About the Authors

Liisa von Hellens is an associate professor in the School of Computing and Information Technology at Griffith University, Australia. She has more than 30 years experience in the IT industry, including working as a programmer and systems developer, as well as university-level education experience in Australia, Finland, and the UK. Her doctorate at Templeton College, Oxford University, was about packaged software provision and use, and her subsequent research, publications, and consulting activities have covered information systems development and use in organizations, strategic quality management of software development, the management of IT human resources, and the associated skills supply. Several refereed articles have been published on these topics, and she has supervised several research higher degree students to a successful completion. She is also actively involved in reviewing papers for information systems journals as well as serving as a member of the program committee and an associate editor for information systems conferences.

Sue Nielsen is currently senior lecturer in the School of Computing and Information Technology at Griffith University, Australia. She has taught and worked in information management for 30 years and has degrees in information systems, communication, and linguistics. Her PhD from Griffith University focused on staff commitment to the implementation and maintenance of information systems to support help desk and computer operations. She has supervised several postgraduate ERP projects and has also worked in software quality management. Since 1995 she has been a member of the program committee, which has examined the relationship between attitudes to IT and the recruitment of IT personnel and students.
Jenine Beekhuyzen is a senior research assistant and lecturer in the School of Computing and Information Technology at Griffith University, Australia, and is a consultant/analyst for ThoughtWare Australia. After completing a Diploma of Business (TAFE Qld) and an IT Honors degree (Griffith University) on enterprise resource planning systems and organizational culture in 2001, she continues to be involved in a number of research projects, including the WinIT (Women in IT) project and a Cooperative Research Centre (CRC) project on smart Internet technology. She serves as a reviewer for a number of information systems academic journals and conferences. She is currently president of the School of Computing and IT Alumni Association and editor of their e-zine. In addition to her role at Griffith University, she works as a consultant for a small IT organization, ThoughtWare, with a focus on knowledge management solutions.

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Olaf Boon has an Honor’s degree in information systems from Deakin University, Melbourne, Australia. He has more than 16 year’s industry experience working extensively in IS/IT related fields. He is currently undertaking a PhD in information systems while lecturing in the School of Information Systems at Deakin University. His research interests include client relationship management, critical success factors for IS implementation, and DeLone and McLean’s IS success model.

Marie-Claude Boudreau is an assistant professor of MIS at the University of Georgia (USA). She received a PhD in computer information systems from Georgia State University, a Diplôme d’Enseignement Supérieur Spécialisé from l’École Supérieure des Affaires de Grenoble, and an MBA from l’Université Laval in Québec. Dr. Boudreau has conducted research on the implementation of integrated software packages and the organizational change induced by information technology. She has authored articles published in many journals, such as Information Systems Research, MIS Quarterly, Journal of Management Information Systems, The Academy of Management Executive, and Information Technology & People. Her teaching interests include the design and management of databases, integrated software packages, and globalization of IS.

Craig Chatfield spent his undergraduate years at Griffith University (Australia) studying science and information technology, majoring in chemistry, information systems, and artificial intelligence. He is currently studying a PhD on intelligent
environments and their influence upon users’ privacy and security. This research is focused on overcoming the social, technical, and physical challenges of implementing intelligent environments to ensure their benefits are available to users. Craig has spent many years traveling around Australia and the world, and hopes to continue to do so in the future.

**Brian Corbitt** is chair professor of information systems in the School of Information Systems, and also pro vice chancellor (online services) at Deakin University, Melbourne, Australia. He has published widely on policy and IT and on business in journals including the *Journal of Information Technology* and *Prometheus* (Information Economics) and the *International Journal of Mobile Communications*. He has published six books on e-commerce and IT and has over 120 scholarly publications. He serves on the editorial boards of numerous IS journals. He has undertaken substantial consultation with both business and government on e-business development and policy. His research has included substantial work in Thailand, Malaysia, Singapore, Australia, and New Zealand.

**Jose Esteves** received a PhD in information systems from the Technical University of Catalonia, Barcelona, Spain. He is a computer engineer, has a master’s degree in IS, and a diploma in business administration. His research interests include ERP systems, knowledge management, and qualitative research.

**Kathryn F. Gates** is the assistant vice chancellor for information technology at the University of Mississippi (UM) (USA) and served as the project manager for UM’s campus management implementation. Prior professional experiences include working as a software developer for AT&T Bell Laboratories and as a technical consultant for the Mississippi Center for Supercomputing Research. Gates received MS degrees in mathematics and computer and information science from The Ohio State University and a PhD in engineering science from UM. She is involved in many initiatives related to technology and higher education — a current area of focus is providing Web-based services to students and faculty by means of applications that interface with SAP.

