

Preface

During the past several decades, organizations and businesses of all types and sizes have been reassessing their fundamental structures and processes in order to achieve a higher level of efficiency and effectiveness. The primary force behind this reevaluation has been the technological innovation of information technology and the need to incorporate information technology in all aspects and functions of business. *Cases on Information Technology and Business Process Reengineering*, part of Idea Group Inc.'s *Cases on Information Technology Series*, presents a wide range of issues and challenges related to business process reengineering technologies and systems. The real-life cases included in this publication should assist practitioners, educators and their students in providing them with a broad understanding of problems associated to the application of business process reengineering in organizations. Readers will have the opportunity to learn from solutions discovered by organizations worldwide.

The cases included in this volume cover a wide variety of topics focusing on business process reengineering, including: organizational change intervention, a health board's enterprise system implementation, workflow-supported invoice management, BPR in government agencies, ERP-level software implementation, Internet-based workflow systems, information systems redesign within a state social services agency, reengineering efforts within a showroom wholesaler, distance learning and Web-based training, reorganization of a department of motor vehicles, process improvement methodology, rebuilding management information systems, reengineering distribution for a beer distributor, electronic supply chain management, BPR project implementation within a banking organization, travel management, failure of an integrated software package, organizational transformations in the Danish mapping, charting and geodata sector, and clinical information systems.

As businesses, organizations and academic settings continue to revamp and improve their organizational structures and processes, and apply information technology solutions in the way they carry out their functions and achieve their goals, learning from experiences of other organizations in applying BPR can be very beneficial. Cases included in the *Cases on Information Technology and Business Process Reengineering* should provide practitioners and educators knowledge of success and pitfalls involved in BPR project implementation and management. Lessons learned from these cases will be very instrumental in assisting readers understand the issues and challenges involved in information technology and business process reengineering.

Note to Professors: Teaching notes for cases included in this publication are available to those professors who decide to adopt the book for their college course. Contact cases@idea-group.com for additional information regarding teaching notes and to learn about other volumes of case books in the *IGI Cases on Information Technology Series*.

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