

Erp The Primary Solution Provider For Industrial Companies

Das Buch führt in verständlicher Weise in die praktische Nutzung der Business Application Programming Interfaces (BAPIs) ein und klärt zunächst die wesentlichen Begriffe, die hinter dieser neuen SAP®-Technologie stehen. Das Buch zeigt eine empfehlenswerte Vorgehensweise für die Einführung und Realisierung der System-Kopplung zwischen R/3® am Beispiel von Lotus Notes. An Hand eines in nahezu jedem Unternehmen relevanten Ablaufs wird exemplarisch die Umsetzung eines Geschäftsprozesses der Kundenauftragsabwicklung gezeigt. Das neue Wissen wird mit Hilfe der beigelegten CD, die auch ScreenCams beinhaltet, plastisch und leicht verständlich vermittelt. Das Buch verfolgt im wesentlichen zwei Ziele: Es zeigt, welchen Nutzen die BAPIs bieten, um externe Systeme an ein R/3® System anzubinden, und wie hoch der Realisierungsaufwand ist. Es versetzt den Leser in die Lage, die Funktionsweise von R/3® und die angebotenen BAPIs und Lotus Notes nicht nur schnell zu verstehen, sondern auch Geschäftsprozesse schnell und zuverlässig in die Praxis umzusetzen.

International Aviation Law: A Practical Guide explains the international context and application of the law as it applies to commercial and recreational aviation, and to the broader aviation environment. It provides a comprehensive introduction to all aspects of aviation law, from criminal law to contract law, to the legal duties and responsibility of aircrew and other aviation personnel including airport operators, air traffic controllers and aircraft engineers. Each area of the law is clearly explained in accessible language and supported with practical case studies to illustrate the application of the law within an operational aviation context. It also provides advice on how to avoid or minimize legal liability for those working in the aviation industry. Thoroughly revised and updated throughout, this second edition adds new material on subjects such as unmanned aircraft systems, ASEAN's Single Aviation Market, common rules on compensation and assistance to passengers, and a discussion on the impact of Brexit to the UK's aviation market and legal status.

This book presents state-of-the-art research on artificial intelligence and blockchain for future cybersecurity applications. The accepted book chapters covered many themes, including artificial intelligence and blockchain challenges, models and applications, cyber threats and intrusions analysis and detection, and many other applications for smart cyber ecosystems. It aspires to provide a relevant reference for students, researchers, engineers, and professionals working in this particular area or those interested in grasping its diverse facets and exploring the latest advances on artificial intelligence and blockchain for future cybersecurity applications.

Most of us are users and providers of services. In spite of the predominance of services in modern society, we actually know very little about them -- no best practices, no principles, no theories. This book provides information on services for people in business, government, and education. If you want to have the competitive edge in your personal and professional life, then it's imperative to understand service science. Service in itself can be described as a client/provider interaction that creates and captures value, while a service system is defined as a structure of people and technology that adapts to the changing value of knowledge in the system. Combined, these two concepts form service science. Harry Katzan, managing editor of the prestigious Journal of Service Science and professor at a local university, takes a closer look at this newly emerging scientific field for academics and practitioners alike in Service Science. With an easy-to-understand format, Katzan, offers a comprehensive introduction to service science for people in business, education, and government. Useful as a textbook and a professional guide, this innovative study contains eight chapters that each end with a comprehensive summary, a list of key words, questions, and additional selected readings. In addition, Harry Katzan, Jr. provides concrete examples and in-depth discussion on such timely topics as: Service concepts Service systems Information services Service management Service business Service technology Service science has been touted as the up-and-coming discipline for the twenty-first century. Learn more about this exciting field and change how you think and perceive your world with Service Science!

