

A Comprehensive ERP Bibliography – 2000-2004

Charles Møller, Pernille Kræmmergaard, Pall Rikhardsson,
Per Møller, Torben N. Jensen & Lasse Due
Aarhus School of Business, DENMARK

*Available as IFI Working Paper no. 129, ISSN no. 1398-067.
Department of Information Science, Aarhus School of Business*

Abstract

This paper presents the development of a comprehensive ERP bibliography covering five years from 2000 to 2004. The paper documents the work-in progress on an Endnote database covering categorized ERP research with abstracts and full-text articles. The database is based on refined extractions of large full-text databases and the AIS and ACM databases. The database thus outlines a comprehensive bibliography of ERP research and this work is promoted as a research tool for students and researchers.

Introduction

Today virtually every major business has implemented one or more ERP systems or more simply enterprise systems (ES). A recent study in Denmark revealed that more than 75 % of the 500 largest enterprises had implemented one or more ERP systems. The systems in the survey were 2.8 years on average. Based on that we concluded that ERP is to be considered a persistent part of any business and the management and organization of upgrades and innovative use of ERP is to be considered in any business context. It is estimated that organizations worldwide have spent around US\$18.3 billion every year on ES.

The concept of ES is often explained through the evolution of ERP (Klaus, Rosemann & Gable, 2000; and Markus & Tanis, 2000). The concept of Enterprise Systems (ES) has evolved over almost fifty years, driven by: the changing business requirements, the new technologies, and software vendors' development capabilities. In the recent years ES has developed tremendously and the ERP systems evolved into ERP II systems (Møller, 2004).

Parallel to the evolution of the ES concept, ERP research has exploded in amount and scope. Consequently navigating in the published ERP research has become increasingly difficult. This working paper presents the status of an Endnote database with a bibliography on ERP research 2000-2004.

The ERP bibliography materialized as our own private research tool. It has now been updated and is promoted as a tool to assist our students and colleagues in gaining an overview of existing ERP research.

The purpose of this paper is twofold: First the paper documents the Endnote database and the work done until now; second, the paper discusses the implications of the work and proposes the next steps.

Background

The work with this ERP bibliography was initiated in 2002 and ended in 2004. Initially this bibliography emerged as a side-effect of a literature survey. The first part of the work was undertaken during a project on ERP/APS implementation and the second part during a project on ERP management. Two different groups of students worked on these projects, and they had various roles in creating the database. The status of the work is that now we have categorized almost five years of ERP research from 2000 to 2004. The last part of 2004 will be covered during the spring 2005.

The background in 2002 for this work was the need to get a broad overview of the recent ERP research. One of the important references at the time this work was initiated was Esteves & Pastor (2001)¹ who provided an annotated bibliography of ERP research. Esteves & Pastor scanned key IS journals and conferences for the period of 1997-2000. This way they ended up with a total of 189 ERP papers.

	1997	1998	1999	2000	Total
IS Events:					
ACIS	0	2	1	1	4
AMCIS	1	2	32	29	64
ECIS	0	2	4	5	11
EMRPS	-	-	29	-	29
HICSS	0	0	3	3	6
ICIS	1	4	4	7	16
PACIS	1	-	-	3	4
Others	1	5	9	9	24
IS Journals	0	2	3	16	21
Other Sources	1	2	4	3	10
Total:	5	19	89	76	189

Figure 1 ERP Publications at Selected International IS Conferences 1997-2000 (Esteves & Pastor, 2001).

As illustrated in table 1 this survey captured the Y2K boom of interest in ERP. Esteves & Pastor surveyed and categorized the papers according to their own ERP lifecycle model, and of the papers within that framework the majority was on implementation issues (78). The papers surveyed were annotated with 2 or 3 lines of comments.

Another systematic literature review was published by Dong, Neufeld & Higgins (2002)². This paper offers a review of peer-reviewed papers in the ES literature 1998-2002 and analyzes the reviewed articles in terms of research design, time period, and Epistemology. This study however only identified 44 papers.

¹ Esteves, J., & Pastor, J. (2001). Enterprise resource planning systems research: An annotated bibliography. *Communications of the AIS*, 7(8), 1-52.

² Dong, L., Neufeld D. & Higgins C. (2002) The Iceberg on the Sea: What Do You See? Proceedings of the Eighth Americas Conference on Information Systems, pp. 857-864.

The annotated bibliography was a quite useful research paper. Not due to an in-depth analysis of the papers, but due to the fact that the paper provided an excellent overview of the field, the research and teaching issues.

At the time we began building our ERP bibliography, getting an overview was a key issue. We had different topics and angles we wanted to research. But we also wanted to be able to go deeper into a subject, and preferably we would like to have the full text available. Therefore we decided to build a database based on the full text ERP papers we were able to acquire. The database was built during the autumn 2003, and since then it has been updated during the summer 2004. This paper reports the status of the work as of the autumn 2004.

The resulting ERP bibliography is an Endnote database containing 739 references with keywords, abstracts and hyperlinks to full text articles. The next section explains the methodology for building the database and the proceeding section presents the findings. The last sections in this paper discuss the implications of the work and suggest further developments.

Methodology

The focus in this study is to build a comprehensive bibliography on ERP research. Comprehensive in this context is interpreted as every paper we could get hold on electronically and categorized in a database with keywords and abstracts.

ERP research could be categorized as ERP-(implementation etc.), Enterprise Resource Planning, Enterprise, Enterprise Systems, and other similar terms. Unfortunately there is no unique way of addressing ERP research. Another problem is that ERP is used in other areas such as neurology (Event-Related Potential). Consequently there was a need to clean the data manually.

The requirements for full text articles made us aggregate the full-text articles found in a number of databases that were online available to us from Aalborg University and Aarhus School of Business. These libraries however often change their offering of databases. All the databases had very different features, search capabilities and they are indexed and organized differently. In addition to that, the databases develop and change over time. Journals are added and removed to the databases and different embargo policies from the publishers make access to full-text delayed. Finally some of the databases were flooded with magazine articles and industry reports that were uninteresting to this study.

Therefore it was decided only to search peer-reviewed papers (if possible) with more than 2 pages in order to avoid editorials, book-reviews, viewpoints etc.

The overall strategy for building the ERP bibliography was to:

- Include and aggregate as many relevant bibliographic databases as possible
- Select peer-review papers with full-text available and more pages than 2
- Search to 1) ERP in keywords; 2) ERP in title; 3) ERP in other fields excluding full-text
- Develop a specific search strategy for each different database

The bibliography is based on ten different bibliographic databases. After extracting from these databases, the papers are reviewed in order to assure that only relevant papers are included, and then the data is combined in one bibliography and duplicates

are removed. An overview of these databases is found in table 2 and they are reviewed in the following section.

Bibliographic databases

The bibliographic databases in general are from three different categories of providers:

- Professional organizations
- The publisher of research journals
- Specialized database providers

The professional organizations usually have a narrow scope in terms of topics, whereas the publishers have a broad scope and often they have better meta-data on the articles. The database providers usually aggregate data from publishers and professional organizations and they often aim for “one-stop” services.

During this project we have reviewed ten bibliographic databases: Two databases from professional organizations (AIS and ACM), three databases from publishers (Elsevier, Emerald and Wiley Interscience) and five database providers (EBSCO, ProQuest, DADS, SwetsWise and General BusinessFile). During the project our libraries changed their services and some of the databases were discontinued and other emerged.

Association for Information Systems (AIS)

The Association for Information System Electronic Library (AISeL) is an electronic repository for the ICIS and AMCIS conference proceedings. AISeL is a membership resource of AIS. Currently a basic search on AIS yields 300 conference papers on ERP. They are badly organized and have no proper meta-information. AIS member also have access to MISQ (19 papers on ERP) MISQ Executive, CAIS and JAIS.

Association for Computing Machinery (ACM)

ACM, the Association for Computing Machinery, is an international scientific and educational organization dedicated to advancing the arts, sciences, and applications of information technology. With a world-wide membership ACM is a leading resource for computing professionals and students working in the various fields of Information Technology, and for interpreting the impact of information technology on society. The ACM Digital Library features electronic publication of ACM magazines, journals, and proceedings, with a six-year online archive and a bibliographical reference database going back to 1985 for most ACM publications. A search on ERP yields 439 references.

Emerald

Emerald publishes the widest range of management titles and library & information services titles by any publisher world-wide. Subjects covered include management, HRM, Marketing, Librarianship, Mechanical engineering, electronic and electrical engineering. Emerald contains 42,000 searchable articles from over 100 Emerald journals. A basic search on Emerald yields 96 titles with ERP in all fields excluding full-text.

Science Direct (Elsevier)

ScienceDirect is the world's largest electronic collection of science, technology and medicine full text and bibliographic information. Since its launch in 1997, ScienceDirect has evolved from a web database of Elsevier journals to one of the world's largest providers of scientific, technical and medical (STM) literature.

A basic search on Science Direct renders 2408 titles with ERP in abstract, title and keywords, which are narrowed down to 243 when limited to business, management and accounting; computer science; decision science; engineering and social sciences.

Wiley InterScience

Wiley InterScience provides access to publications from John Wiley & Sons. It features over 1,000 journals, major reference works, and online books. A Search on ERP in journals on business and computer science yields 890 references. Wiley only recently emerged as a potential database to us.

EBSCO (Business Source Premier)

EBSCO Publishing offers a broad range of full text and bibliographic databases and via EBSCOhost the database Business Source Premier can be reached. As the world's largest full text business database, Business Source Premier provides full text for more than 7,400 scholarly business journals and other sources, including full text for nearly 1,100 peer-reviewed business publications. Coverage includes virtually all subject areas related to business. This database provides full text (PDF) for more than 350 of the top scholarly journals dating as far back as 1922. This database is updated on a daily basis via EBSCOhost.

A basic search on EBSCO renders 3056 titles which are narrowed down to 276 when limited to full text and peer-reviewed periodicals articles larger than 2 pages.

ProQuest

The ProQuest online information service provides access to thousands of current periodicals and newspapers. Many of them, which are updated daily and contain full-text articles, are available from 1986. The central databases are ABI/Inform and Academic Research Library. A basic search on ProQuest renders 224 ERP titles in scholarly journals with full-text.

General BusinessFile

General BusinessFile International provides access to a combination of international broker research reports, trade publications, newspapers, journals and company directory listings with full-text and images. This database can be used to analyze company performance and activity, industry events and trends as well as the latest news in management, economics and politics. In 2003 only 43 references were found here, but for us this database service is now discontinued.

SwetsWise

SwetsWise is a web-based service from Swets Information Services - one of the world's largest providers of subscription and information management solutions. With 8474 full text publications from 318 publishers currently available, SwetsWise provides a comprehensive source for electronic publications. In 2003 we found 92 references, but for us this database service is now discontinued.

Digital Article Database Service (DADS)

DADS is a collection of bibliographic information, some including abstracts and some including full text versions of articles, from a number of different sources. In DADS you will be able to access data from several providers, including databases (such as ABI/Inform, COMPENDEX and INSPEC), publishers (such as Academic Press, Blackwell Publishers, Elsevier, Emerald, Karger, Kluwer, Oxford University Press, Springer, Swetscan) and organizations (such as IEEE/IEE Electronic Library - IEL). There are a total of more than 18,000 journals registered in DADS.

A basic search on DADS full-text articles yields 2211 titles with ERP in all fields. 267 of those are from IEL that includes conferences on IS (e.g. the HICSS conference). Endnote export of the references is possible. DADS only recently emerged as a service to us.

The ERP research database

The ERP research database has been built by aggregating the ERP papers from the available bibliographic databases. Only papers with full-text available have been included. Furthermore papers irrelevant to ERP research have been removed and additional papers relevant to ERP research have been included manually.

The ERP research database is an Endnote database that is cleaned in order to compensate for different formats of the underlying databases. The following fields have been validated to be consistent across the database: author, title, journal/conference, year, keywords, abstract and URL (link to full text pdf-file).

The ERP research database has been built up in three steps. The prototype of the database was established during the summer of 2003. This database had 574 references and was built on seven sources:

- Proquest (242)
- SwetsWise (120)
- EBSCO (106)
- Science Direct (76)
- General BusinessFile (9)
- AIS (21)

The second version of the database was enhanced by including ACM and is updated to include research up until 7/1 2004. The ERP research database currently contains 739 references.

The third and final step can be finished as soon as the databases are updated with bibliographic data on the entire 2004. This will be possible early spring 2005.

In table 1 we have outlined the total number of ERP references and the development of ERP research papers during the past five years. The ERP research database is benchmarked to the bibliographical databases. The survey of the bibliographic databases is based on the databases that are presently available to us. The DADS and the Wiley Interscience database are not included in the present version of the ERP research database, but these references will be included in the final version.

<i>Database</i>	<i>2000</i>	<i>2001</i>	<i>2002</i>	<i>2003</i>	<i>2004</i>	<i>Total</i>
EBSCO (Business Source Premier)	26	25	50	84	31	276
Science Direct (Elsevier)	15	20	34	68	56	243
Emerald	6	24	15	20	20	96
Proquest (ABI/inform)	39	43	35	42	10	224
ACM	54	50	52	48	39	200
AIS						(300)
Wiley Interscience	110	111	91	94	74	890
DADS	290	347	296	529	336	2211
<i>ERP Research database</i>	<i>159</i>	<i>178</i>	<i>159</i>	<i>158</i>	<i>85</i>	<i>739</i>

Table 1 Number of ERP by year in the bibliographical databases

Findings

This section describes the ERP bibliography by analyzing the research database. Here we present five different views on the bibliography.

The total number of papers in the ERP research database may be analyzed and divided into two groups: journal papers and conference papers. In table 2 the number of papers based on paper type and years is illustrated.

<i>Paper type/year</i>	<i>2000</i>	<i>2001</i>	<i>2002</i>	<i>2003</i>	<i>2004</i>	<i>Total</i>
Conference papers	6	74	59	20	20	179
Journal papers	153	104	100	138	65	560
<i>ERP Research database</i>	<i>159</i>	<i>178</i>	<i>159</i>	<i>158</i>	<i>85</i>	<i>739</i>

Table 2 Number of ERP paper by paper type and year

The ERP papers are published in 212 different journals. 13 journals have published more than 6 ERP papers. These 13 journals have published 26% of the researched journal papers.

<i>Journal</i>	<i>Number of articles</i>
1. Business Process Management Journal	19
2. European Journal of Operations Research	15
3. Industrial Management + Data Systems	14
4. Strategic Finance	13
5. Information Systems Frontiers	12
6. Lecture Notes in Computer Science	11
7. Information & Management	10
8. Journal of Information Technology	10
9. Computers in Industry	9
10. Communications of the ACM	9
11. International Journal of Production Economics	8
12. Information Systems Management	7
13. International Journal of Accounting Information Systems	7
<i>Total</i>	<i>144</i>

Table 3 Number of ERP papers in journal (top 13)

There are 1158 different authors of ERP papers. The single most productive ERP researcher is Michael Rosemann from Queensland University of Technology who published 11 papers and number 2 is Glenn Stewart, also from Queensland University of Technology. The top 7 of the authors are illustrated in table 4.

<i>Authors</i>	<i>Number of articles</i>
1. Rosemann, M	11
2. Stewart, G	9
3. Somers, TM	8
4. Huang, JC; Newell, S	7
5. Al-Mashari, M; Gunasekaran, A; Nelsen, KG; Mabert VA	6
6. Scott, JE; Pawlowski, SD; Irani, Z; Volkov, O; Pan, SL; Verville, JC; Gable, GG; Halington, A;	5
7. Venkataramanan, MA; Ash, CG; van der Aalst, WMP; Light, B; Ashok, S; Simon, SJ; Esteves, J; Taizan, C; Thermstocleus, M; Ng, CSP; Burn JM; Soh, C; Yen, DC; Watson, E; Bendoly, E;	4
<i>Total</i>	<i>166</i>

Table 4 Most published ERP authors

There are 1612 different keywords used for classifying ERP papers. Naturally the most frequent keywords are Enterprise Resource Planning; ERP; ERP Systems; Enterprise Resource Planning Systems; and Enterprise Systems with 307 occurrences in the database. The 15 keywords with more references than 10 are shown in table 6.

<i>Keyword</i>	<i>Occurrences</i>
1. Implementation (ERP-)	42
2. Information Technology	35
3. Studies	35
4. Business Planning	29
5. (System) Integration	26
6. Supply(-)Chain (Management)	25
7. Information Systems	19
8. Organizational Change	18
9. Resource Management	17
10. Software	15
11. Resource Allocation	14
12. Business Process Reengineering	13
13. Business Enterprises	12
14. Electronic Commerce	11
15. Critical Success Factors	10

Table 5 Most frequent used Keywords in ERP papers

To identify any patterns in the references we have used the tool RefViz (www.refviz.com). RefViz processes each dataset with an unbiased review of all terms found in the title and abstract/notes fields (and exclude references with missing abstract/notes). It essentially groups the literature the same way you would stack papers. RefViz provides a way to explore the ERP literature visually. It analyzes the

bibliography by thematic content and presents an at-a-glance overview of the main topics discussed in bibliography.

RefViz uses algorithms to divide a set of papers into concept-based groups. Starting with a vocabulary list determined for each set of references, RefViz uses a statistical model to find key concepts. RefViz sorts references into groups in the following steps: 1) Identify words that represent key concepts, primary and secondary, for a reference set; 2) Use the key concepts to create a mathematical signature for each reference; and 3) Apply standard mathematical clustering algorithms to partition the reference set into groups of similar papers.

RefViz was able to process 644 of the references and the program identified 25 concept-based groups. Table 6 lists these 25 clusters, the three most used keywords in the group, and the number of bibliographic references. The analysis results in two very large and general groups, one large group on implementation, nine groups with different of angles on ERP, and 13 groups with less than 10 references.

<i>Cluster</i>	<i>Three most used keywords</i>	<i>References</i>
16.	erp; enterprise; resource	190
13.	enterprise; plan; resource	109
17.	erp; implementation; enterprise	106
11.	model; enterprise; plan	51
6.	process; business; enterprise	39
19.	management; change; case	27
0.	enterprise; manufacture; customer	26
9.	chain; supply; management	18
14.	project; implementation; factor	16
12.	model; management; development	15
7.	business; electronic; future	13
4.	software; perspective; business	10
1.	framework; build; challenge	4
2.	service; cost; business	4
15.	service; function; management	3
23.	development; organizational; capability	3
5.	performance; factor; improvement	2
3.	Culture	1
8.	computer; network	1
10.	architecture; article; domain	1
20.	action; benefit; decision	1
21.	component; education; factor	1
22.	field; foundation; human	1
24.	activity; development; environment	1
18.	article; build; decision	1
	Total	644

Table 6 Clusters in the ERP bibliography

The relations between the groups may be explored visually. Figure 2 is a proximity map of the ERP bibliography. The five largest groups have been outlined in the map.

