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## Systemes d'information et performance. Partie 1 : Recherche bibliographique

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V E I L L E

# Systemes d'information et performance

Partie 1 Recherche bibliographique  
Partie 2 Etude bibliométrique

CNRS-INIST  
Juillet 2008

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V E I L L E



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## 1 Contexte de l'étude

Suite à la diffusion en avril 2008 sur Le journal du Net de l'information consacrée au rapprochement entre la recherche universitaire et plusieurs directions informatiques de grands groupes français<sup>1</sup>, le service veille de l'INIST-CNRS s'est plus particulièrement intéressé au sujet de la thèse de Hanène Jomaa<sup>2</sup> dédiée à la relation entre les systèmes d'information et la performance de l'entreprise.

Sur ce sujet, nous vous proposons deux types de prestations fournis sous la forme de deux documents :

- ✓ la bibliographie ;
- ✓ l'étude bibliométrique.

## 2 Méthodologie

### 2.1 Recherche bibliographique

Cette recherche bibliographique (184 références ont été trouvées) a été réalisée sur la base de données bibliographiques **ISD**<sup>3</sup> sur la période **2005-2007**<sup>4</sup>.

Dans le cadre d'un travail complémentaire, d'autres sources seraient interrogées et d'autres périodes pourraient être considérées.

La stratégie de recherche a combiné les notions suivantes<sup>5</sup> :

(système d'information ou informatique décisionnelle ou progiciel de gestion ou gestion de la relation client ou archivage numérique ou gestion des connaissances ou processus métiers) et entreprise et (performance ou efficacité ou investissement ou innovation ou gouvernance).

Le classement de la bibliographie suit une chronologie croissante.

### 2.2 Etude bibliométrique

L'étude a été réalisée sur les 184 références bibliographiques à l'aide des programmes informatiques développés par l'INIST-CNRS. Elle permet de mettre en avant les principaux auteurs, organismes, pays qui travaillent sur le sujet ainsi que les collaborations qui s'établissent entre les auteurs, les organismes et les pays.

Une homogénéisation manuelle des noms des 488 auteurs et des 350 affiliations (organismes) a été réalisée.

Il est à noter que les résultats obtenus sont liés au corpus exploité.

---

<sup>1</sup> <http://www.journaldunet.com/solutions/dsi/analyse/la-recherche-universitaire-source-d-analyse-strategique-pour-les-dsi.shtml>

<sup>2</sup> <http://www.journaldunet.com/solutions/acteurs/interview/08/0416-cigref-these/1.shtml>

<sup>3</sup> Base multidisciplinaire produite par l'INIST-CNRS

<sup>4</sup> Il s'agit ici des années d'intégration des données dans les bases, ce qui explique que la bibliographie comporte des articles de 2004.

<sup>5</sup> Extrait simplifié de l'équation effective où les termes ont été traduits en anglais et les synonymes intégrés.

### 3 Bibliographie

#### 3.1 The dublo architecture pattern for smooth migration of business information systems: An experience report. ICSE 2004: Proceeding, 26th International Conference on Software Engineering: May 23-28, 2004, Edinburgh International Conference Centre, Edinburgh, Scotland, United Kingdom

**Auteur(s):** H. Wilhelm, R. Ralf, J. Holger, S. Jurgen, T. Thorsten, K. Stefan and U. S. o.-c. Association-for-computing-machinery

**Affiliation(s):** IEEE-Computer-Society-Technical-Council-on-Software-Engineering, United States, org-cong. University of Oldenburg Department of Computing Science Software Engineering Group, 26111 Oldenburg, Germany; OFFIS Business Information and Knowledge Management, 26121 Oldenburg, Germany; KDO, 26121 Oldenburg, Germany

**Source:** 2004; 117-126

**Editeur:** IEEE Computer Society, Los Alamitos CA

**ISSN: Année de publication:** 2004

**Pays de publication:** United-States

**Langue:** English

**Type de document: Note:** Conference-Meeting

**Résumé:** While the importance of multi-tier architectures for enterprise information systems is widely accepted and their benefits are well published, the systematic migration from monolithic legacy systems toward multi-tier architectures is known to a much lesser extent. In this paper we present a pattern on how to re-use elements of legacy systems within multi-tier architectures, which also allows for a smooth migration path. We report on experience we made with migrating existing municipal information systems towards a multi-tier architecture. The experience is generalized by describing the underlying pattern such that it can be re-used for similar architectural migration tasks. The emerged Dublo pattern is based on the partial duplication of business logic among legacy system and newly deployed application server. While this somehow contradicts the separation-of-concerns principle, it offers a high degree of flexibility in the migration process and allows for a smooth transition. Experience with the combination of outdated database technology with modern server-side component and web services technologies is discussed. In this context, we also report on technology and architecture selection processes.

**Code(s) de classement:** 001d02b09

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number Y 38834, INIST No. 354000153471400260

**Origine de la notice:** Inist

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### 3.2 Intégrée Ex-ante-Rendite-/ Risikobewertung von IT-Investitionen

**Auteur(s):** W. Alexander and Z. Steffen

**Affiliation(s):** Universität Augsburg Lehrstuhl for BWL, Wirtschaftsinformatik und Financial Engineering Kernkompetenzzentrum IT & Finanzdienst-leistungen, 86135 Augsburg, GERMANY

**Source:** Wirtschafts-Informatik 2005; 47 (4): 247-257

**Editeur:** Vieweg, Wiesbaden, GERMANY

**ISSN:** 0937-6429

**Année de publication:** 2005

**Pays de publication:** Germany

**Langue:** German

**Type de document:** Serial

**Note:** 30 ref.

**Résumé:** In enterprises decisions whether to undertake investments into IT projects or not have to be made regularly. Regarding the fact that two out of three IT projects fail or do not reach their expected value the need for an integrated valuation which addresses returns and connected risks is evident. The impact of development aspects (e.g. the process model used) and project size on the risk-return position of IT projects is demonstrated and it is shown how this can be taken into account when valuing, optimizing and selecting IT investments.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Return-on-investment; Optimization-; Modeling-; Performance-evaluation; Risk-analysis; Investment-; Software-development; Information-technology; Firm-; Economy-