Now you can introduce purchasing, operations, and logistics with a strong supply chain management focus found in the latest edition of Wisner/Tan/Leong's PRINCIPLES OF SUPPLY CHAIN MANAGEMENT: A BALANCED APPROACH. This unique new third edition presents extensive content you won't find covered in other books. The authors' expansive approach helps you guide students through the management stages of each supply chain activity while addressing real-world concerns related to the global supply chain. With this edition, you can follow the natural flow through the supply chain with one of the most balanced supply chain management approaches available. Well-organized chapters demonstrate the practical applications of supply chain management in today's workplace while intriguing profiles throughout the text build on topics to reinforce learning. Numerous new cases in this edition expand upon the previous edition's 22 cases. A wealth of engaging and interactive learning features in each chapter are now updated and revised. Supply Chain Management in Action opening features, e-Business Connections, and Global Perspectives combine with abundant real-world business examples to ensure that PRINCIPLES OF SUPPLY CHAIN MANAGEMENT: A BALANCED APPROACH, 3E covers today's most important contemporary supply issues in depth. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The Enterprise Resource Planning Decade: Lessons Learned and Issues for the Future presents a collection of chapters written by various experts that share an interest in the ERP movement. This collection will generate much interest and contribute to the development of Enterprise-wide systems that provide true support to organizations and the development of methodologies that are less disruptive of organizational day-to-day business than is the case today. When ERP projects stop being the make or break ventures they can be and we stop getting these negative reports about failed implementation, the target will have been met and the ERP market will be less of a jungle than it is today.

The tenth edition of SUPPLY CHAIN MANAGEMENT: A LOGISTICS PERSPECTIVE refined its focus on the supply chain approach by blending logistics theory with practical applications and includes updated material on the latest technology, transportation regulations, pricing, and other issues. Each chapter opens with Supply Chain Profiles vignettes introducing students to real-world companies, people, and events. New and updated On the Line boxed features are applied examples providing students with hands-on managerial experience of the chapter's topics. Supply Chain Technology boxes appear throughout the text, helping students relate technological developments to supply chain management concepts and logistics practices while taking in consideration global changes. Short Cases at the end of each chapter are updated and build on what students have learned in the chapter. Important Notice: Media content referenced within

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This is the first book to present comprehensive strategies and techniques that enable organizations to take charge of their Enterprise Resource Planning projects to drive success. The author describes how to become less dependent on outside consultants, significantly reduce implementation and support costs, mitigate project risks, and design business solutions that work for your company. This book also contains hundreds of tips to create internal project ownership, select ERP software, manage service providers, transfer software knowledge, develop the right implementation strategies, establish a realistic schedule and budget, and streamline business processes. It is a guide to making informed decisions during each project phase. The information is applicable to new implementations and system upgrades. Reviews "You owe it to your company and yourself to read this book. If you do so, you will sharply increase your odds for success and spend a lot less money. Steve has done the ERP industry a big service." - Thomas F. Wallace, early ERP pioneer, author, and Distinguished Fellow at The Ohio State University Center for Operational Excellence. "There really aren't many "must-read" ERP books in the 30 year (or so) history of ERP, but you can add this book to the must-read list. The book fits nicely into what I call the Center of Excellence movement - the push by ERP customers to gain more value out of their ERP investments and endure less headaches." - Jon Reed, SAP/ERP Market Analyst. "I love this book." - R. Ray Wang. CEO and Principal Analyst at Constellation Research and a founding partner of the Altimeter Group. "If the Project Management Institute (PMI) had a certification program in ERP Management, this would be the only textbook needed." - Andy Klee, President, Klee Associates, ERPTips.com (SAP), and JDEtips.com (JD Edwards).

As digital transformation becomes increasingly central to effective corporate strategy, today's students must understand information systems' role as the backbone to all organizations. Known for its rich Canadian content and focus on active learning, Introduction to Information Systems, Fifth Canadian Edition shows students how they can use IS to help their employers increase profitability, improve customer service, manage daily operations, and drive impact in their markets. The popular What's in IT for Me framework empowers students in accounting, finance, marketing, human resources, production/operations management, and management information systems (MIS) to connect their majors to specific IT topics and demonstrate value in the organizations they join.

In two volumes, Planning Production and Inventories in the Extended Enterprise: A State of the Art Handbook examines production planning across the extended enterprise against a backdrop of important gaps between theory and practice. The early chapters describe the multifaceted nature of production planning problems and reveal many of the core complexities. The middle chapters describe recent research on theoretical techniques to manage these complexities. Accounts of production planning system currently in use in various industries are included in the later chapters. Throughout the two volumes there are suggestions on promising directions for future work focused on closing the gaps.