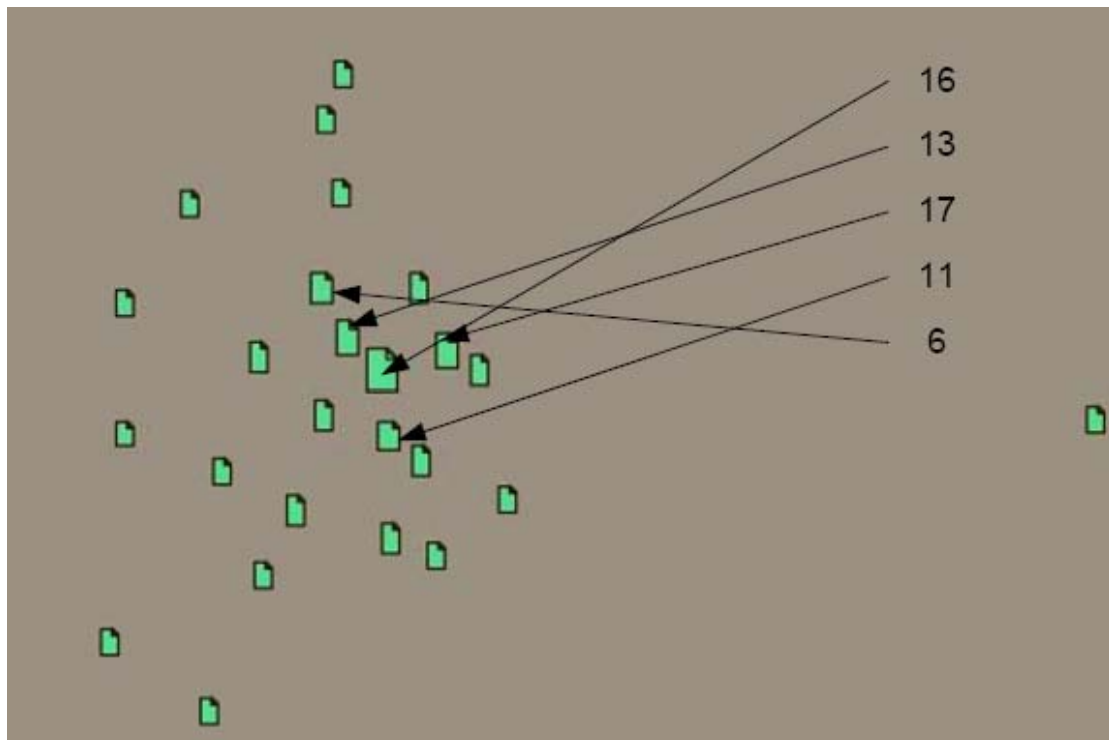


Figure 2 Proximity map from RefViz (clusters 16, 13, 17, 11 and 6 marked)

Based on the meaning of the keywords and the number of references, clusters 17, 11, 6, 19, 0, 9, 14, 12, 7 and 4 are candidates for further studies. E.g. cluster 9 on supply chain management shares a technical angle which could be a topic of its own. Also a closer study of two large general clusters (17 and 16) may be of interest, and finally it may be of interest to study some of the outliers like culture (cluster 3).

Implications

A comprehensive bibliography provides a different view on a field than a traditional literature survey. Not necessarily a better view, but it may supplement and enrich the traditional literature studies.

One of the differences is that quality and impact of the paper are not explicitly considered. On the other hand, the fact that we are only including research that has been reviewed and published is of course an indicator of quality, but there are still a number of insignificant papers in the bibliography. The only way to remove them is to apply a subjective quality measure.

The quality of data is an issue. Different databases have different quality of meta-data. On the other hand, the value of this study is the combination of different bibliographic databases.

To give some examples of issues in this study: The same journal may have different names or may have changed name. Or authors are recorded by different name combinations. We can solve some of these problems, but not all, and not in a consistent way. Another issue may be that ERP is too broad a concept to cover. ERP is so broad that it is fair to assume that the words and concepts have very different meanings.

To a student or a researcher the bibliography offers a convenient way of browsing through the abstracts, getting an overview of the research, and selecting papers for further study. This is also possible using the traditional online library resources, but it will often imply searches in several databases and there will be a lot of “noise” from an ERP perspective.

When the database is used outside of our campus, the full-text articles may not be available. However we believe that most research libraries have these resources available or are able to acquire the papers. Eventually the database should be extended to include the Digital Object Identifier (DOI) of every article in the database. The manual inclusions/exclusions should also be formalized and documented.

Conclusions

This paper has now presented a comprehensive ERP research bibliography 2000-2005 and discusses the development of the database. The work is still in progress and will be finalized when the bibliographic databases used in this study has been updated to include the complete references for 2004.

The ERP database will be improved further by: 1) formalizing the inclusion and exclusion criteria used; 2) providing a persistent link to all papers.

In the meantime we propose this bibliography as a tool to our colleagues and students at this early stage in order to obtain feedback for the further work. This work will include a more traditional review paper of the ERP research 2000-2005.

References

- (2000). "EH&S Advisor: Follow the Money: Putting the E in Enterprise Resource Planning Systems." EM.
- (2000). "Enterprise resource planning giant Baan restructures, plans to close offices, cut staff; CEO Coleman resigns." *The Traffic world* 261(2).
- (2000). "Enterprise Resource Planning Systems (ERP) - Extending the Reach Through the Use of Enabling Technologies - Radio Frequency Identification (RFID)." *Supply Chain Practice* 2(3): 32-47.
- (2000). "ePlant: Advanced ERP project gets results." *Chemical Engineering* 107(8).
- (2000). "From ERP to E-Commerce." *Information Week* 802.
- (2000). "Jo-Ann Seeks Improved Planning, Accuracy with New ERP Installation." *Stores* 82(8).
- (2000). "Smart Manufacturing Software." *Information Week* 812: 216-224.
- (2000). "Technology New Life From An Old System." *BRW* 22(17).
- (2001). "Enterprise resource planning. Bouncing back." *Financial Director* APR: 49-52.
- (2001). "Enterprise Resource Planning: Tier 3." *Managing Automation* 16(6): 38-43.
- (2001). "Taking the pulse of ERP." *Modern Materials Handling* 56(2): 44-51.
- (2002). "Manufacturing management, made easy Brim Laundry Machinery installed new enterprise resource planning software that networks computers throughout its operation to a server with an SQL 7.0 Relational Database, which contains all data on

customers, inventory, production orders, and engineering. The result: expedited production and service." *Industrial Launderer* 53(2): 45-48.

(2002). "New CRF Study Rates ERP Systems From The Credit Mgr. Standpoint."

(2002). "Shop Smarts Enterprise Resource Planning: It's not just for the big guys." *Cutting Tool Engineering* 54(4): 32-37.

(2002). "Small, Medium, Large - For ERP Success, Create a Culture Change: Enterprise Resource Planning software isn't something you just slap into your system." *Workforce* 81(9): 88-95.

(2003). "Enterprise Resource Planning packages are getting more sophisticated as firms spread operations around the globe." *Professional Engineering* 16(11): 39.

(2003). "Implementing an Enterprise Resource Planning System." *Gatfworld* 15(3): 34.

(2003). "INTEGRATED APPROACH From track and trace on the road to activity planning in the warehouse or store, Enterprise Resource Management is a systems-driven solution." *Storage Handling Distribution(MAY)*: 40-41.

(2003). "Location-enhanced Fieldwork Management Attention to Enterprise Resource Planning." *GIM International* 17(2): 28-31.

(2003). "Method for scrambling confidential customer master data in an enterprise resource planning system." *Research Disclosure* 466: 317.

(2003). "MY SAY Russell Steintz on enterprise resource planning and avoiding the glitches." *Australian Cpa* 73(4): 20.

(2004). "What Makes an ERP Implementation Relationship Worthwhile: Linking Trust Mechanisms and ERP Usefulness." *Journal of Management Information Systems* 21(1): 263-288.

Abdinnour-Helm, S., M. L. Lengnick-Hall, et al. (2003). "Pre-implementation attitudes and organizational readiness for implementing an Enterprise Resource Planning system." *European Journal of Operational Research* 146(2): 258-273.

Adams, B. (2002). "Creating value with an instant close." *Strategic Finance* 84(3): 48.

Adelakun, O. and M. E. Jennex (2002). *STAKEHOLDER PROCESS APPROACH TO INFORMATION SYSTEMS EVALUATION*. Eighth Americas Conference on Information Systems.

Agarwal, R. and M. Tanniru (2000). "A Different Model at a Different Time for a Different Client Privatization of Education Through Engagement and Partnership."

Ahn, H. J. and H. Lee (2004). "An Agent-Based Dynamic Information Network for Supply Chain Management." *BT Technology Journal* 22(2): 18.

Akhilesh Bajaj, K. S. (2000). "E-Commerce Systems: Architecture, Infrastructure, Model and Development Methodology."

Akkermans, H. A., P. Bogerd, et al. (2003). "The impact of ERP on supply chain management: Exploratory findings from a European Delphi study." *European Journal of Operational Research* 146(2): 284.

- Akkermans, H. A. and K. v. Helden (2002). "Vicious and virtuous cycles in ERP implementation: a case study of interrelations between critical success factors." *European Journal of Information Systems* 11(1): 35.
- Al-Mashari, M. (2000). "Constructs of Process Change Management in ERP Context: A Focus on SAP R/3."
- Al-Mashari, M. (2001). "Process orientation through enterprise resource planning (ERP): a review of critical issues." *Knowledge and Process Management* 8(3).
- Al-Mashari, M. (2002). "Enterprise resource planning (ERP) systems: a research agenda." *Industrial Management & Data Systems* 102(3).
- Al-Mashari, M. and A. Al-Mudimigh (2003). "ERP implementation: lessons from a case study." *Information Technology & People* 16(1).
- Al-Mashari, M., A. Al-Mudimigh, et al. (2003). "Enterprise resource planning: A taxonomy of critical factors." *European Journal of Operational Research* 146(2): 352-364.
- Al-Mashari, M., M. Zairi, et al. (2000). "Supply-chain re-engineering using enterprise resource planning (ERP) systems: an analysis of a SAP R/3 implementation case." *International Journal of Physical Distribution & Logistics Management* 30(3/4): 296.
- Aladwani, A. M. (2001). "Change management strategies for successful ERP implementation." *Business Process Management Journal* 7(3): 266.
- Albert, H., C. Y. David, et al. (2003). "Corporate applications integration: Challenges, opportunities, and implementation strategies." *Journal of Business and Management* 9(2): 137.
- Alleman, G. B. (2002). "Agile Project Management Methods for ERP: How to Apply Agile Processes to Complex COTS Projects and Live to Tell about It." *Lecture Notes in Computer Science* 2418.
- Alt, R. and E. Fleisch (2000). "Business Networking Systems: Characteristics and Lessons Learned." *International Journal of Electronic Commerce* 5(2): 7.
- Alter, S. (2002). THE WORK SYSTEM METHOD FOR UNDERSTANDING INFORMATION SYSTEMS AND INFORMATION SYSTEM RESEARCH. Eighth Americas Conference on Information Systems.
- Alvarez, R. (2000). "Examining an ERP Implementation through Myths: A Case Study of a Large Public Organization."
- Alvarez, R. (2001). INTERVIEW AS CONFESSIOAL ACT: EXAMINING THE ROLE OF NARRATIVES DURING INFORMATION SYSTEMS DEVELOPMENT. Seventh Americas Conference on Information Systems.
- Alvarez, R. and J. Urla (2002). "Tell me a good story: Using narrative analysis to examine information requirements interviews during an ERP implementation." *Database for Advances in Information Systems* 33(1): 38.
- Amoako-Gyampah, K. (2004). "ERP implementation factors: A comparison of managerial and end-user perspectives." *Business Process Management Journal* 10(2): 171-183.

- Amoako-Gyampah, K. and A. F. Salam (2004). "An extension of the technology acceptance model in an ERP implementation environment." *Information & Management* 41(6): 731-745.
- Anderson, K. (2003). "Measuring Effects of Trade Policy Distortions: How Far Have We Come?" *World Economy* 26(4): 413-440.
- Andersson, S. (2003). "High-growth firms in the Swedish ERP industry." *Journal of Small Business and Enterprise Development* 10(2).
- Antonucci, Y. L. and M. Z. Muehlen (2001). DEPLOYMENT OF BUSINESS TO BUSINESS SCENARIOS IN ERP EDUCATION: EVALUATION AND EXPERIENCES FROM AN INTERNATIONAL COLLABORATION. Seventh Americas Conference on Information Systems.
- Arnesen, S. and J. Thompson (2003). "MAKING SENSE OF THE MARKET AND WHAT YOU CAN DO TO REDUCE YOUR RISK!" *Strategic Finance* 85(4): 1.
- Ash, C. G. and J. M. Burn (2001). EVALUATING SUCCESSFUL E-BUSINESS CHANGE THROUGH ERP. Seventh Americas Conference on Information Systems.
- Ash, C. G. and J. M. Burn (2001). TO BE OR NOT TO BE. AN ERP QUANDARY. Seventh Americas Conference on Information Systems.
- Ash, C. G. and J. M. Burn (2003). "A strategic framework for the management of ERP enabled e-business change." *European Journal of Operational Research* 146(2): 374.
- Askenäs, L. and A. Westelius (2000). "FIVE ROLES OF AN INFORMATION SYSTEM: A SOCIAL CONSTRUCTIONIST APPROACH TO ANALYZING THE USE OF ERP SYSTEMS."
- Aslett, M. (2001). "Software/ERP." *Unixnt* 131: 24-36.
- Atkinson, C., B. Paech, et al. (2001). Developing and applying component-based model-driven architectures in Kobra. Fifth IEEE International Enterprise Distributed Object Computing Conference, 2001.
- Attaway, M. (2004). "progress for process." *Internal Auditor* 61(3): 82-87.
- Avital, M. and B. Vandenbosch (2000). "SAP implementation at Metalica: an organizational drama in two acts." *Journal of Information Technology* 15(3).
- Bagchi, S., S. Kanungo, et al. (2003). "Modeling use of enterprise resource planning systems: a path analytic study." *European Journal of Information Systems* 12(2): 142-158.
- Bagranoff, N. A., J. E. Eighme, et al. (2002). "Who moved my ledger?" *The CPA Journal* 72(10): 22.
- Bajwa, D. S., J. E. Garcia, et al. (2004). "AN INTEGRATIVE FRAMEWORK FOR THE ASSIMILATION OF ENTERPRISE RESOURCE PLANNING SYSTEMS: PHASES, ANTECEDENTS, AND OUTCOMES." *Journal of Computer Information Systems* 44(3): 81-90.
- Baker, S. (2000). "Whiter operating systems?" *The Journal of Business Strategy* 21(6): 22.

- Banker, R. D., H. Chang, et al. (2002). AN EMPIRICAL STUDY OF THE IMPACT OF INFORMATION TECHNOLOGY EXTERNALITIES ON THE AUDIT PRODUCTION FUNCTION. Eighth Americas Conference on Information Systems.
- Barkataki, S. (2003). Mapping Petri Nets and Metagraphs: A Step Towards Inter-Organizational Workflows. Ninth Americas Conference on Information Systems.
- Barker, T. and M. N. Frolick (2003). "ERP IMPLEMENTATION FAILURE: A CASE STUDY." *Information Systems Management* 20(4): 43-49.
- Baskerville, R., S. D. Pawlowski, et al. (2000). Enterprise Resource Planning and Organizational Knowledge: Patterns of Convergence and Divergence. Proceedings of the International Conference on Information Systems. CONF21: 396-406.
- Bastos, R. M. and J. P. M. d. Oliveira (2000). "A Conceptual Modeling Framework for Multi-agent Information Systems." *Lecture Notes in Computer Science* 1920.
- Baxendale, S. J. and F. Jama (2003). "what ERP can offer ABC." *Strategic Finance* 85(2): 54.
- Beard, J. W. and M. Sumner (2004). "Seeking strategic advantage in the post-net era: viewing ERP systems from the resource-based perspective." *The Journal of Strategic Information Systems* 13(2): 129-150.
- Becerra-Fernandez, I., K. E. Murphy, et al. (2000). "Integrating ERP in the business school curriculum." *Association for Computing Machinery. Communications of the ACM* 43(4): 39.
- Becker, C. and D. Bölsche (2000). "New means for ERP Systems by eContracting."
- Becker, J., R. Knackstedt, et al. (2003). Requirements Definition for Enterprise Information Portals: An Integrated Method for Specifying Quantitative and Qualitative Information Needs. Ninth Americas Conference on Information Systems.
- Belmiro, T. R. and A. A. D. Pina (2001). "A process modelling approach at Xerox of Brazil." *Work Study* 50(7).
- Bendoly, E. (2003). "Theory and support for process frameworks of knowledge discovery and data mining from ERP systems." *Information & Management* 40(7): 639-647.
- Bendoly, E. and F. R. Jacobs (2004). "ERP architectural/operational I alignment for order-processing performance." *International Journal of Operations & Production Management* 24(1): 99-117.
- Bendoly, E. and F. Kaefer (2004). "Business technology complementarities: impacts of the presence and strategic timing of ERP on B2B e-commerce technology efficiencies." *Omega* 32(5): 395-405.
- Bennett, C. (2000). "Application Service Providers: Will They Succeed?" *Information Systems Frontiers*.
- Bernroider, E. and S. Koch (2000). "Differences in Characteristics of the ERP System Selection Process between Small or Medium and Large Organizations."
- Bernroider, E. and S. Koch (2001). "ERP selection process in midsized and large organizations." *Business Process Management Journal* 7(3): 251.
- Bertheaud, R. (2002). "2 low-cost options for integrating IT." *Financial Executive* 18(6): 56.