**Descripteur(s) français:** Retour-sur-investissement; Optimisation-; Modélisation-; Evaluation-performance; Analyse-risque; Investissement-; Développement-logiciel; Technologie-information; Entreprise-; Economie-

**Mot(s)-clé(s) d'auteur:** Valuation-; IT-Investments; Risk-/Return-Valuation-; Software-Development

**Localisation:** INIST-CNRS, Shelf Number 2890, INIST No. 354000132422280010

**Origine de la notice:** Inist

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### 3.3 Park and fly made EASY with airparks: Private parking firm increases operational efficiency and customer service

**Auteur(s):** B. Amada

**Affiliation(s):**

**Source:** Information-management-&-technology 2005; 38 (1): 43-44

**Editeur:** Cimtech, St. Albans, UNITED-KINGDOM

**ISSN:** 1356-0395

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:**

**Résumé:**

**Code(s) de classement:** 001a01f05; 205; 790; 790.vii

**Descripteur(s) anglais:** Europe-; Case-study; Advantage-; Accounting-; User-service; Electronic-document-management; Information-system; Information-technology; Parking-lot; Airport-; Firm-; United-Kingdom

**Descripteur(s) français:** Europe-; Etude-cas; Avantage-; Comptabilité-; Service-utilisateur; Gestion-électronique-document; Système-information; Technologie-information; Parc-stationnement; Aéroport-; Entreprise-; Royaume-Uni

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 15626, INIST No. 354000126105650110

**Origine de la notice:** Inist

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### 3.4 Using intellectual capital statements to determine value drivers and priorities for organizational change: a portfolio selection approach

**Auteur(s):** A. Andreas

**Affiliation(s):** Department of Informatics, Athens University of Economics and Business, Athens, Greece

**Source:** Knowledge-management-research-and-practice-Print 2005; 3 (3): 166-172

**Editeur: ISSN:** 1477-8238

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document: Note:** Serial

**Résumé:** Ex post examination of a firm's performance in key intellectual capital indicators can demonstrate the value-creating potential and the organizational change aspect of intellectual capital reporting and management. These insights form the basis of an intellectual capital portfolio selection problem. Portfolio selection takes place in two stages. First, we calculate mean returns and variances for each market-valued portion of intellectual capital. Based on these estimations, we set up a portfolio selection problem. The solution to this portfolio selection problem provides priorities for organizational change. In this framework, the portfolio weights stand for organizational priorities, the weight constraints represent organizational barriers for change and the correlation of returns stands for the organizational interdependence of the intellectual capital components.

**Code(s) de classement:** 001d01a10

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number 27437, INIST No. 354000132404790050

**Origine de la notice:** Inist

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### 3.5 The impact of shared IT on efficiency and learning. Selected papers from the second annual supply chain symposium

**Auteur(s):** E. Archer-Norm and R. Claudia

**Affiliation(s):** McMaster University, CANADA; Operations Management and Production Department at HEC Montréal, 3000 Chemin de la Côte -Sainte -Catherine, Montréal (Québec), H3T 2A7, CANADA

**Source:** Journal-of-Internet-Commerce 2005; 4 (3): 5-22

**Editeur:** Best Business Books & Internet Practice Press, New York, UNITED-STATES

**ISSN:** 1533-2861

**Année de publication:** 2005

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial; Conference-Meeting

**Note:** 2 p.

**Résumé:** A growing percentage of enterprises around the world are implementing technologies and systems to support exchanges with suppliers. Through public and private networks, enterprises worldwide, particularly large enterprises, are increasingly connected to their suppliers. However, the role played by information systems and technologies in the context of exchanges with suppliers is not well known. Information technology (IT) has been presented as both a means for diminishing the importance of relationships with suppliers and as a means of enabling new forms of collaboration. We believe this apparent contradiction can be resolved by focusing on the impact of shared IT on firms' two key objectives: efficiency and learning. We hypothesize that shared IT increases both efficiency and learning, but through different mechanisms and under different conditions

**Code(s) de classement:** 001a01g02b; 205; 790; 790.viii

**Descripteur(s) anglais:** Information-technology; Wireless-telecommunication; Web-portal; Internet-; Cooperation-; Supplier-customer-relationship; Supply-; Business-to-business-commerce; Firm-management; Electronic-trade; Information-technology; Efficiency-; Learning-; Cooperation-; Business-to-business-commerce; Electronic-trade; Supply-; Supplier-customer-relationship; Firm-management

**Descripteur(s) français:** Technologie-information; Télécommunication-sans-fil; Portail-Web; Internet-; Coopération-; Relation-client-fournisseur; Approvisionnement-; Commerce-interentreprise; Gestion-entreprise; Commerce-électronique; Technologie-information; Efficacité-; Apprentissage-; Coopération-; Commerce-interentreprise; Commerce-électronique; Approvisionnement-; Relation-client-fournisseur; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** Supplier-relationships; shared-IT; interfirm-learning; coordination-costs

**Localisation:** INIST-CNRS, Shelf Number 27546, INIST No. 354000135342100010

**Origine de la notice:** Inist

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### 3.6 Driving visibility, velocity and versatility: The role of mobile technologies in supply chain management. Selected papers from the second annual supply chain symposium

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**Source:** Journal-of-Internet-Commerce 2005; 4 (3): 95-117

**Editeur:** Best Business Books & Internet Practice Press, New York, UNITED-STATES

**ISSN:** 1533-2861

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**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial; Conference-Meeting

