

Preface

Strategic information systems have certainly transformed the way that modern organizations manage their resources and compete within today's global market. During the past two decades, many successful organizations have discovered that through the use of information technology, they can utilize their resources in support of developing very successful strategies for managing their organizations effectively. *Cases on Strategic Information Systems*, part of Idea Group Inc.'s *Cases on Information Technology Series*, presents a wide range of the most current issues, challenges, problems, opportunities, and solutions related to the development and management of strategic information systems. Real-life cases included in this publication demonstrate successes and pitfalls of organizations throughout of the world related to the planning and utilization of strategic information systems.

The cases included in this volume cover a wide variety of topics focusing on strategic information systems, such as customer relationship management system implementation, project management companies, information systems pre-implementation failure, information and business planning within the semiconductor manufacturing industry, an e-business initiative, accounting software adoption for a municipal social services agency, the rise of a dot-com firm, information system implementation, workflow automation production part testing process experiences, the implementation of an integrated software product at a large manufacturing organization, BPR and ERP system relations, the introduction of expert systems at a corporation, a business network for a small medical practice, software engineering in product development environments, a company's new sales management application, information system upgrades at an insurance company, IT for the utilization of enterprise information resources, organizational growth through IT, information systems for a milk supplier, a clinic's experience with electronic medical records, military applications of natural language processing and software, geological research information systems, small business electronic commerce, and ERP systems implementation.

Strategic information systems have emerged as one of the most effective applications of information technology in support of the strategic management of organiza-

tions. *Cases on Strategic Information Systems* will provide practitioners, educators and students with important examples of the successes and failures in the implementation of strategic information systems, and stand as an outstanding collection of current, real-life situations associated with the effective utilization of strategic information systems. Lessons that can be learned from the cases included in this publication will be instrumental for those learning about the issues and challenges related to the development and management of strategic information systems.

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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