- Besson, P. and F. Rowe (2001). "ERP project dynamics and enacted dialogue: Perceived understanding, perceived leeway, and the nature of task-related conflicts." *Database for Advances in Information Systems* 32(4): 47.
- Blevins, P. W. (2000). *Enterprise Resource Planning (ERP): An Executive Perspective-An Update*. International Conference Proceedings- American Production and Inventory Control Society: 208-216.
- Boden, T. (2004). "The Grid Enterprise; Structuring the Agile Business of the Future." *BT Technology Journal* 22(1): 107.
- Boer, J. d. (2003). "Sustainability labelling schemes: the logic of their claims and their functions for stakeholders." *Business Strategy and the Environment* 12(4): 254.
- Boockholdt, J. L. and R. W. Service (2001). *ACHIEVING COMPETITIVE ADVANTAGE THROUGH INFORMATION TECHNOLOGY*. Seventh Americas Conference on Information Systems.
- Borell, A. and J. Hedman (2001). *ARTIFACT EVALUATION OF ES IMPACT ON ORGANIZATIONAL EFFECTIVENESS*. Seventh Americas Conference on Information Systems.
- Boubekri, N. (2001). "Technology enablers for supply chain management." *Integrated Manufacturing Systems* 12(6/7): 394.
- Boykin, R. F. (2001). "Enterprise resource planning software: a solution to the return material authorization problem." *Computers in Industry* 45(1): 99-109.
- Bradford, M. and J. Florin (2003). "Examining the role of innovation diffusion factors on the implementation success of enterprise resource planning systems." *International Journal of Accounting Information Systems* 4(3): 205-225.
- Bradford, M., T. Mayfield, et al. (2001). "Does ERP Fit in a LEAN World?" *Strategic Finance* 82(11): 28.
- Bradford, M. and D. Roberts (2001). "Does your ERP system measure up?" *Strategic Finance* 83(3): 30.
- Bradley, J. and C. C. Lee (2004). *ERP Training and User Satisfaction*. Proceedings of the Tenth Americas Conference on Information Systems. new york.
- Brady, C. and K.-S. Chan (2001). "Implementing a worldwide cash management solution in an ERP environment." *AFP Exchange* 21(5): 98.
- Brandon, D. (2002). "Managing global chemical operations: Achieve enterprise and extended enterprise SCM visibility." *Chemical Week* 164(34): 19.
- Brown, C. V., I. Vessey, et al. (2000). "The ERP Purchase Decision: Influential Business and IT Factors."
- Brumec, J., V. Dusak, et al. (2001). *FRAMEWORK FOR STRATEGIC PLANNING OF INFORMATION SYSTEMS*. Seventh Americas Conference on Information Systems.
- Bryson, K.-M. and W. E. Sullivan (2003). "Designing effective incentive-oriented contracts for application service provider hosting of ERP systems." *Business Process Management Journal* 9(6): 705-721.
- Bunker, D. (2000). "Enterprise Resource Planning (ERP) System Tools: The Context of their Creation and Use Within the Technology Transfer Process."

Burn, J. and C. G. Ash (2002). MANAGING THE CHALLENGE OF E-BUSINESS CONVERGENCE THROUGH E-ERP SYSTEMS. Eighth Americas Conference on Information Systems.

Burns, A. T. (2004). Dissecting the Black Box: A Knowledge Management System for Transferring Levels of Technical Knowledge. Proceedings of the Tenth Americas Conference on Information Systems. new york.

Busing, M. (2001). "INTER-FIRM INFORMATION SHARING IN ENTERPRISE RESOURCE PLANNING SYSTEMS A CALL FOR TIMELY BUT LIMITED ACCESS TO CUSTOMER INFORMATION." Australian Journal of Information Systems 9(1): 15-20.

Butler, G. W. (2000). "An Investigation into the Meaning of Human-Centered Discontinuous Change Strategies to Individuals: Selection and Impact."

Cadek, W. (2002). Fuzzy technologies and their advantages in commercial advanced planning systems (APS). IEEE International Conference on Artificial Intelligence Systems, 2002.

Caglio, A. (2003). "Enterprise Resource Planning systems and accountants: towards hybridization?" European Accounting Review 12(1): 123.

Calisir, F. and F. Calisir (2004). "The relation of interface usability characteristics, perceived usefulness, and perceived ease of use to end-user satisfaction with enterprise resource planning (ERP) systems." Computers in Human Behavior 20(4): 505-515.

Calladine, J. (2004). "Giving Legs to the Legacy Web Services Integration Within the Enterprise." BT Technology Journal 22(1): 87.

Cardoso, J., R. P. Bostrom, et al. (2004). "Workflow Management Systems and ERP Systems: Differences, Commonalities, and Applications." Information Technology and Management 5(3-4): 319.

Carstensen, W. (2003). "Making your ERP system work for you." Strategic HR Review 2(4): 18.

Castellani, D. J. (2000). "ASPs: Changing Information Technology Delivery." Strategic Finance 81(9).

Cecez-Kecmanovic, D. (2002). THE DISCIPLINE OF INFORMATION SYSTEMS: ISSUES AND CHALLENGES. Eighth Americas Conference on Information Systems.

Chae, B. (2001). TECHNOLOGY ADAPTATION: THE CASE OF LARGE-SCALE INFORMATION SYSTEMS. Twenty-Second International Conference on Information Systems.

Chan, F. T. S. and H. K. Chan (2004). "A new model for manufacturing supply chain networks: a multiagent approach." Proceedings of the Institution of Mechanical Engineers -- Part B -- Engineering Manufacture 218(4): 443-454.

Chan, S. F., C. K. Law, et al. (2003). "Computerised price quoting system for injection mould manufacture." Journal of Materials Processing Technology 139(1-3): 212-218.

Chan, S. S. (2001). CHALLENGES AND OPPORTUNITIES IN E-COMMERCE EDUCATION. Seventh Americas Conference on Information Systems.

- Chang, H. H. (2002). "A model of computerization of manufacturing systems: an international study." *Information & Management* 39(7): 605-624.
- Chang, K.-c., A. H. Gold, et al. (2003). *The Extent of Enterprise System Adoption in Companies: A Multiple Theoretical Perspective*. Ninth Americas Conference on Information Systems.
- Chang, S.-I., G. G. Gable, et al. (2000). "A DELPHI EXAMINATION OF PUBLIC SECTOR ERP IMPLEMENTATION ISSUES."
- Chang, S. and G. Gable (2000). "Major Issues with SAP Financials in Queensland Government."
- Chattopadhyay, S. P. (2001). "Relationship marketing in an enterprise resource planning environment." *Marketing Intelligence and Planning* 19(2/3): 136-139.
- Chellappa, R. and N. Saraf (2000). "Standards and Alliances in Non-Standardized Software Industries."
- Chen, A. N. K., P. B. Goes, et al. (2002). "Heuristics for selecting robust database structures with dynamic query patterns." *European Journal of Operational Research* In Press, Corrected Proof.
- Chen, I. J. (2001). "Planning for ERP systems: Analysis and future trend." *Business Process Management Journal* 7(5): 374.
- Chen, J.-M. and L.-T. Chen (2004). "Pricing and production lot-size/scheduling with finite capacity for a deteriorating item over a finite horizon." *Computers & Operations Research* In Press, Corrected Proof.
- Chen, K.-Z. and X.-A. Feng (2003). "Solid model reconstruction from engineering paper drawings using Genetic Algorithms." *Computer-Aided Design* In Press, Corrected Proof.
- Chen, R.-S., C. C. Chen, et al. (2002). A Web-based data mining system for ERP decision making. *Systems, Man and Cybernetics, 2002 IEEE International Conference on*.
- Chen, Y.-C. and J. Gant (2001). *TRANSFORMING E-GOVERNMENT SERVICES: THE USE OF APPLICATION SERVICE PROVIDERS IN U.S. LOCAL GOVERNMENTS*. Eighth Americas Conference on Information Systems.
- Cheng, H. K. and G. J. Koehler (2003). "Optimal pricing policies of web-enabled application services." *Decision Support Systems* 35(3): 259-272.
- Cheung, A. W. K., P. S. Ling, et al. (2001). *MANAGING KNOWLEDGE ACTIVITIES AS PART OF E-COMMERCE IMPLEMENTATION: THE NEXT STEP AFTER THE ERP IMPLEMENTATION*. Seventh Americas Conference on Information Systems.
- Chin, P. O. (2004). *An Examination of Factors that Affect the Management of Information Technology in Organizations*. Proceedings of the Tenth Americas Conference on Information Systems. New York.
- Chiplunkar, C., S. G. Deshmukh, et al. (2003). "Application of principles of event related open systems to business process reengineering." *Computers & Industrial Engineering* 45(3): 347-374.

- Choi, H. R., H. S. Kim, et al. (2003). "An ERP approach for container terminal operating systems." *Maritime Policy & Management* 30(3): 197.
- Christiaanse, E. and M. L. Markus (2002). BUSINESS-TO-BUSINESS ELECTRONIC MARKETPLACES AND THE STRUCTURE OF CHANNEL RELATIONSHIPS. Twenty-Third International Conference on Information Systems.
- Chuang, M.-L. and W. H. Shaw (2000). "Distinguishing the critical success factors between e-commerce, enterprise resource planning, and supply chain management." Engineering Management Society.
- Cil, I., O. Alpturk, et al. (2004). "A new collaborative system framework based on a multiple perspective approach: IntelliTeam." *Decision Support Systems* In Press, Corrected Proof.
- Clemmons, S. and S. J. Simon (2001). "Control and coordination in global ERP configuration." *Business Process Management Journal* 7(3): 205.
- Clifton, N. E., R; Pickernell, D (2001). "Changing the Business or Changing the System? A Case Study of Implementation of Enterprise Resource Planning." *International Journal of Applied Management* 2(2): 39-50.
- Colvin, R., J. Bradburn, et al. (2002). "The Role of MESs in an FDA-regulated, batch-oriented industry." *Pharmaceutical Technology North America* 26(10): 84.
- Coveney, M. (2002). "Driving competitive advantages and ensuring corporate accountability in corporate performance management." *Credit Control* 23(6/7): 14.
- Cowan, J. E. and L. B. Eder (2003). "The transformation of AT&T's Enterprise Network Systems group to Avaya: Enabling the virtual corporation through reengineering and enterprise resource planning." *Journal of Information Systems Education* 14(3): 325.
- Craighead, C. W. and R. L. Laforge (2003). "Taxonomy of information technology adoption patterns in manufacturing firms." *International Journal of Production Research* 41(11): 2431.
- Cui, Z., Y. Li, et al. (2003). "An Ontology-Based Approach to eCatalogue Management." *BT Technology Journal* 21(4): 76.
- Cullen, A., M. Webster, et al. (2000). "Enterprise resource planning (ERP) - a system for global manufacturing management?" *Advances in Manufacturing Technology* 14: 241-246.
- Cunha, P. R. d. and A. D. d. Figueiredo (2000). "Information Systems Design Under a Different Light."
- Daneva, M. (2000). "Practical Reuse Measurement in ERP Requirements Engineering." *Lecture Notes in Computer Science* 1789.
- Daneva, M. (2001). "An Assessment of the Effects of Requirements Reuse Measurements on the ERP Requirements Engineering Process." *Lecture Notes in Computer Science* 2006.
- Daneva, M. (2002). Using maturity assessments to understand the ERP requirements engineering process. *Joint International Conference on Requirements Engineering*, 2002.

- Daniel, E., H. Wilson, et al. (2000). "Improved Deployment of Marketing Information Systems."
- Das Neves, D., D. Fenn, et al. (2004). "Selection of enterprise resource planning (ERP) systems." *South African Journal of Business Management* 35(1): 45-52.
- Dasgupta, S. (2004). "The agony and the ecstasy." *Managerial Auditing Journal* 19(2): 303-312.
- Davenport, T. H. (2000). "The Future of Enterprise System-Enabled Organizations." *Information Systems Frontiers*.
- Davis, D. J. and V. A. Mabert (2000). "Order dispatching and labor assignment in cellular manufacturing systems." *Decision Sciences* 31(4): 745.
- de Vaujany, F.-X. (2003). "Les figures de la gestion du changement sociotechnique: Figures that manage sociotechnical change." *Sociologie du Travail* 45(4): 515-536.
- Dean, J. (2001). "MANAGING TECHNOLOGY." *Government Executive* 33(9): 76-80.
- Delmonte, A. J. (2003). The Relationship between Social Interaction in Organizations and Knowledge Management System Success. Ninth Americas Conference on Information Systems.
- Deng, X., B. Rajagopalan, et al. (2001). EXPLORING DIFFERENTIAL IMPACTS OF AUTONOMOUS LEARNING AND INDUCED LEARNING ON END-USER SOFTWARE TRAINING. Seventh Americas Conference on Information Systems.
- Dewire, D. T. (2001). ASPS: APPLICATIONS FOR RENT. Seventh Americas Conference on Information Systems.
- Dixon, D. (2004). "The TRUCE between LEAN and I.T." *Industrial Engineer: IE* 36(6): 42-45.
- Dong, L. (2000). "A Model for Enterprise Systems Implementation: Top Management Influences On Implementation Effectiveness."
- Dong, L. and D. Neufeld (2001). MODELING TOP MANAGEMENT INFLUENCE ON INFORMATION TECHNOLOGY IMPLEMENTATION EFFECTIVENESS. Seventh Americas Conference on Information Systems.
- Dornheim, M. (2001). "Erp=Executive Killer." *Aviation Week & Space Technology* 155(19): 21.
- Dorp, C. A. v. (2002). EXTENDING ERP WITH RECIPE AND MATERIAL TRACEABILITY. Eighth Americas Conference on Information Systems.
- Dorp, C. A. v. (2002). INDUCTION OF A REFERENCE DATA MODEL FOR TRACKING AND TRACING. Eighth Americas Conference on Information Systems.
- Doumeingts, G., Y. Ducq, et al. (2000). "Production management and enterprise modelling." *Computers in Industry* 42(2-3): 245-263.
- Duggan, E. W. and C. S. Thachenkary (2003). "Higher Quality Requirements: Supporting Joint Application Development with the Nominal Group Technique." *Information Technology and Management* 4(4): 391.
- Dukart, J. R. (2000). "Swimming in documents." *Document World* 5(1): 18.

- Duplaga, E. A. and M. Astani (2003). "IMPLEMENTING ERP IN MANUFACTURING." *Information Systems Management* 20(3): 68.
- Dystart, J. (2000). "Planning for Real-time Information." *Banking strategies* 76(3).
- Edwards, J. B. (2001). "ERP, Balanced Scorecard, and IT: How Do They Fit Together?" *Journal of Corporate Accounting & Finance* 12(5).
- Eirinaki, M. and M. Vazirgiannis (2003). "Web mining for web personalization." *ACM Transactions on Internet Technology (TOIT)* 3(1).
- Ekanayaka, Y., W. L. Currie, et al. (2002). "Delivering enterprise resource planning systems through application service providers." *Logistics Information Management* 15(3).
- Eom, M. and T. In (2003). *IS Leadership, Strategy, and the IS Unit Performance*. Ninth Americas Conference on Information Systems.
- Eshelman, R. G. (2001). "When SMALL COMPANIES Implement.BIG SYSTEMS. (cover story)." *Strategic Finance* 82(8): 28.
- Esteves, J., J. Casanovas, et al. (2003). *Modeling with Partial Least Squares Critical Success Factors Interrelationships in ERP Implementations*. Ninth Americas Conference on Information Systems.
- Esteves, J., J. Pastor, et al. (2002). *MEASURING SUSTAINED MANAGEMENT SUPPORT IN ERP IMPLEMENTATION PROJECTS: A GQM APPROACH*. Eighth Americas Conference on Information Systems.
- Esteves, J., J. Pastor, et al. (2002). *MONITORING BUSINESS PROCESS REDESIGN IN ERP IMPLEMENTATION PROJECTS*. Eighth Americas Conference on Information Systems.
- Esteves, J. and J. A. Pastor (2001). *ANALYSIS OF CRITICAL SUCCESS FACTORS RELEVANCE ALONG SAP IMPLEMENTATION PHASES*. Seventh Americas Conference on Information Systems.
- Everdingen, Y. V., J. V. Hillegersberg, et al. (2000). "ERP adoption by European midsize companies." *Association for Computing Machinery. Communications of the ACM* 43(4): 27.
- Evgeniou, T. (2002). "Information Integration and Information Strategies for Adaptive Enterprises." *European Management Journal* 20(5): 486-494.
- Eyob, E. (2000). "Enterprise Resource Planning: Solutions and Practices." *Journal of International Information Management* 9(2): 71-76.
- Fattah, H. (2003). "Tying IT all together." *Chemical Week* 165(5): 15.
- Feldmann, K. (2001). "Conception and Implementation of an Object Request Broker for the Integration of the Process Level in Manufacturing Systems." *Journal of Systems Integration*.
- Feller, S. A. and L. D. Bentley (2001). *BUSINESS PROCESS REENGINEERING THE BIRTH, THE DOWNFALL, THE RESURRECTION?* Seventh Americas Conference on Information Systems.
- Fireman, J. (2001). "Enterprise Resource Planning Delivers the Goods." *Id Systems* 21(2): 45-49.

