Foreword

In an age when Information and Communication Technology (ICT) has been rapidly perceived as a vehicle for business excellence, Enterprise Information Systems in particular have been evolving since the 90s as business-critical technology-based solutions that are widely accepted by Arabian Gulf organisations, as is the case with global businesses of all types and sizes accepting such systems as the backbone of their resource planning, operations, and management. Today, it is unimaginable that any business can survive without using one or more information systems to support its business functions and automate its business processes.

Despite the promised business gains, many companies underestimate the risk associated with implementing and utilizing such systems, and all kinds of problems are encountered in conjunction with system selection, implementation, dissemination, and utilization. In fact, an alarming number of EIS projects were deemed either complete failures or partial failures financially, technically, functionally, or due to end-users' resistance or rejection of the system.

This book includes the valuable contributions of EIS practitioners with reflections on their hands-on experiences in EIS projects in Gulf organisations, highlighting issues, problems, challenges, and lessons learned along with hidden costs related to such projects.

The scope includes case studies related to all stages of the EIS life-cycle, from the view point of both clients and vendors, including project managers, consultants, analysts, trainers, quality assurance coordinators, and subject matter experts. It covers a rich assortment of topics including system selection models, system implementation methodologies, post-implementation strategies, system usage and utilization, end-users' issues, project governance and oversight, project risks and threats, and critical success factors.

This volume is an excellent reference for practitioners, academics, and university students preparing to take up EIS-related posts in the industry. It will help them to

identify the problems encountered during the conception of information systems. Furthermore, it provides measures to alleviate these problems and simultaneously identify new directions for future consideration.

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Sami Abi Esber *is a prominent figure and a pioneer in the information technology arena of UAE and the region. Mr. Sami Abi Esber has managed, since 1987, when he started as an engineer, to move through different positions and resuming different roles to become the President of Mideast Data Systems (MDS) UAE in 1996. Mr. Abi Esber has successfully Developed MDS UAE from a single IT company to one the leading IT Groups in UAE and the region. Sami is well known for his affiliation and active participation in important local and regional information technology forums and conferences, such as: Member of Young Arab Leaders Organization (www.yaleaders.org); Member, through MDS, in World Economic Forum; Member of Board of Trustees and Executive Committee of University of Balamand, Lebanon; Vice President of the Lebanese Business Council in Abu Dhabi; Presenter and Speaker in Major International events (Planete Lebanon, TechLeb in MIT, etc.). Sami was also chosen by Channel Middle East Arabic Magazine (an ITP publication) as the number one Executive of UAE Information Technology Companies (System Integrators/Service Providers category) in 2008.*