Business process management is usually treated from two different perspectives: business administration and computer science. While business administration professionals tend to consider information technology as a subordinate aspect in business process management for experts to handle, by contrast computer science professionals often consider business goals and organizational regulations as terms that do not deserve much thought but require the appropriate level of abstraction. Matthias Weske argues that all communities involved need to have a common understanding of the different aspects of business process management. To this end, he details the complete business process lifecycle from the modeling phase to process enactment and improvement, taking into account all different stakeholders involved. After starting with a presentation of general foundations and abstraction models, he explains concepts like process orchestrations and choreographies, as well as process properties and data dependencies. Finally, he presents both traditional and advanced business process management architectures, covering, for example, workflow management systems, service-oriented architectures, and data-driven approaches. In addition, he shows how standards like WfMC, SOAP, WSDL, and BPEL fit into the picture. This textbook is ideally suited for classes on business process management, information systems architecture, and workflow management. This 3rd edition contains a new chapter on business decision modelling, covering the Decision Model and Notation (DMN) standard; the chapter on process choreographies has been streamlined, and numerous clarifications have been fetched throughout the book. The accompanying website www.bpm-book.com contains further information and additional teaching material.

Business Process Outsourcing (BPO)-the sourcing of business services through external third parties-is a global phenomenon, which generated nearly \$300 billion worldwide in 2012. BPO is highly IT-enabled, and on a growth trajectory that impacts across functions of major, medium and small enterprises, including procurement, human resources, accounting and finance, sales, marketing, legal, asset management and key administrative processes. Despite this size and spread, BPO services and the ability of clients to manage their providers, are still evolving and have a mixed record. In the course of their research, the authors have found only 20% of outsourcing arrangements are world-class performers. A further 25% are 'good', 40% are 'OK' and 15% are 'poor'. This book pinpoints and describes in detail the effective practices that characterize the top global BPO performers, including Microsoft, BP, EMC and TalkTalk. The authors provide case illustrations and examples throughout of how world-class practices were generated and evolved, and how they can be applied to real life settings and problem areas.

For many years now Enterprise Information Systems have been critical in helping businesses successfully navigate the global market. The development that started with design and implementation of integrated systems has evolved to incorporate a multitude of perspectives and ideas. The Enterprise Information Systems functionality extends from principally an ERP (Enterprise Resource Planning) system to a portfolio of standard systems including CRM (Customer Relationship Management) systems and SCM (Supply Chain Management) systems. Advances in Enterprise Information Systems II is divided into seven thematic sections, each exploring a distinct topic. In "Concepts in Enterprise Information Systems" the authors present new concepts and ideas for the field. "Cases in Enterprise Information Systems" introduces studies of enterprise information systems in an organizational context. "Business Process Management" is one of the major themes within enterprise information systems and "Designing Enterprise Information Systems" discusses new approaches to the design of processes and system and also deals with how design can be taken as a specific perspective. "Enterprise Information Systems in various domains" features generic studies that contribute to advancing the practical knowledge of the field as well as towards "Global issues of Enterprise Information Systems". Finally, in "Emerging Topics in Enterprise Information Systems", new technologies and ideas are explored. Cloud computing in particular seems to be setting the agenda for future research in enterprise information systems. The book will be invaluable to academics and professionals interested in recent developments in the field of enterprise information systems.

The Supply Chain Handbook brings together a team of 23 experts from management, engineering, technology, consulting, and academic backgrounds. These experts share proven operations methodologies, evaluate technologies and offer practical how-to instruction on topics impacting today's supply chains. Each topic is explored in-depth to provide readers with greater understanding and the ability to put the ideas presented into action. Innovative concepts and state-of-the-art technologies such as leaning the supply chain, logistics outsourcing, RFID, and supply chain execution software are explored in-depth helping you evaluate these solutions for your supply chain. The Supply Chain Handbook also covers fundamental topics such as warehousing operations, space layout and planning, distribution network planning and design, transportation, manufacturing strategies, material handling systems and integration, inventory management and more.

Technological advancements have become an integral part of life, impacting the way we work, communicate, make decisions, learn, and play. As technology continually progresses, humans are being outpaced by its capabilities, and it is important for businesses, organizations, and individuals to understand how to optimize data and to implement new methods for more efficient knowledge discovery and information management and retrieval. Innovative Applications of Knowledge Discovery and Information Resources Management offers in-depth coverage on the pervasiveness of technological change with a collection of material on topics such as the impact of permeable work-life boundaries, burnout and turnover, big data usage, and computer-based learning. It proves a worthy source for academicians, practitioners, IT leaders, IT professionals, and advanced-level students interested in examining the ways in which technology is changing the world.