- Firth, D. R. (2001). THE ORGANIZING VISION FOR CUSTOMER RELATIONSHIP MANAGEMENT. Seventh Americas Conference on Information Systems.
- Flatto, J. (2000). "Implementing Oracle Products in the Curriculum: The Good, the Bad, and the Ugly."
- Fleisch, S. G. and E. Powell (2001). "The Value of Information Integration in Meeting Delivery Dates." *Journal of Organizational Computing & Electronic Commerce* 11(1): 15.
- Francalanci, C. (2001). "Predicting the implementation effort of ERP projects: empirical evidence on SAP/R3." *Journal of Information Technology* 16(1).
- Frost, M. (2002). "'Big Three' converge as technology evolves." *HRMagazine* 47(3): 73.
- Furlow, G. (2001). "The case for building a data warehouse." *IT Professional*.
- Furumo, K. A. and J. M. Pearson (2004). A Case Study of ERP Implementation in Two Public Universities: Why Was One a Success and the Other a Failure? Proceedings of the Tenth Americas Conference on Information Systems. New York.
- Gahagan, J. (2003). "Reaching for financial success." *Strategic Finance* 85(5): 28.
- Gant, C. (2001). "Tailor made." *Financial Management (CIMA)*: 32.
- Gardiner, S. C., J. B. Hanna, et al. (2002). "ERP and the reengineering of industrial marketing processes A prescriptive overview for the new-age marketing manager." *Industrial Marketing Management* 31(4): 357.
- Garg, P. K., M. Griss, et al. (2003). "Auto-Discovering Configurations for Service Management." *Journal of Network and Systems Management*.
- Gattiker, T. F. and D. L. Goodhue (2002). "Software-driven changes to business processes: an empirical study of impacts of Enterprise Resource Planning (ERP) systems at the local level." *International Journal of Production Research* 40(18): 4799.
- Gattiker, T. F. and D. L. Goodhue (2004). "Understanding the local-level costs and benefits of ERP through organizational information processing theory." *Information & Management* 41(4): 431-443.
- Gayialis, S. P. and I. P. Tatsiopoulos (2003). "Design of an IT-driven decision support system for vehicle routing and scheduling." *European Journal of Operational Research* In Press, Corrected Proof.
- Gayialis, S. P. and I. P. Tatsiopoulos (2004). "Design of an IT-driven decision support system for vehicle routing and scheduling." *European Journal of Operational Research* 152(2): 382-398.
- Gefen, D. (2002). "Nurturing clients' trust to encourage engagement success during the customization of ERP systems." *Omega* 30(4).
- Gefen, D. and C. M. Ridings (2002). "Implementation Team Responsiveness and User Evaluation of Customer Relationship Management: A Quasi-Experimental Design Study of Social Exchange Theory." *Journal of Management Information Systems* 19(1): 47.
- Georgakopoulos, D. (2004). "Guest Editor's Introduction." *Distributed and Parallel Databases* 15(1): 5.

- Georgakopoulos, D. (2004). "Teamware: An Evaluation of Key Technologies and Open Problems." *Distributed and Parallel Databases* 15(1): 9.
- Ghosh, S. (2002). Challenges on a global implementation of ERP software. *Engineering Management Conference*. 1.
- Giannopoulos, N., V. Taratoukhine, et al. (2002). "Integration of enterprise resource planning (ERP) and cost estimating (CE) systems - the challenges." *Advances in Manufacturing Technology* 17: 461-466.
- Gillmann, M., J. Hertel, et al. (2002). "Cooking the Web-ERP." *Lecture Notes in Computer Science* 2519.
- Goutsos, S. and N. Karacapilidis (2004). "Enhanced supply chain management for e-business transactions." *International Journal of Production Economics* 89(2): 141-152.
- Granlund, M. and T. Malmi (2002). "Moderate impact of ERPS on management accounting: a lag or permanent outcome?" *Management Accounting Research* 13(3): 299-321.
- Greenhill, A. (2001). *MANAGERIAL SUBJECTIVITY AND INFORMATION SYSTEMS: A DISCUSSION PAPER*. Eighth Americas Conference on Information Systems.
- Griffiths, S. (2002). "Rein check." *Financial Management (CIMA)*: 29.
- Grossman, T. and J. Walsh (2004). "AVOIDING THE PITFALLS OF ERP SYSTEM IMPLEMENTATION." *Information Systems Management* 21(2): 38-42.
- Gruber, E. M. (2001). "Enterprise manufacturing intelligence system." *Modern Machine Shop* 73(12): 207.
- Gulla, J. A. and T. Brasethvik (2002). "A model-driven ERP environment with search facilities." *Data & Knowledge Engineering* 42(3): 327-341.
- Gulledge, T. R. and R. A. Sommer (2004). "SPLITTING THE SAP INSTANCE: LESSONS ON SCOPE AND BUSINESS PROCESSES." *Journal of Computer Information Systems* 44(3): 109-115.
- Gupta, A. (2000). "Enterprise resource planning: the emerging organizational value systems." *Industrial Management + Data Systems* 100(3): 114.
- Guthrie, R. W. (2003). *Predicting Organizational Transformation in ERP Adoption: Using a Multi-Level Model to Reconcile Variance and Process Theories*. Ninth Americas Conference on Information Systems.
- Hackney, R. A. and J. M. Burn (2001). *SPECS: STRATEGIC PLANNING FOR E-COMMERCE SYSTEMS.TOWARDS AN E-CUSTOMER FOCUS*. Seventh Americas Conference on Information Systems.
- Hackney, S. (2003). "Streamlining HR Processes to Improve ROI." *Financial Executive* 19(8): 40-42.
- Haddad, Y. H.-. K.-. Chow, et al. (2001). "Capacity planning using Monte Carlo simulation: an illustrative application of commonly available PC software." *Managerial Finance* 27(5).
- Hall, R. (2002). "Enterprise Resource Planning Systems and Organizational Change: Transforming Work Organization?" *Strategic Change* 11(5): 263-270.

- Hanseth, O., C. U. Ciborra, et al. (2001). "The control devolution: ERP and the side effects of globalization." *Database for Advances in Information Systems* 32(4): 34.
- Harrell, H. W., L. Higgins, et al. (2001). "Expanding ERP Application Software: Buy, Lease, Outsource, or Write Your Own?" *Journal of Corporate Accounting & Finance* 12(5).
- Harrell, H. W., L. Higgins, et al. (2000). "The Cutting Edge of Corporate IT: Are You Where You Should Be?" *Journal of Corporate Accounting & Finance* 11(5).
- Harris, J. (2003). "Anticipating the risks of new systems." *Risk Management* 50(7): 28.
- Harris, T. (2002). "Fast-Track ERP Apps: Good or Bad for Accounting Dept?" *Accounting Department Management & Administration Report*.
- Harrold, D. (2000). "Enterprise integration requires understanding the plant floor." *Control Engineering* 47(2): 46.
- Harrold, D. (2001). "How manufacturing benefits by understanding ERP and IT." *Control Engineering* 48(1): 26.
- Hars, A. and J. Zhong (2001). CONVERSATION SYSTEMS FOR REQUIREMENTS ENGINEERING. Seventh Americas Conference on Information Systems.
- Hawking, P., A. Ramp, et al. (2001). "IS'97 model curriculum and enterprise resource planning systems." *Business Process Management Journal* 7(3): 225.
- Hayes, J. L., D. C. Hunton, et al. (2001). "Market Reactions to ERP Implementation Announcements." *Journal of Information Systems* 15(1): 3.
- Hayman, L. (2000). "ERP in the Internet Economy." *Information Systems Frontiers*.
- Hazari, S. (2002). "Challenges of implementing public key infrastructure in Netcentric enterprises." *Logistics Information Management* 15(5).
- He, J. (2004). Assessing the Effectiveness of User Participation: Users Knowledge Participation. Proceedings of the Tenth Americas Conference on Information Systems. new york.
- Hedman, J. (2000). "The CES Framework for Discussing ES."
- Hedman, J. and T. Kalling (2003). "The business model concept: Theoretical underpinnings and empirical illustrations." *European Journal of Information Systems* 12(1): 49.
- Helmut, K. (2000). "What is ERP?" *Information Systems Frontiers*.
- Hess, T. J. and R. Hightower (2002). USING EQUITY THEORY TO UNDERSTAND USER SATISFACTION WITH ERP SYSTEMS: EXTENDING AND ADVANCING THE EQUITY-IMPLEMENTATION MODEL. Twenty-Third International Conference on Information Systems.
- Hey, D. V. (2000). "Having it all." *HRMagazine* 45(3): 127.
- Hill, R. and T. Vadney (2001). "Going Global with ERP Enterprise Resource Planning systems take off in Japan as domestic companies spread their wings and multinationals sink roots." *Journal- American Chamber of Commerce in Japan* 38(7): 26-33.

- Hirt, S. G. and E. B. Swanson (2001). "Emergent maintenance of ERP: new roles and relationships." *Journal of Software Maintenance and Evolution: Research and Practice* 13(6).
- Hislop, D., S. Newell, et al. (2000). "Networks, knowledge and power: Decision making, politics and the process of innovation." *Technology Analysis & Strategic Management* 12(3): 399.
- Hitt, L. M. and X. Z. Wu (2002). "Investment in Enterprise Resource Planning: Business Impact and Productivity Measures." *Journal of Management Information Systems* 19(1): 71.
- Ho, C.-f., W.-h. Wu, et al. (2004). "Strategies for the adaptation of ERP systems." *Industrial Management & Data Systems* 104(3): 234-251.
- Hoelscher, R. (2002). "Business intelligence platforms boost ERP." *Financial Executive* 18(2): 66.
- Holland, C. P. and B. Light (2001). "A stage maturity model for enterprise resource planning systems use." *Database for Advances in Information Systems* 32(2): 34.
- Holland, W. and G. Skarke (2001). "Is your IT system VESTed?" *Strategic Finance* 83(6): 34.
- Holmes, P., I. Dufour, et al. (2004). "Future Technologies." *BT Technology Journal* 22(2): 116.
- Holsapple, C. W. and M. P. Sena (2003). "ERP plans and decision-support benefits." *Decision Support Systems In Press, Corrected Proof*.
- Hong, J. and V. V. Prabhu (2004). "Distributed Reinforcement Learning Control for Batch Sequencing and Sizing in Just-In-Time Manufacturing Systems." *Applied Intelligence* 20(1): 71.
- Hong, K.-K. and Y.-G. Kim (2002). "The critical success factors for ERP implementation: an organizational fit perspective." *Information & Management* 40(1): 25-40.
- Hoppen, N., M. Fricke, et al. (2002). THE ROLE OF BILATERAL B2B E-PROCUREMENT IN THE EUROPEAN AUTOMOTIVE INDUSTRY: RESULTS FROM AN EMPIRICAL SURVEY. Eighth Americas Conference on Information Systems.
- Houba, I. H. G., R. J. M. Hartog, et al. (2000). "Using recipe classes for supporting detailed planning in food industry: A case study." *European Journal of Operational Research* 122(2): 367-373.
- Howcroft, D. and B. Light (2002). A STUDY OF USER INVOLVEMENT IN PACKAGED SOFTWARE SELECTION. Twenty-Third International Conference on Information Systems.
- Hsu, L.-l. and M. Chen (2004). "Impacts of ERP systems on the integrated-interaction performance of manufacturing and marketing." *Industrial Management & Data Systems* 104(1): 42-55.
- Huang, C.-Y. (2002). "Distributed manufacturing execution systems: A workflow perspective." *Journal of Intelligent Manufacturing*.

Huang, J. C., S. Newell, et al. (2001). ERP AND KNOWLEDGE MANAGEMENT SYSTEMS: MANAGERIAL PANACEAS OR SYNERGETIC SOLUTIONS? Seventh Americas Conference on Information Systems.

Huang, J. C., S. Newell, et al. (2001). INTELLECTUAL BUY-IN AND EMOTIONAL BUY-IN: A REAPPRAISAL OF ERP IMPLEMENTATION. Seventh Americas Conference on Information Systems.

Huang, J. C., Sue Newell, et al. (2001). "Enterprise Resource Planning Systems Implementation: A Knowledge-Focused Perspective." Warwick Business School Research Papers 341.

Huang, S.-M., I. S. Y. Kwan, et al. (2001). "Planning enterprise resources by use of a reengineering approach to build a global logistics management systems." *Industrial Management + Data Systems* 101(8/9): 483.

Huang, Y.-M., J.-M. Zhang, et al. (2002). Intelligent resource planning of testing lab based on CORBA and multi-agent. *International Conference on Machine Learning and Cybernetics*, 2002.

Huang, Z., B. D. Janz, et al. (2002). INTERNET EDI ADOPTION: TRUST IN TECHNOLOGY AND APPLICATION KNOWLEDGE. Eighth Americas Conference on Information Systems.

Huang, Z. and P. Palvia (2001). "ERP implementation issues in advanced and developing countries." *Business Process Management Journal* 7(3): 276.

Huin, S. F. (2004). "Managing deployment of ERP systems in SMEs using multi-agents." *International Journal of Project Management* 22(6): 511-517.

Huin, S. F., L. H. S. Luong, et al. (2002). "Internal supply chain planning determinants in small and medium-sized manufacturers." *International Journal of Physical Distribution & Logistics Management* 32(9): 771.

Hunton, J. E., B. Lippincott, et al. (2003). "Enterprise resource planning systems: comparing firm performance of adopters and nonadopters." *International Journal of Accounting Information Systems* 4(3): 165-184.

Hunton, J. E., R. A. McEwen, et al. (2002). "The Reaction of Financial Analysts to Enterprise Resource Planning (ERP) Implementation Plans." *Journal of Information Systems* 16(1): 31.

Huxley, C., G. Stewart, et al. (2002). IDENTIFYING THE PROCESSES MOST NECESSARY FOR ACHIEVING STRATEGIC GOALS. Eighth Americas Conference on Information Systems.

Huy, V. V. and B. Chae (2004). Who Should Be Blamed For Information System Failure?

Integrating Systems Thinking Into IS Education. *Proceedings of the Tenth Americas Conference on Information Systems*. new york.

Hwang, M. I. (2004). Integrating Enterprise Systems in Mergers and Acquisitions. *Proceedings of the Tenth Americas Conference on Information Systems*. new york.

Hyvönen, T. (2003). "Management accounting and information systems: ERP versus BoB." *European Accounting Review* 12(1): 155.

- Illa, X. B., X. Franch, et al. (2000). "Formalising ERP selection criteria." Tenth International Workshop on Software Specification and Design.
- Ip, W. H., K. L. Yung, et al. (2002). "A CONWIP model for FMS control." *Journal of Intelligent Manufacturing*.
- Irani, Z., P. E. D. Love, et al. (2000). "Investment Evaluation of New Technology: Integrating IT/IS Cost Management into Model."
- Isken, M. W. (2002). TEACHING DSS: TRUDGING THROUGH DIRTY DATA ON THE PATH TO MODEL BASED DECISION SUPPORT. Eighth Americas Conference on Information Systems.
- Iung, B., G. Morel, et al. (2003). "Proactive maintenance strategy for harbour crane operation improvement." 21(3): 11.
- Jacobs, F. R. and E. Bendoly (2003). "Enterprise resource planning: Developments and directions for operations management research." *European Journal of Operational Research* 146(2): 233.
- Jain, R., S. Puglia, et al. (2004). "The Mobile Application Server (MAS): An Infrastructure Platform for Mobile Wireless Services." *Information Systems Frontiers* 6(1): 23.
- James, D. and M. Wolf (2000). "A second wind for ERP." *McKinsey Quarterly*(2): 100.
- Januschkowitz, A. and C. T. Hendrickson (2001). "Product and process life cycle inventories using SAP R/3." *International Symposium on Electronics and the Environment*, 2001.
- Jayatilaka, B. (2000). "The Role of Developer and User Knowledge Domains and Learning in Systems Development."
- Jenkins, E. K. and E. Christenson (2001). "ERP systems can streamline healthcare business functions." *Healthcare Financial Management* 55(5): 48.
- Jenkins, R. (2001). "Enterprise Resource Planning as the Trojan Horse for New Rules of Operations Management." *Creativity and Innovation Management* 10(3).
- Jensen, P. K. and J. Rose (2002). "Managerial Competences for ERP Journeys." *Information Systems Frontiers*.
- Jenson, R. L. (2000). "The Enterprise Resource Planning System In Support of Business School Curriculum Integration." *Review of accounting information systems* 4(2).
- Jing, B. (2000). "VERSIONING INFORMATION GOODS WITH NETWORK EXTERNALITIES."
- John, Y. and K.-H. Yim (2001). A study on an environment of ERP introduction. 2001 International Conferences on Info-tech and Info-net, 2001.
- Jones, M. C. (2001). ORGANIZATIONAL KNOWLEDGE SHARING AND ERP: AN EXPLORATORY ASSESSMENT. Seventh Americas Conference on Information Systems.

- Jones, M. C. and R. L. Price (2001). ORGANIZATIONAL KNOWLEDGE SHARING IN ERP IMPLEMENTATION: A MULTIPLE CASE STUDY ANALYSIS. Twenty-Second International Conference on Information Systems.
- Jones, R. A. (2002). "Spotlight on midlevel ERP software." *Journal of Accountancy* 193(5): 24.
- Joshi, K. and S. Pant (2002). A CLASSIFICATION FRAMEWORK TO ASSESS AND GUIDE IT INVESTMENTS. Eighth Americas Conference on Information Systems.
- Jr., F. C. W. (2001). "ERP implementation and project management." *Production and Inventory Management Journal* 42(3/4): 75.
- Kallinikos, J. (2002). REOPENING THE BLACK BOX OF TECHNOLOGY ARTIFACTS AND HUMAN AGENCY. Twenty-Third International Conference on Information Systems.
- Kanakamedala, K. B., G. Ramsdell, et al. (2003). "The promise of purchasing software." *McKinsey Quarterly*(4): 20.
- Kanungo, S. and S. Bagchi (2000). "Understanding User Participation and Involvement in ERP Use." *Journal of Management Research* 1(1): 47.
- Kappos, A. and A.-M. Croteau (2002). ORGANIZATIONAL CHANGE AND CULTURE: INSIGHTS ON BPR PROJECTS. Eighth Americas Conference on Information Systems.
- Kar, E. A. M. v. d. (2000). "Development of business models for WAP services."
- Karachristos, P., P. Kanellis, et al. (2000). "Developing Information Systems for the New Economy."
- Ke, W., K. K. Wei, et al. (2003). Organizational Learning in ERP Implementation: An Exploratory Study of Strategic Renewal. Ninth Americas Conference on Information Systems.
- Kelle, P. and A. Akbulut (2004). "The role of ERP tools in supply chain information sharing, cooperation, and cost optimization." *International Journal of Production Economics* In Press, Corrected Proof.
- Kelley, D. (2004). "Report: Security Management Convergence via SIM (Security Information Management)—A Requirements Perspective." *Journal of Network and Systems Management* 12(1): 137.
- Kemper, H.-G. and E. Wolf (2002). Iterative process models for mobile application systems: A framework. Twenty-Third International Conference on Information Systems.
- Keng, S. (2004). "Enterprise resource planning (ERP) implementation methodologies." *Journal of Database Management* 15(1): I.
- Kennerley, M. and A. Neely (2001). "Enterprise resource planning: analysing the impact." *Integrated Manufacturing Systems* 12(2): 103-113.
- Khodke, P. and D. Tidke (2001). "Enterprise Resource Planning: an Indian Case Study." *Journal- Institution of Engineers India Part Pe Production Engineering Division* 81(SEP): 29-33.