**Matt Goodwin** is a PhD candidate studying the impacts of power and politics surrounding an ERP implementation. He completed a Bachelor of Information Technology and an IT Honors degree, focused on the politics surrounding a Y2K project. After a small break, he resumed study and began his PhD. His primary interests lie in the human aspects of organizations and the wide impacts on people created by an ERP implementation provided a rich context for research.
Jon Hesseldenz is the state-wide vice president of the Kentuck Community and Technical College System (KCTCS) (USA) educational system and the principal project manager who had the budget and layered staff responsibility for the $18,000,000, 62-campus, 72,000 student system-wide KCTCS ERP implementation described in this work.

George Kelley is a researcher, systems engineer, and educator. Dr. Kelley has published more than 30 research articles, most recently in the areas of wireless technologies, systems security, intelligent agents, and systems design and implementation. Dr. Kelley served in industry for 15 years as a manager of ERP systems. Dr. Kelley is a member of AIS, IEEE, and IRMA.

Rebecca Main received a first-class Bachelor of Commerce from the University of Western Australia, majoring in marketing and information management. Her Honours dissertation explored the implementation of PeopleSoft® modules at the University of Western Australia.

Nicole Mayer graduated from Griffith University in 2000 with degrees in science and information technology (Honors). Since then, she has remained in the world of IT consulting, continuing to focus on large-scale implementations and the impacts on users in a variety of industries. She has been involved in two ERP implementations similar to the ones described within the chapter — including Australia’s largest geographic implementation — and plans to continue working in the PeopleSoft® space. Her previous publications include both fictional and nonfictional works, both with technological focuses.

Sheila K. McGinnis is assistant professor of health care administration at Idaho State University (USA). She is an organization theorist who studies collaboration, change management, organization design, and processes to improve organization performance. Dr. McGinnis received her business PhD in management and organizations from The Pennsylvania State University. Her professional experience includes management consulting and executive education in health care and other organizations.

Linda Morefield is a senior data coordinator for institutional research in the Information Technology Systems Office of the Kentucky Community and Technical College System (KCTCS) (USA).

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Michelle Morley is a PhD candidate in the School of Computing and Information Technology at Griffith University in Brisbane, Australia. She holds a Bachelor of Information Technology (Honors)/Bachelor of Science. Her PhD research, supervised by Liisa von Hellens, is on strategic information systems planning in general practice. Research interests include enterprise resource planning systems, health information systems, and application of structuration theory in information systems research.

Jens Laurits Nielsen is studying to earn an MSc in analysis, design and management at the London School of Economics and Political Science. Prior to undertaking this degree, he completed a Bachelor of Information Technology (Honors) at Griffith University, Australia. Nielsen’s primary research interest includes the implementation, development, and use of large information systems in organizations, and enterprise resource planning (ERP) implementations and knowledge creation in organizations. He has published articles at international conferences and reviews forthcoming articles for information systems journals and conferences.

Dave Oliver is a senior lecturer in computing and currently associate dean of teaching and learning in the Faculty of Informatics and Communication, at Central Queensland University, Queensland, Australia. He has an Honors degree in economics from Warwick University, UK, and a Master of Technology in computer science from Brunel University, UK. Dave has several publications in the area of ERP adoption and computer science education. Prior to his lecturing appointment at Central Queensland University, Dave lectured at the Harrow College of Higher Education in the UK and worked as a computer programmer in London.

Joan Pastor (jap@unica.edu) is an associate professor and dean of the IT school of Universidad Internacional de Catalunya, Barcelona, Spain. He holds a degree in computer science and a PhD in software. He is also leading the “Twist” group on IS qualitative research, addressing topics like ERP procurement and implementation.

Konrad Peszynski is a lecturer in the School of Information Systems at Deakin University in Melbourne, Australia. He has an Honor’s degree in information systems from Victoria University in Wellington, New Zealand, and is currently completing a PhD on the power and politics involved in systems implementation. He has also published book chapters and journal papers. His interests include
culture and information, social aspects of information systems, and research methodologies.

