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| Nota di contenuto | Mental modelling digital aged care and service management / Margee Hume, Paul Johnston -- Leveraging enterprise resource planning systems to digitize business functions / Jessy Nair, D. Bhanu Sree |

Reddy -- Improving logistics costs through ERP alignment / Joseph R. Muscatello, Diane H. Parente, Matthew Swinarski -- Approaches for automating ERP category configuration for SMEs / Klaus Wolfel -- Continuous assurance and business compliance in enterprise information systems / Rui Pedro Marques -- Contemporary issues in enterprise information systems: a critical review of CSFs in ERP implementations / Ebru E. Saygili, Arikan Tarik Saygili -- Extending IMPLEMENT framework for enterprise information systems implementation to information system innovation / Aparna Raman, D. P. Goyal -- Investigating impact of inter-organizational factors in measuring ERP systems success: Bruneian perspectives / Afzaal H. Seyal, Mohd Noah A. Rahman -- Re-thinking the challenges of enterprise architecture implementation / Mark Dale -- Developing an effective strategy for organizational business intelligence / Paul Hawking, Carmine Carmine Sellitto -- To code or not to code: obtaining value from the customization of packaged application software / Bryon Balint -- Decoding success factors of innovation culture / Stephen Burdon, Kyeong Kang, Grant Mooney -- Benefits of customer relationship management on customer satisfaction: an empirical study / Nastaran Mohammadhossein, Mohammad Nazir Ahmad, Nor Hidayati Zakaria -- Information technology paraphernalia for supply chain management decisions / Chandra Sekhar Patro, K. Madhu Kishore Raghunath -- Data envelopment analysis for measuring and evaluating efficiency on IT outsourcing operations / Joao Correia dos Santos, Miguel Mira da Silva -- Knowledge-based systems for data modelling: review and challenges / Sabrina Suman, Alen Jakupovic, Mile Pavlic -- Six sigma project teams and rational decision making: a shared leadership perspective / Brian J. Galli, Kathryn A. Szabat, Mohamad Amin Kaviani -- An exploratory study on the influencers of the perceived relevance of CIO's activities and skills: an update / Joao Varajao, Antonio Trigo, Pedro Soto-Acosta.

Sommario/riassunto

"[This book] 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"--Provided by publisher.