**Note:** 2 p.1/4

**Résumé:** Over the last decade, researchers and practitioners have recommended a myriad of information and communication technologies to operationalize the notion of a virtual enterprise. Among the business process transformations enabled through these new technologies, companies are using wireline and wireless technologies in redefining their interactions with suppliers, customers, and business partners. It is hoped that this move towards a truly collaborative supply chain environment will help the firm achieve a sustainable competitive advantage in the marketplace. Towards that end, supply chain planners are emphasizing the need for information exchange anytime, anywhere as a compelling driver for organizations to adopt mobile technologies in their intra- and inter-organizational business practices. This paper discusses the applications of mobile technologies in various areas of supply chain management, and the potential benefits along the dimensions of reduced replenishment times, and transactions and billing cycles. Among other applications, we highlight the role of these technologies in improving processes such as inventory management, product identification, mobile procurement, package tracking, and sales force and field service. To substantiate the basis for adopting mobile technologies for supply chain management, different market drivers for mobile applications are exemplified and applied to the three macro level processes of supplier relationship management, internal supply chain management, and customer relationship management. Several types of legacy, third generation (3G) and emerging mobile services and applications are discussed, and a resulting taxonomy of bearer technologies is presented to explicate their use in upstream and downstream supply chain processes.

**Code(s) de classement:** 001a01g02b; 205; 790; 790.viii

**Descripteur(s) anglais:** Information-technology; Wireless-telecommunication; Web-portal; Internet-; Cooperation-; Supplier-customer-relationship; Supply-; Business-to-business-commerce; Firm-management; Electronic-trade; Information-communication-technology; Electronic-trade; Supplier-customer-relationship; Cooperation-; Supply-; Firm-management; Wireless-telecommunication

**Descripteur(s) français:** Technologie-information; Télécommunication-sans-fil; Portail-Web; Internet-; Coopération-; Relation-client-fournisseur; Approvisionnement-; Commerce-interentreprise; Gestion-entreprise; Commerce-électronique; Technologie-information-communication; Commerce-électronique; Relation-client-fournisseur; Coopération-; Approvisionnement-; Gestion-entreprise; Télécommunication-sans-fil

**Mot(s)-clé(s) d'auteur:** Mobile-supply-chain-management; wireless-technologies; mobile-commerce; taxonomy-; inter-organizational-relationships; inter-organizational-information-systems

**Localisation:** INIST-CNRS, Shelf Number 27546, INIST No. 354000135342100050

**Origine de la notice:** Inist

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### 3.7 Aligning ERP systems with international strategies

**Auteur(s):** M. Arun and D. S. Derrick

**Affiliation(s):** University of North Texas, UNITED-STATES

**Source:** Information-systems-management 2005; 22 (1): 7-17

**Editeur:** Auerbach, Boca Raton, FL, UNITED-STATES

**ISSN:** 1058-0530

**Année de publication:** 2005

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.3/4

**Résumé:** With the globalization of trade and economics, large multinational enterprises are turning to enterprise resource planning (ERP) systems to meet their international information management needs. However, misalignments between the firm's ERP system and its international strategy can often result in unsuccessful ERP implementations and sub-optimal business performance. Building on prior research, this article presents a systematic logic that can be used by business executives to address the alignment challenges. In particular, it provides details on three ERP systems issues that should be addressed: (1) systems configuration, (2) information architecture, and (3) systems rollout to reap the benefits of ERP system alignment.

**Code(s) de classement:** 001a01f05; 205; 790; 790.vii

**Descripteur(s) anglais:** Information-system; Alignment-; International-; Firm-strategy; Configuration-; Information-management; Multinational-corporation; Software-package; Information-technology

**Descripteur(s) français:** Système-information; PGI-(Progiciel-de-Gestion-Intégrée); Alignement-; International-; Stratégie-entreprise; Configuration-; Gestion-information; Entreprise-multinationale; Progiciel-; Technologie-information

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 20633, INIST No. 354000132050190010

**Origine de la notice:** Inist

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### 3.8 ITS: Des projets innovants pour offrir de nouveaux services aux clients à la SNCF. Systèmes et services de transport intelligents

**Auteur(s):** A.-o.-i.-p. Basset-Bernard, A.-o.-i.-p. Malbrunot-François and R. Philippe

**Affiliation(s):** ATEC ITS - France, FRANCE; ITS France, FRANCE; LOGMA, FRANCE; Directeur Innovation et Recherche SNCF, FRANCE

**Source:** Tec 2005; 186: 24-28

**Editeur:** Association pour le développement des techniques de transport, d'environnement et de circulation, Versailles, FRANCE

**ISSN:** 0397-6513

**Année de publication:** 2005

**Pays de publication:** France

**Langue:** French

**Type de document:** Serial

**Note:**

**Résumé:** Les systèmes ITS (systèmes/services de transports intelligents) sont basés sur une combinaison harmonieuse entre, d'une part, les technologies de l'information et de la communication et, d'autre part, les mobiles et les réseaux qui permettent le déplacement des personnes et des biens. Ces ITS permettent la mise en relation des utilisateurs, des exploitants, des véhicules et des infrastructures dans une relation dynamique d'échange d'information. Le système ferroviaire est, par construction, un "système de transport intelligent" qui s'est développé depuis l'origine pour ses besoins d'exploitation, en parallèle des réseaux de télécommunication, depuis l'ancêtre télégraphe jusqu'aux derniers systèmes de signalisation ferroviaires - ERTMS par exemple - qui utilisent le GSM-R. Comme tout système complexe, les ITS agrègent des technologies hétérogènes: automatique, télécoms, réseaux, informatique avancée, interface homme-machine. Du côté des utilisateurs de ces technologies, la dimension usage et les facteurs humains sont prépondérants. Mais le public se familiarise et s'approprie peu à peu ces technologies dans la sphère privée: informatique personnelle, explosion du téléphone mobile, usage d'Internet, GPS de loisir, consoles de jeux aux performances grandissantes, arrivée des objets nomades dans la sphère personnelle. Grâce à ces évolutions en terme d'usages et de technologies, une part de plus en plus importante des utilisateurs des transports en commun va disposer sur soi de systèmes ayant des performances de calcul et de communication grandissantes. Un des enjeux de nos entreprises de transport est de prendre en compte cette nouvelle donne pour améliorer nos systèmes d'information. Grâce à ces évolutions, on peut imaginer tirer partie du fait que l'utilisateur possède une interface nouvelle vers les systèmes d'information pour être plus efficace pour fournir un service, ou bien pour créer les nouveaux services et usages rendus possibles par ces nouvelles technologies. Dans la suite de cet article, nous présenterons quelques travaux et projets de recherche sur le thème du nomadisme et de la mobilité, menés à la direction de l'Innovation et de la Recherche de la SNCF, dans le domaine des services innovants à la clientèle. Les travaux présentés balayent un périmètre technologique varié allant de l'utilisation des réseaux WIFI en gare jusqu'aux technologies satellitaires pour l'Internet à bord des trains en passant par de nouveaux services d'information et de distribution sur téléphone mobile.