- Kidd, F.-J. and J. Richter (2001). "The hollowing out of the workforce: what potential for organisational learning?" *Human Systems Management* 20(1): 7.
- Kiefer, M. (2001). "Perceptual and semantic sources of category-specific effects: Event-related potentials during." *Memory & Cognition* 29(1): 100.
- Kim, B. H. (2002). "MES (manufacturing execution system) architecture for FMS compatible to ERP (enterprise planning system)." *International Journal of Computer Integrated Manufacturing* 15(3): 274.
- Kim, H.-W., G.-H. Lee, et al. (2002). EXPLORING THE CRITICAL SUCCESS FACTORS FOR CUSTOMER RELATIONSHIP MANAGEMENT AND ELECTRONIC CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS. Twenty-Third International Conference on Information Systems.
- Kim, H. M. (2000). "Enabling integrated decision making for electronic commerce by modelling an enterprise's sharable knowledge." *Internet Research: Electronic Networking Applications and Policy* 10(5).
- Kissinger, B. and S. Foster (2001). "Expect the Unexpected Enterprise resource planning at water resource department improves process, quality and customer service." *Quality Progress* 34(10): 49-55.
- Klaus, H. and G. Gable (2000). "Senior Managers' Understandings of Knowledge Management in the Context of Enterprise Systems."
- Kleist, V. F. (2003). "An Approach to Evaluating E-Business Information Systems Projects." *Information Systems Frontiers* 5(3): 249.
- Clueber, R. and R. Alt (2000). "Enhancing ERP-Architectures for Business Networking – Case of Deutsche Telekom AG."
- Clueber, R., R. Alt, et al. (2001). CONCEPT AND PROCEDURE FOR EVALUATING E-MARKETS. Seventh Americas Conference on Information Systems.
- Knapp, C. A. and N. Shin (2001). IMPACTS OF ENTERPRISE RESOURCE PLANNING SYSTEMS SELECTION AND IMPLEMENTATION. Seventh Americas Conference on Information Systems.
- Koch, C. (2001). "BPR and ERP: Realising a vision of process with IT." *Business Process Management Journal* 7(3): 258.
- Koch, C. (2001). "Enterprise resource planning." *Journal of Organizational Change Management* 14(1).
- Koch, C. (2001). "Enterprise resource planning Information technology as a steamroller for management politics?" *Journal of Organizational Change Management* 14(1): 64.
- Koch, H. and C. Buhl (2001). "ERP-supported teamworking in Danish manufacturing?" *New Technology, Work & Employment* 16(3): 164.
- Kodama, D. (2001). "Enter the Portal Enterprise resource planning vendors are pushing portal software as a way to achieve application collaboration, but their strategies, including the role of exchange technology, all take different paths." *Managing Automation* 16(8): 28-35.

Kohli, R. and S. A. Sherer (2002). MEASURING THE PAYOFF OF INFORMATION TECHNOLOGY INVESTMENTS: RESEARCH ISSUES AND GUIDELINES. Eighth Americas Conference on Information Systems.

Kohli, R., S. A. Sherer, et al. (2003). "Editorial; IT Investment Payoff in E-Business Environments: Research Issues." *Information Systems Frontiers* 5(3): 239.

Kolz, R. J. (2000). Real-time plant/ERP integration. *Systems, Man, and Cybernetics*, 2000 IEEE International Conference on.

Kopalle, P. K. and J. Lindsey-Mullikin (2003). "The impact of external reference price on consumer price expectations." *Journal of Retailing* 79(4): 225-236.

Korhonen, J. (2003). "Should we measure corporate social responsibility?" *Corporate Social - Responsibility and Environmental Management* 10(1): 25.

Kosalge, P. (2002). OBJECT-ORIENTED APPROACH TO INTEGRATING BUSINESS CONTEXT WITH BUSINESS PROCESSES. Eighth Americas Conference on Information Systems.

Kovacs, G. L. and P. Paganelli (2003). "A planning and management infrastructure for large, complex, distributed projects--beyond ERP and SCM." *Computers in Industry* 51(2): 165-183.

Krasner, H. (2000). "Ensuring e-business success by learning from ERP failures." *IT Professional*.

Kremers, M. and H. v. Dissel (2000). "ERP system migrations." *Association for Computing Machinery. Communications of the ACM* 43(4): 52.

Krumbholz, M., J. Galliers, et al. (2000). "Implementing enterprise resource planning packages in different corporate and national cultures." *Journal of Information Technology* 15(4): 267-280.

KRUMBHOLZ, M., J. GALLIERS, et al. (2000). *Journal of Information Technology* 15(4).

Krumbholz, M. and N. A. M. Maiden (2000). "How Culture Might Impact on the Implementation of Enterprise Resource Planning Packages." *Lecture Notes in Computer Science* 1789.

Krumbholz, M. and N. A. M. Maiden (2001). "The implementation of enterprise resource planning packages in different organisational and national cultures." *Information Systems* 26(3): 185-204.

Krumwiede, K. R. and W. G. Jordan (2000). "Reaping the promise of enterprise resource systems." *Strategic Finance* 82(4): 48.

Kræmmergaard, P., C. Møller, et al. (2003). "ERP implementation: an integrated process of radical change and continuous learning." *Production Planning & Control* 14(4): 338.

Kueng, P., T. Wettstein, et al. (2001). A HOLISTIC PROCESS PERFORMANCE ANALYSIS THROUGH A PERFORMANCE DATA WAREHOUSE. Seventh Americas Conference on Information Systems.

Kumar, A. V. and A. Dutta (2003). "Investigation of an electrophotography based rapid prototyping technology." *Rapid Prototyping Journal* 9(2): 95.

- Kumar, K. and J. V. Hillegersberg (2000). "ERP experiences and evolution." *Association for Computing Machinery. Communications of the ACM* 43(4): 22.
- Kumar, V., U. Kumar, et al. (2002). "ERP systems implementation: Best practices in Canadian government organizations." *Government Information Quarterly* 19(2): 147.
- Kumar, V., B. Maheshwari, et al. (2003). "An investigation of critical management issues in ERP implementation: empirical evidence from Canadian organizations." *Technovation* 23(10): 793-807.
- Kumar, V. M. and U. B. Kumar (2002). "Enterprise resource planning systems adoption proces- a survey of Canadian organisations." *International Journal of Production Research* 40(3): 509.
- Kusnoto, B. (2003). "Implementing Enterprise Resource Planning in Orthodontic Practice Management: The Way to Orthodontic e-Practice." *Craniofacial Growth Series* 40: 219-228.
- Kvassov, V. and F. Tétard (2001). *IMPACTS OF OFFICE INFORMATION TECHNOLOGY ON MANAGERIAL WORK.S TEMPORAL DIMENSIONS AND PRODUCTIVITY: A DESCRIPTIVE STUDY*. Seventh Americas Conference on Information Systems.
- Kwon, O. B. and J. J. Lee (2001). "A multi-agent intelligent system for efficient ERP maintenance." *Expert Systems with Applications* 21(4): 191-202.
- Kyem, P. (2000). "Embedding GIS Applications into Resource Management and Planning Activities of Local and Indigenous Communities: A Desirable Innovation or a Destabilizing Enterprise?" *Journal of Planning Education and Research* 20(2): 176-186.
- LAMARCHE, J.-F. (2004). "The Numerical Performance of Fast Bootstrap Procedures." *Computational Economics* 23(4): 379.
- Lamb, R., S. Sawyer, et al. (2000). "A Social Informatics Perspective On Socio-Technical Networks."
- Lambert, A. J. D., M. H. Jansen, et al. (2000). "Environmental information systems based on enterprise resource planning." *Integrated Manufacturing Systems* 11(2): 105.
- Lamdin, D. J. (2002). "New Estimates of the Equity Risk Premium and Why We Need Them." *Business Economics* 37(4): 54.
- Lancaster, K. A. S. (2001). "Process mapping and scripting in the Accounting Information Systems (AIS) curriculum." *Accounting Education* 10(3): 263.
- Lander, M. C., R. L. Purvis, et al. (2004). "Trust-building mechanisms utilized in outsourced IS development projects: a case study." *Information & Management* 41(4): 509-528.
- Langfelder, M. (2000). "Enterprise Resource Planning o. Revolution Paradox." *Sistemi E Impresa* 46(8): 59-70.
- Lasserre, F. (2004). "Logistics and the Internet: transportation and location issues are crucial in the logistics chain." *Journal of Transport Geography* 12(1): 73-84.
- Lauer, T. and B. Rajagopalan (2002). *EXAMINING THE RELATIONSHIP BETWEEN ACCEPTANCE AND RESISTANCE IN SYSTEM IMPLEMENTATION*. Eighth Americas Conference on Information Systems.

- Lea, B.-R., M. C. Gupta, et al. (2003). "A prototype multi-agent ERP system: an integrated architecture and a conceptual framework." *Technovation In Press*, Corrected Proof.
- Lee, A. (2000). "Researchable Directions for ERP and Other New Information Technologies." *MIS Quarterly* 24(1): iii.
- Lee, K. K. F. (2000). "The five disciplines of ERP software implementation." *Management of Innovation and Technology*.
- Lee, Z. and J. Lee (2000). "An ERP implementation case study from a knowledge transfer perspective." *Journal of Information Technology* 15(4).
- Legate, T. L. (2002). "THE ROLE OF ORGANIZATIONAL FACTORS IN REALIZING ERP BENEFITS." *Information Systems Management* 19(4): 21.
- Lehman, M. W. (2002). "Enterprise Resource Planning Concepts and Implementation Issues." *National Business Education Association Yearbook* 40: 164-180.
- Levina, N. (2002). COLLABORATIVE PRACTICES IN INFORMATION SYSTEMS DEVELOPMENT: A COLLECTIVE REFLECTION-IN-ACTION FRAMEWORK. Twenty-Third International Conference on Information Systems.
- Lewis, W. and S. Bernard (2003). Understanding the Roles of IS Leadership. Ninth Americas Conference on Information Systems.
- Li, S. (2001). THE APPLICATIONS OF ELECTRONIC COMMERCE IN SUPPLY CHAIN MANAGEMENT. Seventh Americas Conference on Information Systems.
- Liang, H., N. Saraf, et al. (2004). Assimilation of Information Technology in Enterprise Business Processes. Proceedings of the Americas Conference on Information Systems. new york.
- Liang, H., Y. Xue, et al. (2004). "WHY WESTERN VENDORS DON'T DOMINATE CHINA'S ERP MARKET." *Communications of the ACM* 47(7): 69-72.
- Liao, Z. and M. T. Cheung (2001). THE CONVERGENT-CONCURRENT APPROACH TO IT CONSULTING. Seventh Americas Conference on Information Systems.
- Light, B. (2001). "The maintenance implications of the customization of ERP software." *Journal of Software Maintenance and Evolution: Research and Practice* 13(6).
- Light, B., C. P. Holland, et al. (2001). "ERP and best of breed: A comparative analysis." *Business Process Management Journal* 7(3): 216.
- Linying Dong, Derrick Neufeld, et al. (2002). THE ICEBERG ON THE SEA: WHAT DO YOU SEE? Eighth Americas Conference on Information Systems.
- Little, A. and P. J. Best (2003). "A framework for separation of duties in an SAP R/3 environment." *Managerial Auditing Journal* 18(5): 419-430.
- Little, D., M. Peck, et al. (2001). "Responsive manufacturing demands alignment of production control methods to business drivers." *Integrated Manufacturing Systems* 12(3).
- Liu, D., M. Crase, et al. (2000). "Managing IT Initiatives at the Largest University System in North America."

- Liu, Y. (2003). "Research on Structure of BOM in Enterprise Resource Planning Systems." *Computer Integrated Manufacturing Systems* 9(4): 309-313.
- Livermore, C. T. R. and A. Ragowsky (2002). *ERP SYSTEMS SELECTION AND IMPLEMENTATION: A CROSS-CULTURAL APPROACH*. Eighth Americas Conference on Information Systems.
- Lloyd, G. O., S. Scullin, et al. (2001). *ELECTRONIC CUSTOMER RELATIONSHIP MANAGEMENT: BENEFITS AND PRE-IMPLEMENTATION CONSIDERATIONS*. Seventh Americas Conference on Information Systems.
- Loos, P. (2000). "Advanced Information Technology Application in ERP Systems."
- Loos, P. (2001). *GOZINTOGRAPHS FOR BY-PRODUCTS AND CYCLIC PRODUCTION: AN APPROACH FOR ERP SYSTEM APPLICATION*. Seventh Americas Conference on Information Systems.
- Lorenzo, O. (2001). *HUMAN, CONTEXTUAL, AND PROCESSUAL ISSUES INFLUENCING ENTERPRISE SYSTEM USE*. Seventh Americas Conference on Information Systems.
- Lorist, M. M. and M. Tops (2003). "Caffeine, fatigue, and cognition." *Brain and Cognition* 53(1): 82-94.
- Ludwig, H., A. Keller, et al. (2003). "A Service Level Agreement Language for Dynamic Electronic Services." *Electronic Commerce Research* 3(1-2): 43.
- Luong, L. H. S. and K. Abhary (2003). "Knowledge-based tool for planning of enterprise resources in ASEAN SMEs." *Robotics and Computer-Integrated Manufacturing* 19(5): 409-414.
- Mabert, V., A. Soni, et al. (2000). "Enterprise Resource Planning Survey of U.S. Manufacturing firms." *Production and Inventory Management Journal* 41(2).
- Mabert, V. A., A. Soni, et al. (2001). "Enterprise resource planning: common myths versus evolving reality." *Business Horizons* 44(3): 69-76.
- Mabert, V. A., A. Soni, et al. (2001). "Enterprise Resource Planning: Measuring Value." *Production and Inventory Management Journal* 42(3/4): 46-51.
- Mabert, V. A., A. Soni, et al. (2003). "Enterprise resource planning: Managing the implementation process." *European Journal of Operational Research* 146(2): 302-314.
- Mabert, V. A., A. Soni, et al. (2003). "The impact of organization size on enterprise resource planning (ERP) implementations in the US manufacturing sector." *Omega* 31(3): 235-246.
- Madu, C. N. and A. A. Madu (2003). "E-quality in an integrated enterprise." *The TQM Magazine* 15(3).
- Mahrer, H. and R. Brandtweiner (2001). *MOBILE BUSINESS BARRIERS IN AUSTRIA: FINDING A PATH TOWARDS A MOBILE BUSINESS STRATEGY*. Seventh Americas Conference on Information Systems.
- Mandal, P. and A. Gunasekaran (2002). "Application of SAP R/3 in on-line inventory control." *International Journal of Production Economics* 75(1-2): 47-55.
- Mandal, P. and A. Gunasekaran (2003). "Issues in implementing ERP: A case study." *European Journal of Operational Research* 146(2): 274-283.

- Manetti, J. (2001). "How technology is transforming manufacturing." *Production and Inventory Management Journal* 42(1): 54.
- Maples, L. (2003). "When Are ERP Costs Deductible?" *Journal of Accountancy* 195(1): 91.
- Marks, N. (2003). "Too much value added?" *The Internal Auditor* 60(1): 61.
- Markus, M. L., S. Axline, et al. (2000). "Learning from adopters' experiences with ERP: problems encountered and success achieved." *Journal of Information Technology* 15(4).
- Markus, M. L., C. Tanis, et al. (2000). "Multisite ERP implementations." *Association for Computing Machinery. Communications of the ACM* 43(4): 42.
- Maropoulos, P. G., K. R. McKay, et al. (2002). "O/1 Resource-aware aggregate planning for the distributed manufacturing enterprise." *Annals- Cirp* 51(1): 363-366.
- Marsh, A. (2000). "The implementation of enterprise resource planning systems in small-medium manufacturing enterprises in South-East Queensland: a case study approach." *Management of Innovation and Technology* 2.
- Martinsons, M. G. (2004). "ERP in China: ONE PACKAGE, TWO PROFILES." *Communications of the ACM* 47(7): 65-68.
- Masuzawa, Y. (2000). "On Structured Manuals Analysis and Design for Japanese Enterprises."
- Matten, D. (2003). "Symbolic politics in environmental regulation: corporate strategic responses." *Business Strategy and the Environment* 12(4): 215.
- Matthys, N. and J. D. Shorter (2000). "ELECTRONIC RESOURCE PLANNING SOLUTIONS FOR BUSINESS PROCESSES." *Journal of Computer Information Systems* 41(1): 45.
- Mazumdar, T. and P. Purushottam (2000). "An Investigation of Reference Price Segments." *Journal of Marketing Research (JMR)* 37(2): 246.
- McCullum, T., S. S. Lightle, et al. (2003). "Segregation of Duties in ERP." *Internal Auditor* 60(5): 27-31.
- McComb, G. B. and M. Sharifi (2002). "DESIGN AND IMPLEMENTATION OF AN ERP ORACLE FINANCIALS COURSE." *Journal of Computer Information Systems* 43(2): 71.
- McGovern, F. (2002). "Managing software projects with business-based requirements." *IT Professional*.
- McKinley, J. M. (2000). "Planning for success after "go-live"." *Strategic Finance* 81(10): 54.
- McNurlin, B. (2001). "Will Users of ERP Stay Satisfied?" *MIT Sloan Management Review* 42(2): 13.
- Medjahed, B., B. Benatallah, et al. (2003). "Business-to-business interactions: issues and enabling technologies." *The VLDB Journal — The International Journal on Very Large Data Bases* 12(1).

Meier, M., A. Fülleborn, et al. (2000). "Vertical Integration of Business News from the Internet within the Scope of SAP Strategic Enterprise Management (SAP SEM)TM."

Meinhardt, J. and R. Pekrun (2003). "Attentional resource allocation to emotional events: An ERP study." *Cognition & Emotion* 17(3): 477.

Mendes, R., J. Mateus, et al. (2003). Applying Business Process Modeling to Organizational Change. Ninth Americas Conference on Information Systems.

Merhout, J. W. (2001). NO SILVER BULLET? REDUCING THE DEMAND FOR IT LABOR. Seventh Americas Conference on Information Systems.

Merrill, K. (2001). "Six ideas for integrating e-commerce into your ERP." *AFP Exchange* 21(2): 75.

Metaxiotis, K. S., J. E. Psarras, et al. (2003). "Production scheduling in ERP systems: An AI-based approach to face the gap." *Business Process Management Journal* 9(2): 221.

Michael Ross, J. and S. Glynn (2003). "Socially responsible investment in the UK--criteria that are used to evaluate suitability." *Corporate Social - Responsibility and Environmental Management* 10(1): 1.

