set of conceptual, empirical, and introspective studies that epitomize fundamental knowledge in th