**Code(s) de classement:** 001d15a; 001d15d

**Descripteur(s) anglais:** Europe-; Project-; Strategy-; Equipment-; Technology-; Clientele-; User-service; France-; Transportation-policy; Intelligent-system; Transportation-; Satellite-; Internet-; Technology-; Mobile-phone; Mobile-radiocommunication; Information-communication-technology; Clientele-; User-service; Innovation-; System-description; Project-; Intelligent-system; Rail-transportation

**Descripteur(s) français:** Europe-; Projet-; Stratégie-; Equipement-; Technologie-; Clientèle-; Service-utilisateur; France-; Politique-transport; Système-intelligent; Transports-; Satellite-; Internet-; Technologie-; Téléphone-portable; Radiocommunication-service-mobile; Technologie-information-communication; Clientèle-; Service-utilisateur; Innovation-; Description-système; Projet-; Système-intelligent; Transport-ferroviaire

**Mot(s)-clés d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 17848, INIST No. 354000137976920050

**Origine de la notice:** Inist

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### 3.9 Organizational memory formation and its use in construction

**Auteur(s):** O. Beliz, D. Irem and B. M. Talat

**Affiliation(s):** Middle East Technical University, Civil Engineering Department, 06531 Ankara, TURKEY

**Source:** Building-research-and-information 2005; 33 (1): 67-79

**Editeur:** Taylor and Francis, London, UNITED-KINGDOM

**ISSN:** 0961-3218

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 15 ref.

**Résumé:** Le savoir devenant source d'avantage compétitif, les activités de gestion du savoir font désormais partie des clés du succès. Les entreprises de construction peuvent effectivement utiliser leur mémoire organisationnelle pour améliorer leurs processus décisionnels. Un cadre a été établi pour modéliser le processus de formation de la mémoire organisationnelle dans les entreprises de construction. C'est sur cette base qu'a été menée une étude sous forme d'enquête destinée à analyser à la fois la formation de la mémoire organisationnelle et son rôle dans le processus décisionnel stratégique dans le secteur de la construction. Huit contractants turcs ont été évalués. Il ressort de cette enquête que les entreprises de construction utilisent plusieurs sources de savoir et mécanismes d'acquisition du savoir. Bien que ces entreprises parviennent à acquérir et à stocker les connaissances, elles savent mal exploiter la mémoire organisationnelle, en particulier au stade de la prise de décision stratégique. De plus, elles ne peuvent accroître leurs compétences en matière d'apprentissage organisationnel du fait d'obstacles propres à cette industrie ou aux entreprises.

**Code(s) de classement:** 001d14a11; 295

**Descripteur(s) anglais:** Asia-; Research-program; Building-contracting-firm; Survey-; Turkey-; Strategy-; Memory-; Organization-management; Knowledge-management; Information-management; Decision-making; Learning-; Construction-industry

**Descripteur(s) français:** Asie-; Programme-recherche; Entreprise-construction; Enquête-; Turquie-; Stratégie-; Mémoire-; Gestion-organisation; Gestion-des-connaissances; Gestion-information; Prise-décision; Apprentissage-; Industrie-construction

**Mot(s)-clé(s) d'auteur:** prise-de-décision; gestion-de-l'information; gestion-du-savoir; apprentissage-organisationnel; mémoire-organisationnelle; gestion-stratégique; Turquie-

**Localisation:** INIST-CNRS, Shelf Number 5332 B, INIST No. 354000126501570060

**Origine de la notice:** Inist

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### 3.10 Enterprise-oriented software development environments to support software products and processes quality improvement. PROFES 2005. product focused software process improvement Oulu, 13-15 June 2005

**Auteur(s):** E. Bomarius-Frank, E. Komi-Sirviö-Seija, M. Mariano, S. Gleison, V. Karina, R. A. Regina, T. G. H. F. Savio, M. Somulo, A. Adriano and M. Paula

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**Source:** Lecture-notes-in-computer-science 2005: 370-384

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2005

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 24 ref.

**Résumé:** Software organizations have to adapt efficiently to cope with clients needs changes and new and evolving technologies in order to guarantee business success. Moreover, organizations must continuously enhance their capability to develop software in order to increase products and processes quality. These characteristics constitute dynamic environments that require specific competences from software engineers such as knowledge related to software technologies, ability to adapt software processes concerning project characteristics, and experience on product and process quality management. This paper presents enterprise-oriented software development environments that support software engineers to execute software processes more effectively and to produce products with better quality. A main feature of these environments is the support offered to organizational knowledge management. Thus the paper also presents the main characteristics of the knowledge management infrastructure integrated to those environments. The practical experience using the environments has shown several benefits, such as an increase of product and process quality, and the preservation of organizational knowledge related to software processes and the development of software products.

