Preface

Information technology has reformed and restructured the inner workings of companies, organizations and government agencies over the past several decades, and will continue to do so well into the future. Managers and administrators are constantly in search of new tools to be used in support of greater utilization and management of information technology applications in their prospective organizations. *Cases on Information Technology Planning, Design and Implementation*, part of Idea Group Inc.'s *Cases on Information Technology Series*, brings together a variety of real-life experiences of how other companies and organizations have successfully, or not so successfully, planned, designed, and implemented different applications using information technology. Cases included in this publication present a wide range of issues related to systems development, design and analysis of modern information systems applications without pitfalls.

The cases included in this volume cover many topics, such as volunteer center information systems' design, ERP implementation in a global company, the procurement of a integrated applications suite, a learning organization-oriented information technology planning and management process, an information kiosk's development, a paradigm shift in technology and higher education at a university, the analysis of a Web application, systems requirements and prototyping, implementing a planning module at a company, effective computer systems for a large paper mill, developing sales and marketing IS/IT infrastructures, a new technology platform for motor vehicle registrations, implementing IT in developing nations, mobile technology, public registries technological modernization, information systems and technology outsourcing, enterprise information portals in small to medium sized businesses, the evolution of a small software company, IT adoption in the Chinese banking system, and systems for telecommunications enterprises.

Professionals and educators alike will find this collection of cases very useful in learning about challenges and solutions related to the planning, design and implementation of information technology applications. *Cases on Information Technology Plan-*

ning, Design and Implementation will provide practitioners, educators and students with important examples of successes and failures in the implementation of information systems and technologies. An outstanding collection of current real-life situations associated with the effective utilization of IT, with lessons learned included in each case, this volume will be very instrumental for those learning about the issues and challenges in the field of information science and technology.

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*.

ACKNOWLEDGMENTS

Putting together a publication of this magnitude requires the cooperation and assistance of many professionals with much expertise. I would like to take this opportunity to express my gratitude to all the authors of cases included in this volume. Many thanks also to all the editorial assistance provided by the Idea Group Inc. editors during the development of these books, particularly all the valuable and timely efforts of Mr. Andrew Bundy and Ms. Michelle Potter. Finally, I would like to dedicate this book to all my colleagues and former students who taught me a lot during my years in academia.

A special thank you to the Editorial Advisory Board: Annie Becker, Florida Institute of Technology, USA; Stephen Burgess, Victoria University, Australia; Juergen Seitz, University of Cooperative Education, Germany; Subhasish Dasgupta, George Washington University, USA; and Barbara Klein, University of Michigan, Dearborn, USA.

Mehdi Khosrow-Pour, D.B.A.
Editor-in-Chief
Cases on Information Technology Series
http://www.idea-group.com/bookseries/details.asp?id=18