Lela ‘Kitty’ Pumphrey is a professor of accounting at Idaho State University (USA). Her major areas of teaching and research are auditing and public-sector (governmental) accounting. She is currently on leave, teaching auditing and management accounting at Waikato University in Hamilton, New Zealand. She holds several professional certifications (CPA, CMA, CIA, CGFM) and is actively involved in many professional associations including the American Accounting Association, the American Institute of CPAs, the National Association of State Boards of Accountancy (a US association of accounting regulatory bodies), and the Association of Government Accountants. She is the author of several articles published in international journals.

Cherilyn Randolph is a lecturer in the Business School at the University of Western Australia. Her research interests include knowledge mapping, organizational change, adoption of innovation, and ethical issues related to the use of information technology. She has an MA in engineering science from Oxford University and an MBA from the University of Western Australia.

Celia Romm Livermore is a full professor at the Department of Information Systems and Manufacturing, Wayne State University, Detroit, Michigan, USA, and is an honorary professor at Fujian Radio and TV University, the People’s Republic of China. She received her PhD from the University of Toronto, Canada (1979). She has been a lecturer, consultant, and visiting scholar in Israel, Japan, Germany, Canada, the US, and Australia. Dr. Romm’s current research interests include telework, electronic commerce, computer-mediated communication, and IT/IS education. Dr. Romm published three books: *Electronic Commerce: A Global Perspective* (Springer, London, 1998), *Virtual Politicking* (Hampton Press, USA, 1999) and *Doing Business on the Internet — Opportunities and Pitfalls* (1999, Springer, London; 2001, Tianjin People’s Publishing House, China). In addition, Dr. Romm published more than 90 papers in refereed journals and chapters in collective volumes, as well as presented her work at more than 70 local and international conferences.

Roy Tapp is director responsible for the strategic planning and daily operations management of four of the 62 regional KCTCS campuses affected by ERP system implementation. Dr. Tapp has used the Kentucky Community and Technical College System (KCTCS) ERP (USA) at the field level extensively.
Dr. Tapp has published more than a dozen research articles, conference presentations, and videos.

**Dov Te’eni** is a professor in the Faculty of Management at Tel-Aviv University, Israel. He is also the chairman of Israel’s Higher Education E-learning Center. Dov studies several related areas of information systems: human–computer interaction, computer support for decision making and communication, systems design, and nonprofit organizations. His research usually combines model building, laboratory experiments, and development of prototypes like Spider and kMail. Dov serves as senior editor for *MIS Quarterly* and associate editor for *JAIS* and *Internet Research*. He has published in journals such as *Management Science, MISQ, Organization Science*, and in more specific journals of HCI such as *IJHCS, BIT, and IEEE Transactions*. For a full list of publications, see http://www.tau.ac.il/~teeni.

**Kenneth Trimmer** is an assistant professor of computer information systems in the College of Business at Idaho State University (USA). He has a PhD in management information systems from the University of South Florida, where his dissertation focused on conflict on cross-functional teams involved in information systems development. In addition to his research interests in systems development, Dr. Trimmer has interests and publications in the management of systems in the health-care environment, educational issues in information systems coursework, and information systems issues in small- to medium-sized organizations, which includes software development as well as the utilization of systems. Dr. Trimmer also has interests in the teaching of information assurance, and security issues in health-care organizations, particularly with HIPAA.

**Marilyn Van Dyke** is currently the change manager at Central Queensland University, Rockhampton, Australia. Her qualifications include a Bachelor of Arts and Diploma of Education from Sydney University, a Post Graduate Diploma in Counseling from the University of Western Sydney, and a Master of Psychology from Macquarie University. Marilyn was the previously director of Counseling Careers and Health at Central Queensland University and managed Student Services at Charles Sturt University in NSW. She is currently working toward a doctorate on managing change in universities. Marilyn has a background of working in the management of student services in schools and universities and teaching in the areas of management, psychology, and counseling. Her research interests include student development and retention issues and managing change in large organizations, particularly in relation to implementing new technologies.
Carla Wiggins earned her doctorate in health services research, policy, and administration from the University of Minnesota. Her dissertation described the differences in career attainment between female and male health-care managers. She is an academic fellow of the American College of Healthcare Executives (ACHE), and an active member of the Association of University Programs in Health Administration (AUPHA), where she serves on the board of directors and undergraduate review committees. A frequent speaker to health care and business professionals and to the academic community nationwide, Dr. Wiggins’ teaching, research, and speaking emphases are in health-care management, management career success factors, and in rural health organizations’ use of technology and information systems.