**Code(s) de classement:** 001d02b09

**Descripteur(s) anglais:** Process-improvement; Service-quality; Software-development; Preservation-; Quality-management; Dynamic-characteristic; Product-development; Integrated-management; Knowledge-engineering; Process-improvement; Software-quality; Software-package; Technical-information; Information-delivery; Software-development; Firm-; Service-quality

**Descripteur(s) français:** Amélioration-procédé; Qualité-service; Développement-logiciel.-; Préservation-; Gestion-qualité; Caractéristique-dynamique; Développement-produit; Gestion-intégrée; Ingénierie-connaissances; Amélioration-procédé; Qualité-logiciel; Proiciel-; Information-technique; Fourniture-information; Développement-logiciel; Entreprise-; Qualité-service

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000124485110280

**Origine de la notice:** Inist

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### 3.11 Contextualizations in a social network: Context in social networks and virtual communities. Applying Context Management

**Auteur(s):** E. Brezillon-Patrick, E. Roth-Berghofer-Thomas-R, E. Schulz-Stefan and B. Patrick

**Affiliation(s):** LIP6, université Pierre et Marie Curie, Paris, FRANCE; TU Kaiserslautern, GERMANY; Carleton University, Ottawa, CANADA; LIP6 - Université Pierre et Marie Curie, 8, rue du Capitaine Scott, 75015 Paris, FRANCE

**Source:** Revue-d-intelligence-artificielle 2005; 19 (3): 575-594

**Editeur:** Lavoisier, Paris, FRANCE

**ISSN:** 0992-499X

**Année de publication:** 2005

**Pays de publication:** France

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.3/4

**Résumé:** This paper proposes a context-based approach of social networks and virtual communities in the enterprise area. We point out that making context explicit it is possible to provide a global picture of the main aspects of social networks. A first result of this study is that the explicit consideration of contexts-especially shared contexts-could improve notably the collaborative-work processes in an enterprise. A second result shows the interest of considering simultaneously the paradigms of context and social network when IT is at the core of the enterprise. A third result is to point out that different types of context account for the flux of information between groups as well as inside each group. Finally, we point out that it is preferable to speak of contextualizations of a social network rather than virtual communities.

**Code(s) de classement:** 001d02b07d; 001d02c02

**Descripteur(s) anglais:** Sociology-; Social-network; Information-system; Firm-; Concurrent-engineering; Context-aware; Context-; Virtual-network

**Descripteur(s) français:** Sociologie-; Réseau-social; Système-information; Entreprise-; Ingénierie-simultanée; Sensibilité-contexte; Contexte-; Réseau-virtuel

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 21320, INIST No. 354000124764960080

**Origine de la notice:** Inist

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### 3.12 Information technology investments and firm value

**Auteur(s):** D. Bruce, R. V. J and S. Theophanis

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**Source:** Information-&-management 2005; 42 (7): 989-1008

**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

**ISSN:** 0378-7206

**Année de publication:** 2005

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 108 ref.

**Résumé:** Our objective in this paper is to develop a firm value model to assist IT (Information Technology) managers and researchers in understanding the multiple effects that IT investments have on firm value. This firm value approach adds to the process-oriented approach through simultaneous evaluation of all of the factors that affect firm value. It is crucial for IT professionals to recognize the complex and diverse implications of IT investments on firm value. The implications of the firm value approach include forcing IT managers to think in terms of both industry and company-specific effects of IT investments, to consider both the magnitude and duration of competitive advantage due to IT investments, and the implications of the effect that IT investments have on risk and its relation to firm value. We demonstrate an application of the firm value framework by evaluating a major stream of research in MIS-event studies of IT investment announcements. Appendices to this paper can be found at <http://www.itandfirmvalue.com>.

**Code(s) de classement:** 001a01e04; 205; 790; 790.vi

**Descripteur(s) anglais:** Information-technology; Competitive-advantage; Theoretical-model; Economic-value; Value-; Firm-management; Investment-

**Descripteur(s) français:** Technologie-information; Avantage-compétitif; Modèle-théorique; Valeur-économique; Valeur-; Gestion-entreprise; Investissement-

**Mot(s)-clé(s) d'auteur:** Information-technology; IT-investments; Market-value; Residual-income; Competitive-advantage; Event-studies

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000132371030060

**Origine de la notice:** Inist

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### 3.13 Knowing why and how to innovate with packaged business software

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**Affiliation(s):** UCLA Anderson School of Management, Los Angeles, CA, UNITED-STATES

**Source:** Journal-of-information-technology 2005; 20 (1): 20-31

**Editeur:** Taylor & Francis, Oxford, UNITED-KINGDOM

**ISSN:** 0268-3962

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 57 ref.

**Résumé:** When firms move to adopt and implement a popular IT (Information Technology) innovation, what knowledge must they have or gain, in order to be successful? Here we offer a model that explains a firm's success in terms of its adoption know-why and know-when and its implementation know-how. We examine this model in an exploratory survey of some 118 firms' adoption and implementation of packaged business software in the 1990s. Using multivariate methods, we identify business coordination as know-why and management understanding and vendor support as know-how factors important to success, explaining nearly 60% of the variance. There is limited evidence that the right adoption know-why may help in acquiring or fostering the right implementation know-how. The findings serve to remind practitioners that they should attend carefully to adoption rationales, grounded in business benefits, when they innovate with new IT.

**Code(s) de classement:** 001a01e04; 205; 790; 790.vi

**Descripteur(s) anglais:** Survey-; Know-how; Implementation-; Adoption-; Innovation-; Software-package; Software-; Information-system; Information-technology; Firm-

**Descripteur(s) français:** PGI-(Progiciel-de-Gestion-Intégrée); Enquête-; Savoir-faire; Implémentation-; Adoption-; Innovation-; Progiciel-; Logiciel-; Système-information; Technologie-information; Entreprise-

**Mot(s)-clé(s) d'auteur:** know-why-; know-how-; innovation-; information-technology; packaged-business-software; enterprise-resource-planning-(ERP)

**Localisation:** INIST-CNRS, Shelf Number 21339, INIST No. 354000125002200020

**Origine de la notice:** Inist

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3.14 Cooperation between utility IT systems: Making data and applications work together. On the move to meaningful internet systems 2005. OTM 2005 workshops, OTM confederated international workshops and posters, AWeSOMe, CAMS, GADA, MIOS+INTEROP, ORM, PhDS, SeBGIS, SWWS, and WOSE 2005 Agia Napa, Cyprus, October 31- November 4, 2005

**Auteur(s):** V. Claus and W. Thomas

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**Source:** Lecture-notes-in-computer-science 2005: 3-4

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2005

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** Contient des notes bibliogr. Index; Illustration

**Résumé:** The ongoing optimization of work processes requires a close cooperation of IT systems within an enterprise. Originating from requirements of the utility industry we present a concept of interoperability of utility software systems and its corresponding data. Our solution builds on industry standards -Common Information Model (CIM) as a power system domain data model and SOAP as a standard for messaging and interface specification. Together they provide a basis for translating data between applications and are seamlessly bound to a communication infrastructure.

