

Index

A

active/aware networks 115
 adaptive enterprise 3
 adoption drivers analysis 105
 adoption timing, role 99
 agile enterprise 3
 agility implications, business process viewpoint 11
 agility implications, information viewpoint 11
 agility implications, organizational viewpoint 10
 agility implications, people viewpoint 10

B

bandit 367
 best of breed ERP systems 233–244
 best of breed examples 236
 BPMN 49
 business blueprint 256
 business intelligence (BI) 174
 business modeling in the digital environment 263
 business performance, ERP impact 98
 business process isomorphism 100, 105
 business process management initiative (BPMI) 51

business process mapping 354
 business process modeling (BPM) 45–56
 business process modeling notation (BPMN) 45
 business process re-engineering (BPR) 132
 business webs 325

C

classical ERP systems 317
 commercial off-the-shelf (COTS) product 74
 composite application framework (CAF) 323
 cost effective ERP 287–301
 cost effective ERP, project experience and learning 292
 cost effective ERP, projects 291
 cost of ERP 247
 critical success factors (CSFs) 90
 CRM-SCM integration, key factors 144
 CRM and SCM solutions, integrating 141
 customer relationship management (CRM) 119, 132, 174
 customer relationship management solutions 136

D

data capture 355
decision-support systems (DSS) tools 143
decision support systems (DSS) 69
digital environment, business modeling 263

E

e-CRM systems 262–273
e-government and ERP 346–361
eBusiness ALADIN 310
eCRM process 267–270
EIS, relevance to enterprise systems 77
EIS, traditional applications 76
enterprise agility implications, examining 9
enterprise application integration (EAI) 336
enterprise architecture 4
enterprise context, addressing 111
enterprise context, application integration 110–118
enterprise context, decomposing 112
enterprise context integration, benefits 114
enterprise resource planning (ERP) software 57
enterprise resource planning systems 57–66
enterprise resource systems software implementation 245–261
enterprise services 26
enterprise SOA 320
enterprise systems strategic alignment 152–169
enterprise systems strategic alignment, empirical investigation 160
enterprise systems strategic alignment, research 155
enterprise system success in medium and large organizations 218–232
Erikson-Penker extension for business modeling 265
Eriksson-Penker method 262–273
ERP (ES) on business value, impact 119–133
ERP, best of breed 235
ERP, need for 334
ERP, productivity and profitability 98
ERP, reasons for failure 341
ERP, reasons for growth 339
ERP, why firms don't adopt 86
ERP-driven performance changes 96–109
ERP add-ons 239
ERP adoption in firms, why? 84
ERP and beyond 329–345
ERP and corporate strategies 59
ERP and e-commerce, teaching case 306
ERP II 336
ERP implementation, managing risks 89

ERP implementation, risks 87
ERP implementation issues 247
ERP implementation strategies 352
ERP knowledge transmission, practice to teaching 304
ERP software, SAP company 251
ERP solutions in government 349
ERP system, key features 334
ERP system, strategic advantage 61
ERP system risks and rewards 83–95
ERP systems, best breed implementations 233–244
ERP systems evolution 303
ERP systems in higher education 302
ERP to enterprise service-oriented architecture 316–328
ES- success, results and analysis 223
ES-success study 221
ES-success survey 222
ES case study 1, Growel Limited 121
ES case study 2, Primemover 125
ES data into ES knowledge 121
ES implementation in a health care environment 274–286
ES implementations in New Zealand 172
evolution of ERP 331
executive information system (EIS) 67
executive information systems (EIS), overview 67–82
executive requirements 70
executive support system (ESS) 68
extensible resource identifier (XRI) 372

F

flexible organization 2
FOS-ERP, opportunities and challenges 40
FOS-ERP and P-ERP, differences 35
free/open source ERP (FOS-ERP) systems 32–44
free source enterprise resources planning 32–44
function allocation diagram (FAD) 25

G

German manufacturing Mittelstand, enterprise system 201–217
ground truth 186

H

health care environment, ES implementation 274–286
heterogeneity in performance, decreasing 100
Higgins 368

higher education ERP systems 302–315
 holistic approach for enterprise agility 1–18
 hospital information system (HIS) 278

I

ICT, strategic potential 154
 ICT solutions, implementation challenges 351
 identity management, user-focused 362
 identity management frameworks 366
 identity provider (IdP) 365
 information systems, best of breed 235
 integration benefits 142
 integration challenges 143
 intelligent agents 385
 international education collaboration 309
 IT and strategies 58

J

J2EE provisioning environment 115

K

knowledge actual distribution support 380
 knowledge capture support 380
 knowledge in action 186
 knowledge integration on integrated platform 306
 knowledge management 356
 knowledge management in SMEs 188
 knowledge methods (layer 4) 193
 knowledge processes approaches (layer 1) 190
 knowledge processes in SMEs (layer 2 and 3) 191
 knowledge software-support (layer 5) 193
 knowledge storage support 380

L

levels of integration 141

M

management commitment 248
 management reporting systems (MRS) 69
 manufacturing resources planning systems (MRP II) 83
 material requirements planning systems (MRP) 83
 Microsoft Cardspace 368
 millennium chemicals 148
 Mittelstand 201–217

N

NetWeaver 28
 NetWeaver, application based view 324

NetWeaver, component based view 322
 next-generation IT for knowledge distribution 378–388
 next-generation KD systems, technological elements 381
 NTT Labs' SASSO 370

O

online analytical processing (OLAP) 143
 online transaction processing (OLTP) 143
 OpenID 369
 open source enterprise resources planning 32–44

P

paths to integration 144
 process isomorphism 96–109
 process modeling, a new paradigm 50
 process modeling challenges 53
 product data management (PDM) 249
 Project Concordia 367
 project management, effective 353
 public administration, functional model 350

R

recommendation systems 383
 reengineering 250

S

sales force automation (SFA) 137
 SAO R/3 Basis 318
 SAP business blueprint 19–31
 SAP business blueprint, contents 25
 SAP business blueprint, enterprise architecture 21
 SAP database 252
 SAP Excellence Center 309
 SAP implementation steps 254
 SAP NetWeaver, views 321
 SAP NetWeaver XI 28
 SAP solution landscape configuration 23
 SAP Solution Manager 28
 SCM, potential benefits 140
 SCM-CRM integration 134–151
 service-oriented architecture (SOA) 240
 service provisioning markup language (SPML) 115
 Shibboleth 370
 small and medium-sized enterprises (SMEs) 170–184
 SME definition 188
 socialization strategies support 382

Index

Society for Information Management (SIM) 153
strategic integration 147
strategic alignment model (SAM) 157
strategic information systems planning (SISP) 59
supplier relationship management (SRM) 174
supply chain management (SCM) 119, 132, 174
supply chain management solutions, value 138
SXIP 371
systems development life cycle (SDLC) 45

T

total cost of ownership (TCO) of ERP 247

U

UML 49
unified modeling language (UML) 264
user-focused identity management 362–377

W

WSF/Liberty 371

Y

Yadis 372