A service is a client/provider interaction that creates and captures value for both participants. We use service in several aspects of our lives, including business, government, education, health care, and religion. But what exactly are the best practices, principles, and theories of service? The actual study of service science is a relatively new field, but it is one that can open the door to a better understanding of this essential part of our lives. In this invaluable guide, Harry Katzan Jr., director of the Service Institute of Hilton Head, offers a concise, readable examination of how managers can use information about services to construct a better customer environment. Harry Katzan Jr. believes that the characteristics of a service process determine its efficacy in solving real-world problems. He disseminates these characteristics and provides a clearer view to help managers pinpoint the exact issues they need to tackle. Informative chapters include the following: Service Concepts Service Systems Information Services Service Management Service Business With a comprehensive bibliography, detailed footnotes, and a highly engaging writing style, Introduction to Service is perfect for the professional and the layman alike. Discover how you can put information about services to work for you!

Comprehensive coverage of critical issues related to information science and technology.

An investigation into the process of management accounting change triggered by IT implementation, comparing Enterprise Resource Planning with custom software in relation to change in management accounting rules and routines. This empirical study is based on four real cases from a transitional country (Egypt).

Software systems that used to be relatively autonomous entities such as e.g. accounting systems, order-entry systems etc. are now interlinked in large networks comprising extensive information infrastructures. What earlier used to be stand-alone proprietary systems are now for the most part replaced by more or less standardized interdependent systems that form large networks of production and use. Organizations have to make decisions about what office suite to purchase? The easiest option is to continuously upgrade the existing office suite to the latest version, but the battle between WordPerfect and Microsoft Word demonstrated that the choice is not obvious. What instant messenger network to join for global communication? Preferably the one most colleagues and friends use; AOL Instant Messenger, Microsoft Messenger, and ICQ represent three satisfactory, but disjunctive alternatives. Similarly organizations abandon their portfolio of homegrown IT systems and replace them with a single Enterprise Resource Planning (ERP) system. Several ERP alternatives exist on the market, but which is the right one for you? The argumentation and rationale behind these considerations are obviously related to the technological and social networks we are embedded in, but it is not always easy to specify how. Networked Information Technologies: Diffusion and Adoption offers contributions from academics and practitioners who study networked information systems from a diffusion and adoption point of view. Themes related to the conceptualisation of diffusion and adoption of networked information systems are discussed along with studies of the diffusion of networked information systems in public sector institutions and private businesses. This volume contains the edited proceedings of the IFIP Conference on The Diffusion and Adoption of Networked Information Technologies, which was sponsored by the International Federation for Information Processing (IFIP) Working Group 8.6 and held in Copenhagen, Denmark in October 2003.

The discipline of technology management focuses on the scientific, engineering, and management issues related to the commercial introduction of new technologies. Although more than thirty U.S. universities offer PhD programs in the subject, there has never been a single comprehensive resource dedicated to technology management. "The Handbook of Technology Management" fills that gap with coverage of all the core topics and applications in the field. Edited by the renowned Doctor Hossein Bidgoli, the three volumes here include all the basics for students, educators, and practitioners

The authors identify key emerging trends and drivers in supply chain management, introduce powerful new strategies for redesigning supply chains, and present comprehensive global case studies showing how Nortel and General Motors have transformed their own supply chains to optimize value and drive out costs.

"This book is to provide comprehensive coverage and understanding of various enterprise information systems (EIS) such as enterprise resource planning (ERP) and electronic commerce (EC) and their implications on supply chain management and organizational competitiveness"--Provided by publisher.