**Code(s) de classement:** 001d02b04

**Descripteur(s) anglais:** Internet-; Distributed-system; Simple-object-access-protocol; Data-models; Modeling-; Software-architecture; Web-service; Access-protocol; Computer-integrated-manufacturing; Interoperability-; Firm-; Process-planning; Information-system; Internet-; Distributed-system

**Descripteur(s) français:** Internet-; Système-réparti; SOAP-; Modèle-donnée; Modélisation-; Architecture-logiciel; Service-web; Protocole-accès; Productique-; Interopérabilité-; Entreprise-; Préparation-gamme-fabrication; Système-information; Internet-; Système-réparti

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000138666040020

**Origine de la notice:** Inist

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### 3.15 The enigma of evaluation: benefits, costs and risks of IT in Australian small-medium-sized enterprises

**Auteur(s):** L. P. E. D, I. Zahir, S. Craig, L. I. N. Chad and B. J. M

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**Source:** Information-&-management 2005; 42 (7): 947-964

**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

**ISSN:** 0378-7206

**Année de publication:** 2005

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 71 ref.

**Résumé:** The evaluation of information technology (IT) is fraught with misconception and there is a lack of understanding of appropriate IT evaluation methods and techniques. The benefits, costs and risks of IT need to be identified, managed, and controlled if businesses are to derive value from their investments. This paper presents findings from an exploratory study that used a questionnaire survey to determine the benefits, costs and risks of IT investments from 130 small-to-medium-sized enterprises (SMEs) in Australia. The analysis revealed that organizations from different industry sectors significantly differ in the amount they invest in IT but that firm size (in terms of turnover and number of employees) does not influence IT investment levels. Second, strategic benefits vary across different industry sectors. Third, the way employees adapt to change as a result of IT implementation depends on the size of the organization. Based upon the findings, a series of benchmark metrics for benefits, costs, and risks of IT are presented. It is posited that these can serve as a reference point for initiating a quality evaluation cycle in which benchmarking forms an integral component of the strategic process.

**Code(s) de classement:** 001a01e04; 205; 790; 790.vi

**Descripteur(s) anglais:** Oceania-; Firm-management; Information-technology; Australia-; Risk-analysis; Cost-benefit-analysis; Benchmarking-; Evaluation-; Investment-; Small-medium-sized-firm

**Descripteur(s) français:** Océanie-; Gestion-entreprise; Technologie-information; Australie-; Analyse-risque; Analyse-avantage-coût; Benchmarking-; Evaluation-; Investissement-; Petite-moyenne-entreprise

**Mot(s)-clé(s) d'auteur:** Australia-; Benchmarking-; IT-evaluation; SMEs-

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000132371030030

**Origine de la notice:** Inist

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### 3.16 Reverse logistics programs: gauging their effects on CRM and online behavior

**Auteur(s):** S. A. D

**Affiliation(s):** Robert Morris University, Pittsburgh, Pennsylvania, UNITED-STATES

**Source:** Vine 2005 (140): 166-181

**Editeur:** Emerald, Bradford, UNITED-KINGDOM

**ISSN:** 0305-5728

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 20 ref.

**Résumé:** Purpose - To provide practitioners of knowledge management with a sense of the importance of reverse logistics as an important part of today's company policies, especially throughout the product life cycle, with the accompanying technology that supports it and the effects on customer relation management (CRM) and satisfaction. Design/methodology/approach - A review of the applied literature of reverse logistics and its effects on CRM resulted in a basic model and empirical verification of such effects. Findings - As shown from the empirical section of the present study (n = 102), the ease of locating returns procedures and the rating given by respondents to the overall returns process were found to be statistically very significant regarding whether the ease of returning items had an influence on purchasing decisions for most respondents. As demonstrated in the results of stepwise regression analysis of the two independent variables, the largest share of explained variance was explained by the variable, Returns' Procedures. Research limitations/implications - The purpose of reverse logistics is to accommodate customers wanting to return items and how to account for such accommodations. The breakdown, process, and analysis of reverse logistics will portray the significance of having reverse logistics implemented within a marketing or strategic plan. Practical implications - This paper describes reverse logistics and CRM within a knowledge-based system and its implementation process in an academic manner. Hence, there should be a process in place and managers should work to master reserve logistical processes to promote the principles of CRM properly. To remain competitive, firms must develop reverse logistics systems that rival traditional systems in terms of efficiency, cost-effectiveness, competitiveness, and customer satisfaction. Originality/value - Many companies and small businesses do not think about the importance and impact of reverse logistics and therefore do not include reverse logistics in their strategic or marketing plan. There are several important aspects of reverse logistics that need to be utilized in every company that exploit and track return policies.