Miles, D. (2000). "Lighting the way [medical diode manufacturing]." *Manufacturing Engineer*.

Milford, M. and G. Stewart (2000). "Are ERP Implementations Qualitatively Different from Other Large Systems Implementations?"

Millman, G. J. (2004). "What Did You Get From ERP." *Financial Executive* 20(3): 38-42.

Mills, A. (2000). "Where's the warehouse?" *Manufacturing Engineer*.

Miltenburg, J. (2001). "Computational complexity of algorithms for MRP and JIT production planning problems in enterprise resource planning systems." *Production Planning & Control* 12(2).

Mirghani, M. A. (2001). "A framework for costing planned maintenance." *Journal of Quality in Maintenance Engineering* 7(3).

Monod, E. (2002). FOR A KANTIAN FOUNDATION OF IS RESEARCH: PROPOSALS FOR AN EPISTEMOLOGICAL PLURALISM. Eighth Americas Conference on Information Systems.

Morton, N. A. (2004). The Relationship between Organizational Structure and Enterprise Resource Planning Systems: A Structural Contingency Theory Approach. Proceedings of the Tenth Americas Conference on Information Systems. new york.

Motwani, J., D. Mirchandani, et al. (2002). "Successful implementation of ERP projects: Evidence from two case studies." *International Journal of Production Economics* 75(1/2): 83.

Mousavi, A., P. Adl, et al. (2001). "Design of a Production Planning System Using Customer Oriented Design and Resource Utilisation (CODARU)." *The International Journal of Advanced Manufacturing Technology* 17.

Muehlen, M. z. (2000). "A Framework for XML-based Workflow Interoperability – The AFRICA Project."

- Mullin, R. (2002). "Taking IT to the next level." *Chemical Week* 164(9): 33.
- Murphy, G. D. and A. Chang (2002). *ENTERPRISE SYSTEMS AND SOCIAL NETWORKS: EXTENDING USER ACCEPTANCE THEORY*. Eighth Americas Conference on Information Systems.
- Murphy, K. E. and S. J. Simon (2001). Using Cost Benefit Analysis for Enterprise Resource Planning Project Evaluation: A Case for Including Intangibles. Proceedings of the Annual Hawaii International Conference on System Sciences. CONF34.
- Murphy, K. E. and S. J. Simon (2002). "Intangible benefits valuation in ERP projects." *Information Systems Journal* 12(4): 301.
- Murray, M. G. and G. W. Coffin (2001). *A CASE STUDY ANALYSIS OF FACTORS FOR SUCCESS IN ERP SYSTEM IMPLEMENTATIONS*. Seventh Americas Conference on Information Systems.
- Muscatello, J. R., M. H. Small, et al. (2003). "Implementing enterprise resource planning (ERP) systems in small and midsize manufacturing firms." *International Journal of Operations & Production Management* 23(8): 850.
- Musselman, K. J. (2001). "Complex scheduling of a printing process." *Computers & Industrial Engineering* 39(3-4): 273-291.
- Musselman, K. J., J. O'Reilly, et al. (2002). The role of simulation in advanced planning and scheduling. Proceedings of the Winter Simulation Conference, 2002.
- Myrtveit, I., E. Stensrud, et al. (2001). "Assessing the benefits of imputing ERP projects with missing data." Seventh International Software Metrics Symposium, 2001.
- Møller, C. (2004). ERP in large Danish enterprises: Implications for SCM. Proceedings of the Americas Conference on Information Systems. new york.
- Na, D.-G., W. Jang, et al. (2003). "Development of a resource planning system for compound semiconductor wafer manufacturing." *Journal of Materials Processing Technology* In Press, Corrected Proof.
- Nagendra, P. B. (2000). "LEADERSHIP DEVELOPMENT FOR THE INFORMATION ECONOMY." *International Journal of Commerce & Management* 10(3/4): I.
- Nagi, K. (2001). "Application Scenario." *Lecture Notes in Computer Science* 2249.
- Nah, F. F.-H., S. Faja, et al. (2001). "Characteristics of ERP software maintenance: a multiple case study." *Journal of Software Maintenance and Evolution: Research and Practice* 13(6).
- Nah, F. F.-H., J. L.-S. Lau, et al. (2001). "Critical factors for successful implementation of enterprise systems." *Business Process Management Journal* 7(3): 285.
- Nahar, N. and V. Savolainen (2000). "T-enabled International Promotion Of Technology Transfer in the Enterprise Resource Planning Space." *Studies in Informatics and Control* 9(3): 233-252.
- Nakayama, M. and N. G. Sutcliffe (2001). *SKILLS PORTFOLIO MANAGEMENT FOR INFORMATION SYSTEMS PROFESSIONALS: MANAGERIAL ISSUES AND RESEARCH TOPICS*. Seventh Americas Conference on Information Systems.

- Nandhakumar, J., M. Rossi, et al. (2003). Planning for 'drift'? implementation process of enterprise resource planning systems. Proceedings of the 36th Annual Hawaii International Conference on System Sciences, 2003.
- Naumann, S. (2002). The role of simulation in advanced planning and scheduling. Eighth Americas Conference on Information Systems.
- Neef, D. (2000). "Hiring and e-team." The Journal of Business Strategy 21(6): 17.
- Nelson, K. G. and T. M. Somers (2001). EXPLORING ERP SUCCESS FROM AN END-USER PERSPECTIVE. Seventh Americas Conference on Information Systems.
- Nelson, K. M. and J. G. Coopridge (2001). THE RELATIONSHIP OF SOFTWARE SYSTEM FLEXIBILITY TO SOFTWARE SYSTEM AND TEAM PERFORMANCE. Twenty-Second International Conference on Information Systems.
- Nelson, R. J. and I. Millet (2001). A FOUNDATION COURSE IN ERP AND BUSINESS PROCESSES: RATIONALE, DESIGN, AND EDUCATIONAL OUTCOMES. Seventh Americas Conference on Information Systems.
- Newell, S., J. C. Huang, et al. (2003). "Implementing enterprise resource planning and knowledge management systems in tandem: fostering efficiency and innovation complementarity." Information and Organization 13(1): 25-52.
- Newell, S., J. C. Huang, et al. (2002). SOCIAL CAPITAL IN ERP PROJECTS: THE DIFFERENTIAL SOURCE AND EFFECTS OF BRIDGING AND BONDING. Twenty-Third International Conference on Information Systems.
- Newell, S., C. Tansley, et al. (2001). KNOWLEDGE CREATION IN AN ERP PROJECT TEAM: THE UNEXPECTED DEBILITATING IMPACT OF SOCIAL CAPITAL. Seventh Americas Conference on Information Systems.
- Newmarch, J., K. Schulz, et al. (2000). "Using the Web and Jini to link vending machines and enterprise systems." Technology of Object-Oriented Languages and Systems.
- Ng, C. S. P. (2001). "A decision framework for enterprise resource planning maintenance and upgrade: A client perspective." Journal of Software Maintenance and Evolution: Research and Practice 13(6).
- Ng, C. S. P. (2001). A FRAMEWORK FOR ENTERPRISE RESOURCE PLANNING MAINTENANCE AND UPGRADE DECISIONS. Seventh Americas Conference on Information Systems.
- Ng, C. S. P., T. Chan, et al. (2001). A client-benefits oriented taxonomy of ERP maintenance. IEEE International Conference on Software Maintenance, 2001.
- Ng, C. S. P., G. G. Gable, et al. (2002). "An ERP-client benefit-oriented maintenance taxonomy." Journal of Systems and Software 64(2): 87-109.
- Ng, J. K. C. and W. H. Ip (2003). "Web-ERP: the new generation of enterprise resources planning." Journal of Materials Processing Technology 138(1-3): 590-593.
- Nguyen, T. N. (2000). "An Ecological Approach to E-Business Software Infrastructure."
- Nicolae, B. (2003). "Signs and reality: The tiger effect." Symposium 56(4): 179.

- Nicolaou, A. I. (2004). "Quality of postimplementation review for enterprise resource planning systems." *International Journal of Accounting Information Systems* 5(1): 25-49.
- Niemes, J. (2002). "Discovering the Value of Executive Coaching as a Business Transformation Tool." *Journal of Organizational Excellence* 21(4).
- Nikolopoulos, K., K. S. Metaxiotis, et al. (2003). "Integrating industrial maintenance strategy into ERP." *Industrial Management & Data Systems* 103(3): 184.
- O'Connor, J. T. and S. C. Dodd (2000). "Achieving integration on capital projects with enterprise resource planning systems." *Automation in Construction* 9(5-6): 515-524.
- O'Donnell, E. and J. S. David (2000). "How information systems influence user decisions: a research framework and literature review." *International Journal of Accounting Information Systems* 1(3): 178-203.
- O'Leary, D. E. (2000). *Game Playing Behavior in Requirements Analysis, Evaluation, and System Choice for Enterprise Resource Planning Systems*. Proceedings of the International Conference on Information Systems. CONF21: 385-395.
- O'Leary, D. E. (2002). "Knowledge management across the enterprise resource planning systems life cycle." *International Journal of Accounting Information Systems* 3(2): 99-110.
- O'Leary, D. E. (2004). "On the relationship between REA and SAP." *International Journal of Accounting Information Systems* 5(1): 65-81.
- O'Rourke, A. R. (2003). "A new politics of engagement: shareholder activism for corporate social responsibility." *Business Strategy and the Environment* 12(4): 227.
- Oh, W. and J. W. Kim (2001). *THE EFFECTS OF FIRM CHARACTERISTICS ON INVESTOR REACTION TO IT INVESTMENT ANNOUNCEMENTS*. Twenty-Second International Conference on Information Systems.
- Olhager, J. and E. Selldin (2003). "Enterprise resource planning survey of Swedish manufacturing firms." *European Journal of Operational Research* 146(2): 365-373.
- Oliver, D. and C. Romm (2000). "ERP Systems: The Route to Adoption."
- Oliver, D. and C. Romm (2002). "Justifying enterprise resource planning adoption." *Journal of Information Technology* 17(4): 199.
- Palaniswamy, R. and T. G. Frank (2000). "ENHANCING MANUFACTURING PERFORMANCE WITH ERP SYSTEMS." *Information Systems Management* 17(3): 43.
- Palaniswamy, R. and T. G. Frank (2002). "ORACLE ERP AND NETWORK COMPUTING ARCHITECTURE: IMPLEMENTATION AND PERFORMANCE." *Information Systems Management* 19(2): 53.
- Pan, S. L., S. Newell, et al. (2001). *KNOWLEDGE INTEGRATION AS A KEY PROBLEM IN AN ERP IMPLEMENTATION*. Twenty-Second International Conference on Information Systems.
- Pang, L. (2001). "Manager's Guide to Enterprise Resource Planning (ERP) Systems." *Information Systems Control Journal* 4: 47-52.

- Pant, S. and R. T (2000). "A Framework for Planning E-business Information Systems: A Research Proposal."
- Papamargaritis, G. and A. Sutcliffe (2004). "Applying the Domain Theory to Design for Reuse." *BT Technology Journal* 22(2): 104.
- Park, S. (2000). "Supply Chain Management in the Emerging Context of Electronic Commerce Extended Abstract for Doctoral Consortium."
- Parth, F. R. and I. E. Gumz (2003). "High Stakes Project consultants must tap the right stakeholders at the optimal time during enterprise resource planning implementations." *PM Network* 17(4): 50-55.
- Parush, A., H. Hamm, et al. (2002). "Learning histories in simulation-based teaching: the effects on self-learning and transfer." *Computers & Education* 39(4): 319-332.
- Paulson, L. D. (2000). "More hype than Internet bytes for online ERP." *IT Professional*.
- Pawlowski, S. D. and P. Datta (2001). ORGANIZATIONAL RESPONSES TO THE SHORTAGE OF IT PROFESSIONALS: A RESOURCE DEPENDENCE THEORY FRAMEWORK. Seventh Americas Conference on Information Systems.
- Pawlowski, S. D., D. Robey, et al. (2000). "SUPPORTING SHARED INFORMATION SYSTEMS: BOUNDARY OBJECTS, COMMUNITIES, AND BROKERING."
- Payne, W. (2002). "The time for ERP?" *Work Study* 51(2).
- Peach, M. (2000). "Enterprise and controls companies converge in the information management world." *Control Engineering* 47(2): 57.
- Pechoucek, R. A., M. Krautwurmova, et al. (2001). "Adoption of an agent-based production planning technology in the manufacturing industry." 12th International Workshop on Database and Expert Systems Applications, 2001.
- Pelz-Sharpe, A. (2000). "ERP and third party workflow." *Document World* 5(1): 15.
- Pitirro, M. (2001). "Bringing new value and technology to old manufacturing with MAPICS, Inc." *Strategic Finance* 83(6): 50.
- Pollock, N. and J. Cornford (2001). Customising industry standard computer systems for universities: ERP systems and the university as a 'unique' organisation. 2nd IEEE Conference Standardization and Innovation in Information Technology.
- Poston, R. and S. Grabski (2000). The Impact of Enterprise Resource Planning Systems on Firm Performance. Proceedings of the International Conference on Information Systems. CONF21.
- Poston, R. and S. Grabski (2001). "Financial impacts of enterprise resource planning implementations." *International Journal of Accounting Information Systems* 2(4): 271-294.
- Powell, L. and T. Cowderoy (2002). "Becoming a flexible friend [ERP implementation]." *Manufacturing Engineering*.
- Power, D. J. (2004). Decision Support systems: from the past to the future. Proceedings of the Americas Conference on Information Systems. new york.
- Pozzebon, M. (2000). "Combining a Structuration Approach

with a Behavioral-Based Model

to Investigate ERP Usage."

Pozzebon, M. (2001). DEMYSTIFYING THE RHETORICAL CLOSURE OF ERP PACKAGES. Twenty-Second International Conference on Information Systems.

Prasad, R. M. and S. B. Prasad (2002). "Is the enterprise software sector still in transition? A research note." *Technovation* 22(12): 769.

Pullin, J. (2002). "Hard sell." *Professional Engineering* 15(1): 53.

Quattrone, P. and T. Hopper (2001). "What does organizational change mean? Speculations on a taken for granted category." *Management Accounting Research* 12(4): 403-435.

Quattrone, P. and T. Hopper (2004). "A 'time-space odyssey': management control systems in two multinational organisations." *Accounting, Organizations and Society* In Press, Corrected Proof.

Rabelo, L., A. Shah, et al. (2002). "Supply chain management: detecting structural changes." *Proceedings of the 5th Biannual World Automation Congress, 2002*.

Raghunathan, M. and E. McKinney (2002). IMPLEMENTING INFORMATION SYSTEMS: A STUDY OF ACTIVITY BASED COSTING SYSTEMS. Eighth Americas Conference on Information Systems.

Ragowsky, A. and T. M. Somers (2002). "Special Section: Enterprise Resource Planning." *Journal of Management Information Systems* 19(1): 11-16.

Raisinghani, M. S., J. Barham, et al. (2002). KNOWLEDGE MANAGEMENT IMPLEMENTATION WITHIN TWO GLOBAL E-BUSINESS ORGANIZATIONS: A COMPARATIVE CASE STUDY ANALYSIS. Eighth Americas Conference on Information Systems.

Rajagopal, P. (2002). "An innovation-diffusion view of implementation of enterprise resource planning (ERP) systems and development of a research model." *Information and Management* 40(2).

Ramiller, N. and R. Rogers (2000). "Dynamic Institutionalization of the Terms of Presentation in Information Technology Management."

Randjelovic, J., A. R. O'Rourke, et al. (2003). "The emergence of green venture capital." *Business Strategy and the Environment* 12(4): 240.

Ranganathan, C. and I. Samarah (2001). Enterprise Resource Planning Systems and Firm Value: An Event Study Analysis. Twenty-Second International Conference on Information Systems.

Rao, S. S. (2000). "Enterprise resource planning: business needs and technologies." *Industrial Management + Data Systems* 100(2): 81.

Ravichandran, N. (2003). "Bharat Petroleum Corporation Limited." *Vikalpa: The Journal for Decision Makers* 28(1): 125.

Razi, M. A. and M. Tarn (2003). "An applied model for improving inventory management in ERP systems." *Logistics Information Management* 16(2): 114-124.

Reijers, H. A., S. Limam, et al. (2003). "Product-Based Workflow Design." *Journal of Management Information Systems* 20(1): 229.

- Reimers, K. (2003). "IMPLEMENTING ERP SYSTEMS IN CHINA." *Communications of AIS* 2003(11): 335-356.
- Reimers, K., M. Li, et al. (2004). "A Multi-Level Approach for Devising Effective B2B E-Commerce Development Strategies with an Application to the Case of China." *Electronic Commerce Research* 4(3): 287.
- Reinhard, N. and S. Bergamaschi (2001). *MANAGEMENT OF ERP SYSTEMS IMPLEMENTATION IN BRAZIL*. Seventh Americas Conference on Information Systems.
- Ribbers, P. M. A. and K.-C. Schoo (2002). "PROGRAM MANAGEMENT AND COMPLEXITY OF ERP IMPLEMENTATIONS." *Engineering Management Journal* 14(2): 45.
- Richard, B. (2004). "Hype and reality in performance management." *Measuring Business Excellence* 8(2): 9.
- Riemenschneider, C. K. and V. R. McKinney (2001). *AN ASSESSMENT OF SMALL BUSINESS EXECUTIVE BELIEF DIFFERENCES IN ADOPTERS AND NON-ADOPTERS OF WEB-BASED E-COMMERCE*. Seventh Americas Conference on Information Systems.
- Ritchie-Dunham, J., D. J. Morrice, et al. (2000). A strategic supply chain simulation model. *Simulation Conference Proceedings*.
- Roberts, M. (2000). "Making the e-business connection." *Chemical Week* 162(20): S2.
- Robertson, N. H. and T. Perera (2002). "Automated data collection for simulation?" *Simulation Practice and Theory* 9(6-8): 349-364.
- Robey, D., J. W. Ross, et al. (2002). "Learning to Implement Enterprise Systems: An Exploratory Study of the Dialectics of Change." *Journal of Management Information Systems* 19(1): 17.
- Robinson, B. and F. Wilson (2001). "Planning for the market? Enterprise Resource Planning systems and the contradictions of capital." *Database for Advances in Information Systems* 32(4): 21.
- Robinson, W. N., S. D. Pawlowski, et al. (2003). "Requirements interaction management." *ACM Computing Surveys (CSUR)* 35(2).
- Rodecker, R. A. and T. J. Hess (2001). *USER SATISFACTION WITH ENTERPRISE RESOURCE PLANNING SYSTEMS: THE EFFECT OF USER KNOWLEDGE AND INVOLVEMENT, TRAINING, AND LOCUS OF CONTROL*. Seventh Americas Conference on Information Systems.
- Rolland, C. and N. Prakash (2000). "Bridging the Gap Between Organisational Needs and ERP Functionality." *Requirements Engineering* 5(3).
- Rolland, C. and N. Prakash (2001). "Matching ERP system functionality to customer requirements." *Fifth IEEE International Symposium on Requirements Engineering*, 2001.
- Rosemann, M. (2000). "Teaching Enterprise Resource Planning (Workshop)." none.
- Rosemann, M. (2001). *REQUIREMENTS ENGINEERING FOR ENTERPRISE SYSTEMS*. Seventh Americas Conference on Information Systems.