Talent Management Systems addresses the transformation Web-based technologies have brought to workforce acquisition and management. It examines proven and leading-edge best practices, and what tactics and strategies organizations should employ to remain competitive in this arena. The book is part practical, offering advice on how to institute best practices in e-recruitment and talent management, and strategic, discussing trends and state of the art technology and practices that should be adopted or avoided. "We're at the brink of the next global battle in the war for talent, and companies with a firm grasp on today's technologies, and the best view over the horizon, are positioned to win. No one understands the intersection of talent and technology better than Allan Schweyer and, as this book demonstrates, no one tells us the story as clearly as he. This is an essential read and an important work in the now-critical discipline of human capital management." —Michael Foster, CEO, AIRS, and Author of Recruiting on the Web "Allan Schweyer has been on the leading edge of recruitment technology since the dawn of the Internet. In many ways the Internet has created more confusion than solutions for the world of recruiting and talent management. It has certainly made things more complex. HR professionals and even company presidents have become desperate for clarity on the future of talent management-Allan Schweyer's book provides that clarity and establishes him as the authority on web-based hiring and talent management. No major implementation decision should be made without this invaluable guide." —Graham Donald, President, Brainstorm Consulting "Talent management has suddenly gone from being a nice idea to a core business function. No one knows more about this new function, and the technologies that make it possible, than Allan Schweyer." —David Creelman, Senior Contributing Editor, HR.com, and Independent Human Capital Analyst "Once again, Schweyer has produced the best writing in North America on this subject, which I've covered for fifteen years." —Bill Kutik, Technology Columnist, Human Resource Executive "As corporate executives quickly come to the shocking realization that the global workforce-and how that talent is managed and developed both locally and globally—will almost unilaterally determine their future success in global markets, few workforce experts have bothered to provide business leaders with a useful compass and map for the next chapter of workforce management. Mr. Schweyer generously and eloquently provides the talent compass and workforce map for the first pragmatic steps of the new global journey." —John Chaisson, CEO, Global Workforce Solutions

As the use of remote work has recently skyrocketed, digital transformation within the workplace has gone under a microscope, and it has become abundantly clear that the incorporation of new technologies in the workplace is the future of business. These technologies keep businesses up to date with their capabilities to perform remote work and make processes more efficient and effective than ever before. In understanding digital transformation in the workplace there needs to be advanced research on technology, organizational change, and the impacts of remote work on the business, the employees, and day-to-day work practices. This advancement to a digital work culture and remote work is rapidly undergoing major advancements, and research is needed to keep up with both the positives and negatives to this transformation. The Research Anthology on Digital Transformation, Organizational Change, and the Impact of Remote Work contains hand-selected, previously published research that explores the impacts of remote work on business workplaces while also focusing on digital transformation for improving the efficiency of work. While highlighting work technologies, digital practices, business management, organizational change, and the effects of remote work on employees, this book is an all-encompassing research work intended for managers, business owners, IT specialists, executives, practitioners, stakeholders, researchers, academicians, and students interested in how digital transformation and remote work is affecting workplaces. This book presents both state-of-the-art research developments and practical guidance on approaches, technologies and frameworks for the emerging cloud paradigm. Topics and features: presents the state of the art in cloud technologies, infrastructures, and service delivery and deployment models; discusses relevant theoretical frameworks, practical approaches and suggested methodologies; offers guidance and best practices for the development of cloud-based services and infrastructures, and examines management aspects of cloud computing; reviews consumer perspectives on mobile cloud computing and cloud-based enterprise resource planning; explores software performance testing, open-source cloudware support, and assessment methodologies for modernization, migration and pre-migration; describes emerging new methodologies relevant to the cloud paradigm, and provides suggestions for future developments and research directions.

"This book seeks to accelerate the collective understandings and implications on the management of business organizations; with an emphasis on theoretical explanations on the development of feral information systems"--Provided by publisher.

Enterprise resource planning (ERP) refers to large commercial software packages that promise a seamless integration of information flow through an organization. Traditionally, separate units were created within an organization to carry out various tasks, and these functional areas would create their own information systems thereby giving rise to systems that were not integrated. ERP strives to provide a solution to these problems. Enterprise Resource Planning Solutions and Management examines the issues that need to be further studied and better understood to ensure successful implementation and deployment of ERP systems.

Business management has entered the era of networking competition. This has moved the competition from a local to that of global business environments and from company against company to that of a supply chain against supply chain. Enterprise Resource Planning (ERP) systems have become one of the main pre-requisites and a strong and integrated IT infrastructure for many companies enabling them to compete and to gain a competitive advantage in the local and global marketplace. ERP systems are considered as the backbone for e-business as well as for the whole supply chain, particularly for those companies that undertake online business transactions. Supply Chain Management Performance and ERP Implementation is unique in its breadth of coverage the impact of ERP systems functionality on Supply Chain Management (SCM) performance with respect to Top Management Support, Employee Involvement, and Cultural Fit. It is presented and explained in a clear, straightforward manner based on the empirical data

through a research.