**Code(s) de classement:** 001a01e04; 205; 790; 790.vi

**Descripteur(s) anglais:** Firm-management; Return-; Survey-; Electronic-trade; Firm-strategy; User-behavior; Supply-; Distribution-; Life-cycle; Product-; Logistics-; Supplier-customer-relationship

**Descripteur(s) français:** Gestion-entreprise; Retour-; Enquête-; Commerce-électronique; Stratégie-entreprise; Comportement-utilisateur; Approvisionnement-; Distribution-; Cycle-développement; Produit-; Logistique-; Relation-client-fournisseur

**Mot(s)-clés d'auteur:** Relationship-marketing; Distribution-management; Supply-chain-management; Resources-

**Localisation:** INIST-CNRS, Shelf Number 17830, INIST No. 354000132530190060

**Origine de la notice:** Inist

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### 3.17 A multi-level approach to measuring the benefits of an ERP system in manufacturing firms

**Auteur(s):** G. David and R. Arik

**Affiliation(s):** Drexel University, UNITED-STATES; Center for Information Systems and Manufacturing at Wayne State University, UNITED-STATES

**Source:** Information-systems-management 2005; 22 (1): 18-25

**Editeur:** Auerbach, Boca Raton, FL, UNITED-STATES

**ISSN:** 1058-0530

**Année de publication:** 2005

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 22 ref.

**Résumé:** This research study examines associations between the business characteristics of manufacturing firms and their perceived benefits from ERP system Investments. The perceived ERP benefits are measured at two levels: (1) an enterprise level and (2) a specific IT (Information Technology) module level. The perceived value for ERP investments was consistently better explained at the specific IT module level.

**Code(s) de classement:** 001a01f05; 205; 790; 790.vii

**Descripteur(s) anglais:** Information-system; Characteristics-; Manufacturing-; Firm-; Profit-; Performance-evaluation; Software-package; Information-technology

**Descripteur(s) français:** Système-information; PGI-(Progiciel-de-Gestion-Intégrée); Caractéristiques-; Fabrication-; Entreprise-; Bénéfice-; Evaluation-performance; Progiciel-; Technologie-information

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 20633, INIST No. 354000132050190020

**Origine de la notice:** Inist

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### 3.18 Enterprise facility information systems

**Auteur(s):** W. David

**Affiliation(s):**

**Source:** Energy-engineering 2005; 102 (2): 10-17

**Editeur:** Energy engineering, Lilburn, GA, UNITED-STATES

**ISSN:** 0199-8595

**Année de publication:** 2005

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:**

**Résumé:** Following the installation of energy management systems (EMS) at multiple sites, the effective and simultaneous monitoring and control of campuses and individual facilities presents additional opportunities to benefit from an enterprise's networking capabilities. Reaping these benefits, however, requires careful consideration, planning, and a vision into the future of facility operations. This article describes the goals that guided two years of software development by EnFlex Corp., as well as some of the requirements that surfaced in cooperation with Costco Wholesale during the implementation of their unique enterprise facility information system (EFIS). This EFIS guide is presented as an evolutionary step in the development and deployment of useful, cost-effective, integrated building networks. An EFIS consists of a number of interoperable hardware and software components that provides a common set of capabilities to an enterprise with regard to facility management.

**Code(s) de classement:** 001d06a01b; 230

**Descripteur(s) anglais:** Software-; Buildings-; Costs-; Implementation-; Cooperation-; Software-development; Planning-; Monitoring-; Energy-management; Installation-; Information-system; Facility-

**Descripteur(s) français:** Logiciel-; Bâtiment-; Coût-; Implémentation-; Coopération-; Développement-logiciel; Planification-; Monitoring-; Gestion-énergie; Installation-; Système-information; Equipement-collectif

**Mot(s)-clés) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 5103, INIST No. 354000129385450010

**Origine de la notice:** Inist

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### 3.19 Strategic success factors in enterprise resource-planning design and implementation: a case-study approach

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**Source:** International-journal-of-production-research 2005; 43 (18): 3745-3771

**Editeur:** Taylor & Francis, London; Taylor & Francis, Washington, DC, UNITED-KINGDOM

**ISSN:** 0020-7543

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.1/4

**Résumé:** Enterprise Resource Planning (ERP) has gained popularity among many organizations that seek to increase the efficiency and productivity as well as to streamline their operations. ERP systems are a well-known concept. The available holistic literature and theory in ERP are, however, scarce. This paper surveys current ERP literature and identifies the present state of theory in ERP by formulating propositions for four ERP strategic factors (Cost of ERP Implementation, Implementation Time and Return On Investment (ROI) Issues, ERP Employee Training, and Effective Use of ERP Features/Applications). The approach used in this research is grounded theory development. The propositions for ERP strategic factors are in turn delineated and evaluated in terms of specific subfactors associated with each factor. This is accomplished by the use of interview protocol and within the context of an in-depth analysis of two companies in different industries that have used ERP systems. The analysis of these case studies results in 15 revised propositions for ERP strategic factors and insights regarding the ERP practices. Based on these strategic factors, strategic subfactors, ERP revised propositions, and insights gained, a set of conclusions, managerial implications, and future research directions is presented.

**Code(s) de classement:** 001d01a14

**Descripteur(s) anglais:** Interview-; Employee-; Profitability-; Investment-; Productivity-; Resource-management; Integrated-management; Firm-management; Planning-; Success-factor

**Descripteur(s) français:** Entretien-; Employé-; Rentabilité-; Investissement-; Productivité-; Gestion-ressources; Gestion-intégrée; Gestion-entreprise; Planification-; Facteur-succès

**Mot(s)-clé(s) d'auteur:** Enterprise-Resource-Planning-(ERP); Time-and-cost-of-ERP-implementation; ERP-training; Applications-and-features-of-ERP; Case-studies

**Localisation:** INIST-CNRS, Shelf Number 10525, INIST No. 354000138613810010

**Origine de la notice:** Inist

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### 3.20 Les technologies d'information: Quel impact sur lien orientation client-performance de l'entreprise? L'information numérique et les enjeux de la société de l'information, Tunis, 14-16 Avril 2005. Thème 3: l'information numérique et les stratégies de développement

**Auteur(s):** Z. Fekhta

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**Source:** Revue-maghrébine-de-documentation 2005 (13-15), 3: 1119-1144