- Rosemann, M. and R. Chan (2000). "A Framework to Structure Knowledge for Enterprise Systems."
- Rosemann, M., J. E. Scott, et al. (2000). "Collaborative ERP Education: Experiences from a First Pilot."
- Rosemann, M., G. Stewart, et al. (2000). "Collaborative ERP Curriculum Developing Using Industry Process Models."
- Rosemann, M. and E. Watson (2001). EDUCATION IN ENTERPRISE SYSTEMS AT UNIVERSITIES. Seventh Americas Conference on Information Systems.
- Ross, J. W. (2000). "The ERP Revolution: Surviving vs. Thriving." Information Systems Frontiers.
- Rothenberger, M. A. and U. R. Kulkarni (2000). "SOFTWARE REUSE IN INFORMATION SYSTEMS DEVELOPMENT."
- Rutner, S. M., B. J. Gibson, et al. (2003). "The impacts of the integrated logistics systems on electronic commerce and enterprise resource planning systems." Transportation Research Part E: Logistics and Transportation Review 39(2): 83-93.
- Saccol, A. Z., C. D. Pedron, et al. (2003). The Impact of ERP Systems on Organizational Strategic Variables in Brazilian Companies. Ninth Americas Conference on Information Systems.
- Sakaguchi, T., C. Dibrell, et al. (2002). DEVELOPMENT OF AN INTEGRATED SUPPLY CHAIN MODEL. Eighth Americas Conference on Information Systems.
- Salam, A. F., L. Iyer, et al. (2001). RELATIONSHIP MARKETING AND B2B E-COMMERCE: REDEFINING THE TRADITIONAL BUYER-SELLER RELATIONSHIP IN THE DYNAMIC B2B - MARKETPLACE ENVIRONMENT. Seventh Americas Conference on Information Systems.
- Sammon, D., F. Adam, et al. (2001). ERP DREAMS AND SOUND BUSINESS RATIONALE. Seventh Americas Conference on Information Systems.
- Sanjay, S. and R. Audun (2003). "On the path to sustainability: integrating social dimensions into the research and practice of environmental management." Business Strategy and the Environment 12(4): 205.
- Santhanam, R., E. Hartono, et al. (2003). Common Factors among Management Support Systems' Success. Ninth Americas Conference on Information Systems.
- Sarker, S. and A. S. Lee (2003). "Using a case study to test the role of three key social enablers in ERP implementation." Information & Management 40(8): 813-829.
- Sarkis, J. and A. Gunasekaran (2003). "Enterprise resource planning - modeling and analysis." European Journal of Operational Research 146(2): 229-232.
- Sarkis, J. and R. P. Sundarraj (2003). "Evaluating Componentized Enterprise Information Technologies: A Multiattribute Modeling Approach." Information Systems Frontiers 5(3): 303.
- Sarkis, J. and R. P. Sundarraj (2003). "Managing large-scale global enterprise resource planning systems: a case study at Texas Instruments." International Journal of Information Management 23(5): 431-442.
- Sasovova, Z., M. S. H. Heng, et al. (2001). LIMITS TO USING ERP SYSTEMS. Seventh Americas Conference on Information Systems.

- Sayed, H. E. and C. Westrup (2003). "Egypt and ICTs: How ICTs bring national initiatives, global organizations and local companies together." *Information Technology & People* 16(1): 76.
- Scapens, R. W. and M. Jazayeri (2003). "ERP systems and management accounting change: opportunities or impacts? A research note." *European Accounting Review* 12(1): 201.
- Scheer, A.-W. and F. Habermann (2000). "Making ERP a success." *Association for Computing Machinery. Communications of the ACM* 43(4): 57.
- Scheer, C., T. Theling, et al. (2002). *INFORMATION INTERFACE CLASSIFICATION OF ACTORS IN SUPPLY CHAINS*. Eighth Americas Conference on Information Systems.
- Scherpenseel, C. (2003). "getting more from an ERP investment." *Financial Executive* 19(5): 52.
- Schnederjans, M. J. and G. C. Kim (2003). "Implementing enterprise resource planning systems with total quality control and business process reengineering survey results." *International Journal of Operations & Production Management* 23(3/4): 418-429.
- Schroeck, M., D. Zinn, et al. (2002). "Integrated Analytics - Getting Increased Value from Enterprise Resource Planning Systems." *DM Review* 12(5): 30-33.
- Schubert, P. and M. Koch (2002). *THE POWER OF PERSONALIZATION: CUSTOMER COLLABORATION AND VIRTUAL COMMUNITIES*. Eighth Americas Conference on Information Systems.
- Schönefeld, M. and O. Vering (2000). "Enhancing ERP-Efficiency through Workflow-Services."
- Scott, J. E. (2000). "Implementing Enterprise Resource Planning Systems: The Role of Learning from Failure." *Information Systems Frontiers*.
- Scott, J. E. (2004). *Tekcal's ERP Implementation Challenge: Climate, Fit and Effectiveness*. Proceedings of the Tenth Americas Conference on Information Systems. new york.
- Scott, J. E. and L. Kaindl (2000). "Enhancing functionality in an enterprise software package." *Information & Management* 37(3): 111-122.
- Scott, S. V. and E. L. Wagner (2003). "Networks, negotiations, and new times: the implementation of enterprise resource planning into an academic administration." *Information and Organization* In Press, Corrected Proof.
- Sedera, D., G. Gable, et al. (2004). *Knowledge Management as an antecedent of Enterprise System Success*. Proceedings of the Tenth Americas Conference on Information Systems. new york.
- Sedera, D., G. G. Gable, et al. (2003). *Measuring Enterprise Systems Success: A Preliminary Model*. Ninth Americas Conference on Information Systems.
- Sehgal, R. and G. Stewart (2004). *Exploring the Relationship between User Empowerment and Enterprise System Success Measures*. Proceedings of the Tenth Americas Conference on Information Systems. new york.

- Selen, W. (2001). "Learning in the new business school setting: a collaborative model." *The Learning Organization: An International Journal* 8(3).
- Seng, J.-L. (2004). *Toward a Generic Transformation between B2Bi Standards of UML and XML*. Proceedings of the Tenth Americas Conference on Information Systems. new york.
- Service, R. W. and J. L. Boockholdt (2000). "Employing Information Systems for Competitive Advantage."
- Shah, A. D. (2000). "The Role of Information Resource Management in Managing a Corporate Portal." *Lecture Notes in Computer Science* 1920.
- Shakir, M. (2000). "Decision Making in the Evaluation, Selection and Implementation of ERP Systems."
- Shakir, M. and D. Viehland (2004). *Business Drivers in Contemporary Enterprise System Implementations*. Proceedings of the Tenth Americas Conference on Information Systems. new york.
- Shang, S. S. C. and P. B. Seddon (2000). "A Comprehensive Framework for Classifying the Benefits of ERP Systems."
- Shang, S. S. C. and T. C. C. Su (2004). *Managing User Resistance in Enterprise Systems Implementation*. Proceedings of the Tenth Americas Conference on Information Systems. new york.
- Shanks, G. (2000). "A model of ERP project implementation." *Journal of Information Technology* 15(4).
- Sharma, S. and M. Tanniru (2000). "Managing Projects in a Software Acquisition Environment – Issues and Challenges."
- Sharp, K. (2001). "INTEGRATION ISSUES Supply Chain Management: Wat's Hot for 2001." *Id Systems* 21(1): 36-45.
- Sheng, Y. P. (2004). *Information Technology and Organizational Capability - What Chandler Would Think Today?* Proceedings of the Tenth Americas Conference on Information Systems. new york.
- Sherer, S. A., R. Kohli, et al. (2003). "Complementary Investment in Change Management and IT Investment Payoff." *Information Systems Frontiers* 5(3): 321.
- Sheu, C., B. Chae, et al. (2004). "National differences and ERP implementation: issues and challenges." *Omega* 32(5): 361-371.
- Sheu, C., H. R. Yen, et al. (2003). "The effect of national differences on multinational ERP implementation: an exploratory study." *Total Quality Management & Business Excellence* 14(6): 641.
- Shoemaker, M. E. (2001). "A Framework for Examining IT-Enabled Market Relationships." *Journal of Personal Selling & Sales Management* 21(2): 177.
- Shoemaker, M. E. (2003). "WHAT MARKETING STUDENTS NEED TO KNOW ABOUT ENTERPRISE RESOURCE PLANNING (ERP) SYSTEMS." *Marketing Education Review* 13(2): 69.
- Shtub, A. (2001). "A framework for teaching and training in the Enterprise Resource Planning (ERP) era." *International Journal of Production Research* 39(3).

- Sia, S. K. and C. Soh (2002). SEVERITY ASSESSMENT OF ERP.ORGANIZATION MISALIGNMENT: HONING IN ON ONTOLOGICAL STRUCTURE AND CONTEXT SPECIFICITY. Twenty-Third International Conference on Information Systems.
- Sia, S. K., M. Tang, et al. (2002). "Enterprise resource planning (ERP) systems as a technology of power: Empowerment or panoptic control?" Database for Advances in Information Systems 33(1): 23.
- Siau, K. and Y. Tian (2004). "SUPPLY CHAINS INTEGRATION: ARCHITECTURE AND ENABLING TECHNOLOGIES." Journal of Computer Information Systems 44(3): 67-72.
- Sidorova, A. (2000). "Unearthing Some Causes of BPR Failure: An Actor-Network Theory Perspective."
- Singletary, L. A. (2002). EMPIRICAL STUDY OF STAKEHOLDERS. PERCEIVED BENEFITS OF INTEGRATION ATTRIBUTES FOR ENTERPRISE IT APPLICATIONS. Eighth Americas Conference on Information Systems.
- Singletary, L. A., S. D. Pawlowski, et al. (2003). What is Applications Integration? Understanding the Perspectives of Managers, IT Professionals, and End Users. Ninth Americas Conference on Information Systems.
- Siriginidi, S. R. (2000). "Enterprise resource planning in reengineering business." Business Process Management Journal 6(5).
- Skok, W. and M. Legge (2002). "Evaluating enterprise resource planning (ERP) systems using an interpretive approach." Knowledge and Process Management 9(2).
- Slywotzky, A. and D. Morrison (2001). "Becoming a digital business: - it's not about technology." Strategy and Leadership 29(2).
- Smith, K. T. and J. A. Lingerfelt (2000). "How Law Enforcement Executives Can Use Enterprise Resource Planning to Improve Their Agency's Effectiveness." Police Chief 67(9): 68.
- Sock Hwa, C. and S. Charles A (2000). "ERP adoption: a technological evolution approach." International Journal of Agile Management Systems 2(1): 24.
- Soffer, P., B. Golany, et al. (2003). "ERP modeling: a comprehensive approach." Information Systems 28(6): 673-690.
- Soh, C., S. K. Sia, et al. (2000). "Cultural fits and misfits: Is ERP a universal solution?" Association for Computing Machinery. Communications of the ACM 43(4): 47.
- Soja, P. (2004). Success Factors in ERP Systems Implementations. Result of Research on the Polish ERP Market. Proceedings of the Tenth Americas Conference on Information Systems. new york.
- Soliman, F. Clegg, et al. (2001). "Critical success factors for integration of CAD/CAM systems with ERP systems." International Journal of Operations & Production Management 21(5/6): 609.
- Somers, T. M., K. Nelson, et al. (2003). "RESEARCH NOTE Confirmatory Factor Analysis of the End-User Computing Satisfaction Instrument: Replication within an ERP Domain." Decision Sciences 34(3): 595-621.

- Somers, T. M. and K. G. Nelson (2001). The Impact of Critical Success Factors across the Stages of Enterprise Resource Planning Implementations. Proceedings of the Annual Hawaii International Conference on System Sciences. CONF34.
- Somers, T. M. and K. G. Nelson (2003). "The impact of strategy and integration mechanisms on enterprise system value: Empirical evidence from manufacturing firms." *European Journal of Operational Research* 146(2): 315-338.
- Somers, T. M. and K. G. Nelson (2004). "A taxonomy of players and activities across the ERP project life cycle." *Information & Management* 41(3): 257-278.
- Somers, T. M., K. G. Nelson, et al. (2003). "Confirmatory Factor Analysis of the End-User Computing Satisfaction Instrument: Replication within an ERP Domain*." *Decision Sciences* 34(3): 595.
- Somers, T. M., K. G. Nelson, et al. (2000). "Enterprise Resource Planning (ERP) for the Next Millenium: Development of an Integrative Framework and Implications for Research."
- Sommer, R. A. (2003). "Business process flexibility: a driver for outsourcing." *Industrial Management & Data Systems* 103(3).
- Sousa, R. D. (2002). ENTERPRISE SYSTEMS EXTENDED USE. Eighth Americas Conference on Information Systems.
- Sousa, R. D. and D. L. Goodhue (2003). Understanding Exploratory Use of ERP Systems. Ninth Americas Conference on Information Systems.
- Southwick, R. (2002). REENGINEERING IDENTITIES? EXAMINING THE CULTURAL ASPECTS OF BUSINESS PROCESS REDESIGN IN A UNIVERSITY ERP IMPLEMENTATION. Eighth Americas Conference on Information Systems.
- Spathis, C. and S. Constantinides (2003). "The usefulness of ERP Systems for effective management." *Industrial Management & Data Systems* 103(8/9): 677-685.
- Spathis, C. and S. Constantinides (2004). "Enterprise resource planning systems' impact on accounting processes." *Business Process Management Journal* 10(2): 234-247.
- Spencer, A. and T. Jeff (2003). "ERP merger mania." *Strategic Finance* 85(4): 30.
- Sprott, D. (2000). "Componentizing the enterprise application packages." *Association for Computing Machinery. Communications of the ACM* 43(4): 63.
- Staehr, L., G. Shanks, et al. (2002). UNDERSTANDING THE BUSINESS BENEFITS OF ENTERPRISE RESOURCE PLANNING SYSTEMS. Eighth Americas Conference on Information Systems.
- Stafyla, A. (2000). "Change Climate, Work Team and Leadership Style: An Empirical Study on Information Systems Users (ISU) in Greece."
- Stamelos, I., L. Angelis, et al. (2003). "On the use of Bayesian belief networks for the prediction of software productivity." *Information and Software Technology* 45(1): 51-60.
- Stanford, V. (2002). "Pervasive computing goes to work: interfacing to the enterprise." *Pervasive Computing, IEEE*.

- Stefanou, C. J. (2000). "The Selection Process of Enterprise Resource Planning (ERP) Systems." none.
- Stender, M. (2002). OUTLINE OF AN AGILE INCREMENTAL IMPLEMENTATION METHODOLOGY FOR ENTERPRISE SYSTEMS. Eighth Americas Conference on Information Systems.
- Stensrud, E., T. Foss, et al. (2003). "A Further Empirical Investigation of the Relationship Between MRE and Project Size." *Empirical Software Engineering* 8(2): 139.
- Stensrud, E. and I. Myrtveit (2003). "Identifying high performance ERP projects." *IEEE Transactions on Software Engineering*.
- Stevens, C. P. (2003). "ENTERPRISE RESOURCE PLANNING: A TRIO OF RESOURCES." *Information Systems Management* 20(3): 61.
- Stevens, M. G. (2002). "Tax treatment of enterprise software." *The Practical Accountant* 35(11): 47.
- Stewart, G., M. Milford, et al. (2000). "Organisational Readiness for ERP Implementation."
- Stewart, G. and M. Rosemann (2001). "Industry-oriented design of ERP-related curriculum--an Australian initiative." *Business Process Management Journal* 7(3): 234.
- Stewart, G. and M. Rosemann (2001). PROCESS MODELING: A TEACHING APPROACH FOR DEVELOPING GENERIC SKILLS IN IT STUDENTS. Seventh Americas Conference on Information Systems.
- Stewart, G., S. Tracy, et al. (2002). CONFIGURING THE SAP STUDENT MARKETPLACE FOR THE ADVANCEMENT OF RESEARCH AND TEACHING (SAP SMART). Eighth Americas Conference on Information Systems.
- Stijn, E. V. and A. Wensley (2001). "Organizational memory and the completeness of process modeling in ERP systems." *Business Process Management Journal* 7(3): 181.
- Stijn, E. v. and F. Wijnhoven (2001). "Diagnosing Organizational Memory Mismatches in the ERP Usage Stage."
- Stirling, M., D. Petty, et al. (2002). "A methodology for developing integrated information systems based on ERP packages." *Business Process Management Journal* 8(5).
- Stratman, J. K. and A. V. Roth (2002). "Enterprise resource planning (ERP) competence constructs: Two-stage multi-item scale development and validation." *Decision Sciences* 33(4): 601.
- Strensrud, E. (2001). "Alternative approaches to effort prediction of ERP projects." *Information & Software Technology* 43(7): 413.
- Strong, D. M., O. Volkoff, et al. (2001). ERP SYSTEMS, TASK STRUCTURE, AND WORKAROUNDS IN ORGANIZATIONS. Seventh Americas Conference on Information Systems.
- Strong, D. M., O. Volkoff, et al. (2003). ERP Systems and the Paradox of Control. Ninth Americas Conference on Information Systems.

