# Table of Contents

Preface ................................................................................................................................................xiii

Acknowledgment ................................................................................................................................xix

Chapter 1
The Ecological Industrialism Bet ........................................................................................................... 1
   Rinaldo C. Michelini, PMAR Lab, Italy
   Roberto P. Razzoli, PMAR Lab, Italy

Chapter 2
Combining ERP Systems with Enterprise 2.0 ...................................................................................... 19
   Yucan Wang, Aston University, UK
   Andrew Greasley, Aston University, UK

Chapter 3
Building an Ontological Model for Software Requirements Engineering ........................................ 37
   Joselice Ferreira Lima, University of Brasilia (UnB), Brazil
   Bruno Paula Garcia, Federal Institute of Technology North of Minas Gerais (IFTNMG), Brazil
   Gustavo Miranda Caran, Catholic University of Minas Gerais (PUCMG), Brazil

Chapter 4
On Selection, Implementation, and Operations of ERP Systems ..................................................... 56
   Sven Völker, Hochschule Ulm – University of Applied Sciences, Germany
   Torsten Munkelt, Viscom AG, Germany

Chapter 5
ERP Post-Implementation: A Study of a Small-and-Medium-Sized Enterprise................................. 72
   Eli Hustad, University of Agder, Norway
   Dag H. Olsen, University of Agder, Norway
Chapter 6
Analyzing Enterprise System Post-Implementation Use of Manufacturing Processes in Greek SMEs .......................................................... 86
Marios Mantakas, Technological Educational Institution of Epirus, Greece
Dimitris Doukas, Twinnet Information Systems Ltd, Greece

Chapter 7
A Decision Support System for ERP Implementation in Small and Medium-Sized Enterprises ....... 97
Mahmood Ali, University of Greenwich, UK
Ying Xie, University of Greenwich, UK
Joanna Cullinane, University of Greenwich, UK

Chapter 8
A New Methodology for Business Process Improvement .................................................. 122
Paula Ventura Martins, University of Algarve, Portugal & Research Centre of Spatial and Organizational Dynamics (CIEO), Portugal
Marielba Zacarias, University of Algarve, Portugal & Research Centre of Spatial and Organizational Dynamics (CIEO), Portugal

Chapter 9
Applying SNARE-RCO to Evaluate the Relational Capital of an Organization: The SH Case Study ................................................................. 136
Alexandre Barão, Instituto Superior Técnico, Portugal
Alberto Rodrigues da Silva, Instituto Superior Técnico, Portugal

Chapter 10
Methods for Quality Assessment in Enterprise VoIP Communications ................................ 154
Filipe Neves, Instituto Politécnico de Leiria, Portugal & Instituto de Telecomunicações, Portugal
Salviano Soares, ECT-UTAD and IEETA, Portugal
Pedro Assunção, Instituto Politécnico de Leiria, Portugal & Instituto de Telecomunicações, Portugal
Filipe Tavares, Portugal Telecom Inovação, Portugal
Simão Cardeal, Portugal Telecom Inovação, Portugal

Chapter 11
ChronoFindMe: Social Networks’ Location-Based Services .............................................. 171
Ana Filipa Nogueira, Polytechnic Institute of Leiria, Portugal & University of Coimbra, Portugal
Catarina Silva, Polytechnic Institute of Leiria, Portugal & University of Coimbra, Portugal

Chapter 12
ALBIS: ALigning Business Processes and Information Systems – Software Environment and Case Studies .................................................. 188
Lerina Aversano, University of Sannio, Italy
Carmine Grasso, University of Sannio, Italy
Maria Tortorella, University of Sannio, Italy
Chapter 13
Risk Management Model in ITIL ................................................................. 207
Sarah Vilarinho, IST, Portugal
Miguel Mira da Silva, IST/INOV, Portugal

Chapter 14
Software Solutions Construction: An Approach Based on Information Systems
Architecture Principles.................................................................................. 215
Sana Bent Aboulkacem Guetat, Le Mans University, France
Salem Ben Dhaou Dakhli, Paris-Dauphine University, France

Chapter 15
E-Government Simulation Tool for Accounting Education: Personal Income Tax Simulator .......... 233
Diogo Pedrosa, Polytechnic Institute of Coimbra, Portugal
Antonio Trigo, Polytechnic Institute of Coimbra, Portugal
João Varajão, University of Trás-os-Montes e Alto Douro, Portugal & Centro ALGORITMI, Portugal
Pedro Sá Silva, Polytechnic Institute of Coimbra, Portugal

Compilation of References ........................................................................... 250

About the Contributors ................................................................................. 274

Index ............................................................................................................. 282