“Logistic Core Operations with SAP” not only provides an overview of core logistics processes and functionality—it also shows how SAP’s Business Suite covers logistic core operations, what features are supported, and which systems can be used to implement end-to-end processes in the following logistic core disciplines: Procurement, Distribution, Transportation, Warehouse Logistics and Inventory Management, and Compliance and Reporting. In this context the authors not only explain their integration, the organizational set-up, and master data, but also which solution fits best for a particular business need. This book serves as a solid foundation for understanding SAP software. No matter whether you are a student or a manager involved in an SAP implementation, the authors go far beyond traditional function and feature descriptions, helping you ask the right questions, providing answers, and making recommendations. The book assists you in understanding SAP terminology, concepts and technological components as well as their closed-loop integration. Written in a clear, straight-forward style and using practical examples, it contains valuable tips, illustrative screenshots and flowcharts, as well as best practices—showing how business requirements are mapped into software functionality.

Now today's managers can prepare to successfully oversee and understand information systems with Reynold's INFORMATION TECHNOLOGY FOR MANAGERS, 2E. This practical, insightful book prepares current and future managers to understand the critical business implications of information technology. A wealth of actual contemporary examples demonstrate how successful managers can apply information technology to improve their organizations. A new chapter on IT security, hands-on scenarios and practical cases give readers an opportunity to apply what they're learning. This edition's solid framework helps define the manager's important role in information technology and in working effectively with all members of the organization to achieve results. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

This newly revised edition of Managing IT Outsourcing presents the latest theory, research and practice in this fast-changing field to explore how information outsourcing partnerships can be managed successfully.

Improve student enrollment outcomes and meet institutional goalsthrough the effective management of student enrollments. Published with the American Association for CollegiateRegistrars and Admissions Officers (AACRAO), the Handbook ofStrategic Enrollment Management is the comprehensivetext on the policies, strategies, practices that shapepostsecondary enrollments. This volume combines relevant theoriesand research, with applied chapters on the management of officessuch as admissions, financial aid, and the registrar to provide acomprehensive guide to the complex world of Strategic EnrollmentManagement (SEM). SEM focuses on achieving enrollment goals, andsustaining institutional revenue and serving the needs of students.It provides insights into the ways SEM is practiced acrossfour-year institutions, community colleges, and professionalschools. More than just an enhanced approach to admissions and financialaid, SEM examines the student's entire educational cycle. Fromentry through graduation, this volume helps SEM professionals andgraduate students interested in enrollment management to anticipatechange and balancing the goals of revenue, access, diversity, andprestige. The Handbook of Strategic EnrollmentManagement: Provides an overview of the thinking of leading practitioners that comprise SEM organizations, including marketing, recruitment, and admissions; tuition pricing; financial aid; the registrar'srole, academic advising; and, retention Includes up-to-date research on current issues in SEM includingcollege choice, financial aid, student persistence, and theeffective use of technology Guides readers creating strategic enrollment organizations thatfit the unique history, culture, and policy context of yourcampus Strategic enrollment management has become one of the mostimportant administrative areas in postsecondary education, and itis being adopted in countries around the globe. The Handbook ofStrategic Enrollment Management is for anyone in enrollmentmanagement, admissions, financial aid, registration and records,orientation, marketing, and institutional research who wish toenhance the health and vitality of his or her institution. It isalso an excellent text for graduate programs in higher educationand student affairs.

Enterprise Resource Planning (ERP) is an enterprise-wide software solution that integrates and automates business functions of an organization. This real-time information integration across the organization s functional areas increases operational efficiencies and helps managers to arrive at better decisions making the organization more competitive.Today having an ERP system is not a luxury, but a necessity. A robust ERP system along with a fully trained workforce is a must for an organization s survival.

This book constitutes the post conference proceedings of the 5th International IFIP Working Conference on Research and Practical Issues of Enterprise Information Systems (CONFENIS 2011), held in Aalborg, Denmark, October 16-18, 2011. The 12 papers presented in this volume were carefully reviewed and selected from 103 submissions. The papers are organized in four sections on conceptualizing enterprise information systems; emerging topics in enterprise information systems; enterprise information systems as a service; and new perspectives on enterprise information systems. These papers are complemented by two keynotes and a short summary of the co-located Workshop on Future Enterprise Information Systems using Lego Serious Games.

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