- Subramaniam, C. and M. J. Shaw (2004). "The Effects of Process Characteristics on the Value of B2B E-Procurement." *Information Technology and Management* 5(1-2): 161.
- Sullivan, J. and R. Beach (2002). **LEARNING FROM HIGH RELIABILITY ORGANIZATIONS IN THE DEVELOPMENT OF ERP SYSTEMS: A PROPOSED RESEARCH DESIGN.** Eighth Americas Conference on Information Systems.
- Sumner, M. (2000). "Risk factors in enterprise-wide/ERP projects." *Journal of Information Technology* 15(4).
- Sun, L., S. Chong, et al. (2001). **ARTICULATION OF INFORMATION REQUIREMENTS IN E-BUSINESS SYSTEMS.** Seventh Americas Conference on Information Systems.
- Susanne, S., R. Nigel, et al. (2003). "Corporate environmental management and sustainable enterprise: the influence of information processing and decision styles." *Business Strategy and the Environment* 12(4): 265.
- Swanson, E. B. (2000). "Information Systems as Buzz."
- Symeonidis, A. L., D. D. Kehagias, et al. (2003). "Intelligent policy recommendations on enterprise resource planning by the use of agent technology and data mining techniques." *Expert Systems with Applications* 25(4): 589-602.
- Saad, S. M. and L. S. C. Koh (2002). "Development of a business model for diagnosing uncertainty in ERP environments." *International Journal of Production Research* 40(13): 3015.
- Saad, S. M. and L. S. C. Koh (2003). "A holistic approach to diagnose uncertainty in ERP-controlled manufacturing shop floor." *Production Planning & Control* 14(3): 273.
- Tabor, S. W. (2002). **THE EVOLVING WEB DEVELOPMENT LIFE CYCLE: A STAGE MODEL PROPOSITION.** Eighth Americas Conference on Information Systems.
- Tan, C. W. and S. L. Pan (2002). **ERP SUCCESS: THE SEARCH FOR A COMPREHENSIVE FRAMEWORK.** Eighth Americas Conference on Information Systems.
- Tang, M., S. K. Sia, et al. (2000). "A CONTINGENCY ANALYSIS OF POST-BUREAUCRATIC CONTROLS IN IT-RELATED CHANGE."
- Tanigawa, U. (2004). *Decision Processes in Enterprise Architecture: Descriptive Study.* Proceedings of the Tenth Americas Conference on Information Systems. New York.
- Tao, Y.-H., T.-P. Hong, et al. (2004). "An XML implementation process model for enterprise applications." *Computers in Industry* In Press, Corrected Proof.
- Tarafdar, M. and R. K. Roy (2003). "Analyzing the adoption of enterprise resource planning systems in Indian organizations: A process framework." *Journal of Global Information Technology Management* 6(1): 31.
- Tarn, M., D. C. Yen, et al. (2002). "Exploring the rationales for ERP and SCM integration." *Industrial Management + Data Systems* 102(1/2): 26.

- Taylor, B. G. and T. O. Dorre (2000). "Upgrading Enterprise Resource Planning Systems." *Cupa Journal* 51(1).
- Tchokogue, A., C. Bareil, et al. (2004). "Key lessons from the implementation of an ERP at Pratt & Whitney Canada." *International Journal of Production Economics* In Press, Corrected Proof.
- Teltumbde, A. (2000). "A framework for evaluating ERP projects." *International Journal of Production Research* 38(17): 4507.
- Themistocleous, M. and Z. Irani (2000). "Taxonomy of Factors for information system application integration."
- Themistocleous, M. and Z. Irani (2001). "Benchmarking the benefits and barriers of application integration." *Benchmarking* 8(4): 317.
- Themistocleous, M. and Z. Irani (2001). EVALUATING APPLICATION INTEGRATION: AN EXPLORATORY CASE STUDY. Seventh Americas Conference on Information Systems.
- Themistocleous, M., Z. Irani, et al. (2001). "ERP and application integration." *Business Process Management Journal* 7(3): 195.
- Thomas, K. (2003). "ERP systems and the strategic management processes that lead to competitive advantage." *Information Resources Management Journal* 16(4): 46.
- Timbrell, G. T., N. M. Andrews, et al. (2001). IMPEDIMENTS TO INTER-FIRM TRANSFER OF BEST PRACTICE IN AN ENTERPRISE SYSTEMS CONTEXT. Seventh Americas Conference on Information Systems.
- Tony Liu, D. and X. William Xu (2001). "A review of web-based product data management systems." *Computers in Industry* 44(3): 251-262.
- Tracy, S., G. Stewart, et al. (2001). SAP STUDENT MARKETPLACE FOR THE ADVANCEMENT OF RESEARCH AND TEACHING (SAP SMART). Eighth Americas Conference on Information Systems.
- Trappey, A. and P.-S. Ho (2002). "Human resource assignment system for distribution centers." *Industrial Management + Data Systems* 102(1/2): 64.
- Trienekens, J. J. M., J. J. Bouman, et al. (2004). "Specification of Service Level Agreements: Problems, Principles and Practices." *Software Quality Journal* 12(1): 43.
- Trimmer, K. J., L. D. Pumphrey, et al. (2002). "ERP implementation in rural health care." *Journal of Management in Medicine* 16(2).
- Truex, D. and D. Avison (2003). Method Engineering: Reflections on the Past and Ways Forward. Ninth Americas Conference on Information Systems.
- Tu, Q. (2001). MEASURING ORGANIZATIONAL LEVEL IS USAGE AND ITS IMPACT ON MANUFACTURING PERFORMANCE. Eighth Americas Conference on Information Systems.
- Tuynman, J. (2000). "As price tags come down, small and medium-sized businesses join the enterprise resource planning big leagues." *Business Mexico* 10(11): 46-51.
- Tyler, G. (2002). "ERP redefines itself." *Management Services* 46(10): 24.

- Umble, E. J., R. R. Haft, et al. (2003). "Enterprise resource planning: Implementation procedures and critical success factors." *European Journal of Operational Research* 146(2): 241-257.
- Umble, E. J. and M. M. Umble (2002). "Avoiding ERP Implementation Failure." *Industrial Management* 44(1): 25.
- Umble, M., E. J. Umble, et al. (2001). "Integrating enterprise resources planning and theory of constraints: A case study." *Production and Inventory Management Journal* 42(2): 43.
- Van der Aalst, W. M. P. (2002). "Making Work Flow: On the Application of Petri Nets to Business Process Management." *Lecture Notes in Computer Science* 2360.
- Van der Aalst, W. M. P., B. v. Dongen, et al. (2003). "Workflow mining: A survey of issues and approaches." *Data & Knowledge Engineering* 47(2): 237-267.
- Van der Aalst, W. M. P. and A. J. M. M. Weijters (2004). "Process mining: a research agenda." *Computers in Industry* 53(3): 231-244.
- van Dorp, C. A., A. J. M. Beulens, et al. (2001). ERP IN SEMI-PROCESS: REQUIREMENTS CAPTURE FOR TRACKING AND TRACING. Seventh Americas Conference on Information Systems.
- van Everdingen, Y. M. and E. v. Waarts (2003). "The Effect of National Culture on the Adoption of Innovations." *Marketing Letters* 14(3): 217-232.
- van Merode, G. G., S. Groothuis, et al. (2004). "Enterprise resource planning for hospitals." *International Journal of Medical Informatics* 73(6): 493-501.
- Vandaele, N. and L. De Boeck (2003). "Advanced Resource Planning." *Robotics and Computer-Integrated Manufacturing* 19(1-2): 211-218.
- Verville, J. C. and A. Halington (2002). "An investigation of the decision process for selecting an ERP software: the case of ESC." *Management Decision* 40(3): 206.
- Verville, J. C. and A. Halington (2002). "A qualitative study of the influencing factors on the decision process for acquiring ERP software." *Qualitative Market Research: An International Journal* 5(3).
- Verville, J. C. and A. Halington (2003). "Analysis of the decision process for selecting ERP software: the case of Keller Manufacturing." *Integrated Manufacturing Systems* 14(5): 423-432.
- Verville, J. C. and A. Halington (2003). "The effect of team composition and group role definition on ERP acquisition decisions." *Team Performance Management* 9(5/6): 115.
- Verville, J. C. and A. Halington (2003). "A six-stage model of the buying process for ERP software." *Industrial Marketing Management* 32(7): 585-594.
- Verwijmeren, M. (2004). "Software component architecture in supply chain management." *Computers in Industry* 53(2): 165-178.
- Vogel, A., M. Fischer, et al. (2002). "Real-World Shop Floor Scheduling by Ant Colony Optimization." *Lecture Notes in Computer Science* 2463.
- Vogt, C. (2002). "Intractable ERP: A Comprehensive Analysis of Failed Enterprise-Resource- Planning Projects." *Software Engineering Notes* 27(2): 62-68.

- Volkoff, O. (2003). "Configuring an ERP system: Introducing best practices or hampering flexibility?" *Journal of Information Systems Education* 14(3): 319.
- Volkoff, O. and S. Sawyer (2001). ERP IMPLEMENTATION TEAMS, CONSULTANTS, AND INFORMATION SHARING. Seventh Americas Conference on Information Systems.
- Volkoff, O., D. M. Strong, et al. (2002). BETWEEN A ROCK AND A HARD PLACE: BOUNDARY SPANNERS IN AN ERP IMPLEMENTATION. Eighth Americas Conference on Information Systems.
- Vosburg, J. and A. Kumar (2001). "Managing dirty data in organizations using ERP: lessons from a case study." *Industrial Management & Data Systems* 101(1): 21.
- Wagner, C. (2002). WHAT'S WRONG WITH THE BALANCED SCORECARD? CONSIDERATIONS FOR THE DESIGN OF AN IMPROVED ENTERPRISE PERFORMANCE MANAGEMENT SYSTEM. Eighth Americas Conference on Information Systems.
- Wagner, C. and R. Bergin (2001). ENTERPRISE STRATEGY MANAGEMENT: THE NEXT ERP FRONTIER. Seventh Americas Conference on Information Systems.
- Wah, L. (2000). "Give ERP a Chance." *Management Review* 89(3): 20.
- Walden, E. A. and G. J. Browne (2002). INFORMATION CASCADES IN THE ADOPTION OF NEW TECHNOLOGY. Twenty-Third International Conference on Information Systems.
- Walsh, P., P. Koutsakos, et al. (2003). "Building enterprise-wide information supply chains based on the fractal concept." *Integrated Manufacturing Systems* 14(5): 397-408.
- Wang, J.-H. W. Y.-M. (2003). Enterprise resource planning experience in Taiwan: an empirical study and comparative analysis. *Proceedings of the 36th Annual Hawaii International Conference on System Sciences*, 2003.
- Wang, L. (2002). "Design and implementation of produce management in enterprise resource planning system." *Journal- Anhui University of Technology* 19(1): 54-57.
- Wang, P. (2001). WHAT DRIVES WAVES IN INFORMATION SYSTEMS? THE ORGANIZING VISION PERSPECTIVE. Twenty-Second International Conference on Information Systems.
- Wang, Z., T. Chen, et al. (2001). "Study on Enterprise Resource Planning." *Journal- Zhengzhou University of Technology* 22(3): 84-87.
- Watanabe, C. and M. Hobo (2004). "Co-evolution between internal motivation and external expectation as a source of firm self-propagating function creation." *Technovation* 24(2): 109-120.
- Watanabe, C. and M. Hobo (2004). "Creating a firm self-propagating function for advanced innovation-oriented projects: lessons from ERP." *Technovation* 24(6): 467-481.
- Waurzyniak, P. (2000). "ERP embraces the Web." *Manufacturing Engineering* 125(4): 42.

- Wei, C.-C., C.-F. Chien, et al. (2004). "An AHP-based approach to ERP system selection." *International Journal of Production Economics* In Press, Corrected Proof.
- Wei, C.-C. and M.-J. J. Wang (2004). "A comprehensive framework for selecting an ERP system." *International Journal of Project Management* 22(2): 161-169.
- Werner, S., M. Kellner, et al. (2003). "Just-in-sequence material supply--a simulation based solution in electronics production." *Robotics and Computer-Integrated Manufacturing* 19(1-2): 107-111.
- Weston Jr., F. D. T. and T. Weston (2003). "ERP II: The extended enterprise system." *Business Horizons* 46(6): 49-55.
- Wiers, V. C. S. (2002). "A case study on the integration of APS and ERP in a steel processing plant." *Production Planning & Control* 13(6): 552.
- Willcocks, L. P. and R. Stykes (2000). "The role of the CIO and IT function in ERP." *Association for Computing Machinery. Communications of the ACM* 43(4): 32.
- Willis, H. and A. H. Willis-Brown (2002). "Extending the value of ERP." *Industrial Management + Data Systems* 102(1/2): 35.
- Willis, T. H., A. H. Willis-Brown, et al. (2001). "Cost containment strategies for ERP system implementations." *Production and Inventory Management Journal* 42(2): 36.
- Wilson, A. (2002). "The journey to lean [manufacturing]." *Manufacturing Engineer*.
- Wood, T. and M. P. Caldas (2001). "Reductionism and complex thinking during ERP implementations." *Business Process Management Journal* 7(5): 387.
- Worley, J. H., G. R. Castillo, et al. (2002). "Adding decision support to workflow systems by reusable standard software components." *Computers in Industry* 49(1): 123-140.
- Wright, S. and M. Arnold (2002). "Information System Assurance for Enterprise Resource Planning Systems: Unique Risk Considerations." *Journal of Information Systems* 16(1): 99.
- Waarts, E. v., Y. M. Everdingen, et al. (2002). "The dynamics of factors affecting the adoption of innovations." *Journal of Product Innovation Management* 19(6): 412.
- Xu, H., J. H. Nord, et al. (2002). "Data quality issues in implementing an ERP." *Industrial Management + Data Systems* 102(1/2): 47.
- Yakovlev, I. V. and M. L. Anderson (2001). "Lessons from an ERP implementation." *IT Professional*.
- Yakovlev, Y. S. (2003). "Memory of Distributed Computer Systems: Distinctive Features of Their Architectural-Structural Organization and Use." *Cybernetics and Systems Analysis* 39(5): 765.
- Yan, H.-S., X.-D. Zhang, et al. (2004). "Hierarchical production planning with demand constraints." *Computers & Industrial Engineering* 46(3): 533-551.
- Yan, H.-S., X.-D. Zhang, et al. (2002). "Karmarkar's and interaction/prediction algorithms for hierarchical production planning for the highest business benefit." *Computers in Industry* 49(2): 141.

- Yan, L., J.-b. Wang, et al. (2002). "The Enterprise Resource Planning (ERP) System and Spatial Information Integration in Tourism Industry." *Lecture Notes in Computer Science* 2331.
- Yang, S.-J. (2003). "Design issues and performance improvements in routing strategy on the internet workflow." *International Journal of Network Management* 13(5).
- Yao, Y. (2002). CLIENT RELATIONSHIP DEVELOPMENT WITH DIFFERENT SECTORS OF APPLICATION SERVICE PROVIDERS: AN EXTENDED RESEARCH MODEL. Eighth Americas Conference on Information Systems.
- Yen, D. C., D. C. Chou, et al. (2002). "A synergic analysis for Web-based enterprise resources planning systems." *Computer Standards & Interfaces* 24(4): 337-346.
- Yen, D. C., S.-M. Huang, et al. (2002). "The impact and implementation of XML on business-to-business commerce." *Computer Standards & Interfaces* 24(4): 347-362.
- Yen, H. R. and C. Sheu (2003). "Aligning ERP implementation with competitive priorities of manufacturing firms: An exploratory study." *International Journal of Production Economics* In Press, Corrected Proof.
- Yeung, G. C. H., W. A. Gruver, et al. (2001). A multi-agent approach to immediate view maintenance for an operational data store. Joint 9th IFSA World Congress and 20th NAFIPS International Conference, 2001.
- YiHua Philip, S. (2002). A BUSINESS MODEL AND FRAMEWORK FOR ELECTRONIC CUSTOMER RELATIONSHIP MANAGEMENT. Eighth Americas Conference on Information Systems.
- YiHua Philip, S., J. M. Pearson, et al. (2003). "Organizational culture and employees' computer self-efficacy: An empirical study." *Information Resources Management Journal* 16(3): 42.
- Yong, X. Q. Z. G. C. J. W. (2002). The impact of internet economy on organizational innovation: case study from a Chinese top enterprise. IEEE International Engineering Management Conference, 2002.
- Yu, L. and A. Chaturvedi (2001). COMPETITION BETWEEN B2B ELECTRONIC MARKETPLACES: DIFFERENTIATION, PRICING STRATEGY, AND INDUSTRIAL STRUCTURE. Seventh Americas Conference on Information Systems.
- Yurong, Y. and H. Houcun (2000). "Data warehousing and the Internet's impact on ERP." *IT Professional*.
- Yusuf, Y., A. Gunasekaran, et al. (2004). "Enterprise information systems project implementation: A case study of ERP in Rolls-Royce." *International Journal of Production Economics* 87(3): 251-266.
- Zeng, M., Q. Yin, et al. (2002). "Study on Enterprise Resource Planning in the Process Industry." *Control and Instruments in Chemical Industry* 29(1): 8-12.
- Zeng, Y., R. H. L. Chiang, et al. (2003). "Enterprise integration with advanced information technologies: ERP and data warehousing." *Information Management & Computer Security* 11(3).
- Zhang, L., M. K. O. Lee, et al. (2003). Critical success factors of enterprise resource planning systems implementation success in China. Proceedings of the 36th Annual Hawaii International Conference on System Sciences, 2003.

Zhao, J. L. and E. A. Stohr (2000). "Building Workflow Engines for Commerce Logic Automation."

Zheng, S. Yen, et al. (2000). "THE NEW SPECTRUM OF THE CROSS-ENTERPRISE SOLUTION: THE INTEGRATION OF SUPPLY CHAIN MANAGEMENT AND ENTERPRISE RESOURCES PLANNING SYSTEMS." *Journal of Computer Information Systems* 41(1): 84.

Zhu, K., K. L. Kraemer, et al. (2002). A CROSS-COUNTRY STUDY OF ELECTRONIC BUSINESS ADOPTION USING THE TECHNOLOGY-ORGANIZATION-ENVIRONMENT FRAMEWORK. Twenty-Third International Conference on Information Systems.

Zimmermann, H.-D. (2000). "Understanding the Digital Economy: Challenges for new Business Models."

Zoryk-Schalla, A. J., J. C. Fransoo, et al. (2003). "Modeling the planning process in advanced planning systems." *Information & Management* In Press, Corrected Proof.

Özcan, F., V. S. Subrahmanian, et al. (2004). "Improving Performance of Heterogeneous Agents." *Annals of Mathematics and Artificial Intelligence* 41(2-4): 339.