**Editeur:** Université de Tunis - Institut supérieur de documentation, Tunis, TUNISIA

**ISSN:** 0330-9274

**Année de publication:** 2005

**Pays de publication:** Tunisia

**Langue:** French

**Type de document:** Serial; Conference-Meeting

**Note:** Institut-supérieur-de-documentation, Tunis, TUNISIA, Organiser-of-meeting  
2 p.1/4

**Résumé:** L'objectif de cette recherche est d'étudier l'impact de l'orientation client sur la performance de l'entreprise dans un processus d'innovation bien spécifique: celui de l'intégration des technologies d'information. Aussi, la validité de la nouvelle échelle de mesure de l'orientation client, "CUSTOR", a été testée dans le contexte tunisien. A l'issue des analyses en équations structurelles, une relation positive et directe a été identifiée entre le degré d'orientation client de l'entreprise et sa performance. De même, les analyses statistiques ont montré que, d'une part, l'utilisation des technologies d'information ne dispose pas d'effet médiateur sur le lien OC-performance et que, d'autre part, l'échelle CUSTOR, mesure le degré d'orientation client d'une entreprise à trois niveaux: sa politique d'amélioration continue, l'orientation client de ses employés et enfin l'adaptation de son système organisationnel interne vis à vis des besoins des clients. Présentant une faible validité convergente, l'échelle CUSTOR reste perfectible.

**Code(s) de classement:** 001a01e04; 205; 790; 790.vi

**Descripteur(s) anglais:** Developing-countries; Digital-divide; Implementation-; User-; Use-; Remote-teaching; Education-; Copyright-; Intellectual-property; Electronic-government; Digitizing-; Electronic-document; Electronic-information; Information-communication-technology; Information-society; Africa-; Marketing-; Tunisia-; Use-study; Measurement-scale; Performance-; Influence-; Supplier-customer-relationship; Customer-; Firm-strategy; Firm-; Information-communication-technology

**Descripteur(s) français:** Pays-en-développement; Fracture-numérique; Implémentation-; Utilisateur-; Utilisation-; Téléenseignement-; Education-; Droit-auteur; Propriété-intellectuelle; Administration-électronique; Numérisation-; Document-électronique; Information-électronique; Technologie-information-communication; Société-information; Afrique-; Marketing-; Tunisie-; Etude-utilisation; Echelle-mesure; Performance-; Influence-; Relation-client-fournisseur; Client-; Stratégie-entreprise; Entreprise-; Technologie-information-communication

**Mot(s)-clé(s) d'auteur:** orientation-client; performance-de-l'entreprise; technologies-d'information; CRM-

**Localisation:** INIST-CNRS, Shelf Number 27407, INIST No. 354000134770970150

**Origine de la notice:** Inist

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### 3.21 An information system approach and methodology for enterprise credit rating. Computational science and its applications. Singapore, 9-12 May 2005

**Auteur(s):** E. Gervasi-Osvaldo, E. Gavrilova-Marina-L, E. Kumar-Vipin, E. Lagana-Antonio, E. Lee-Heow-Pueh, E. Mun-Youngsong, E. Taniar-David, E. Tan-Chih-Jeng-Kenneth, L. E. E. Hakjoo, L. Choonseong and C. H. A. Kyungyup

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**Source:** Lecture-notes-in-computer-science 2005: part III, 1269-1278

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**ISSN:** 0302-9743

**Année de publication:** 2005

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 7 ref.

**Résumé:** This research is going to construct an enterprise credit evaluation model which consists of non-financial elements of IT index considered influencing to the financial output of the business entities. To examine the influence closely, this paper analyzes the relationship between the IT investment of enterprises and the elements of IT level and their productivity level or financial output first, and then is going to propose the new evaluation model of which IT elements as a non-financial one activates in a method of evaluating credit of each enterprises by discovering the linkage between the IT level and their financial output finally.

**Code(s) de classement:** 001d02

**Descripteur(s) anglais:** Modeling-; Investment-; Business-model; Banking-; Credit-; Productivity-; Economy-; Firm-; Systems-theory; Information-system

**Descripteur(s) français:** Modélisation-; Investissement-; Modèle-entreprise; Secteur-bancaire; Crédit-; Productivité-; Economie-; Entreprise-; Théorie-système; Système-information

**Mot(s)-clé(s) d'auteur:**

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**Origine de la notice:** Inist

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### 3.22 Models for investment in electronic commerce-financial perspectives with empirical evidence

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**ISSN:** 0305-0483

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 41 ref.

**Résumé:** Electronic Commerce (eCommerce) is a concept for trade based upon products and services that are being marketed, contracted, and paid for over the Internet. Consequently, electronic commerce demands for the investment in computer systems, marketing, logistics and payments. This paper will develop conditions for profitable investments in eCommerce with a special focus on outlays for information technology systems and sales management. If the services are made more standardized, if they do not change that often, or if they are well known to the customers so that there is little need for supplementary information, then the less costly will the information technology system become. The investment in marketing depends on how well known the brand name is to the customer. eCommerce firms Born on the Net have to spend substantially more resources on marketing than firms that Move to the Net. These investments may be seen as parts of a process, which aims to generate larger revenues to the firm, better services to the customers, a more efficient logistic system, and lower payment costs. A financial perspective is taken, where investment outlays for web services and marketing are balanced to cost savings when serving existing customers and net revenues from the generation of new customers. This financial approach is applied to five case studies from the sectors of capital goods, financial services, food, ornamental horticulture, and books and stationeries, where the given background from practice and conditions for success are developed in terms of a customer-base, margins, and sales growth. It is demonstrated that an existing customer base offline reduces the need for a marketing that is costly. It is also shown that a combination of services online and offline improves customer services and increases the extension of repeat purchases.

**Code(s) de classement:** 001d01a10; 001d04b03

**Descripteur(s) anglais:** Web-service; Information-technology; Information-system; Electronic-trade; Internet-; Investment-; Marketing-; Payment-; Service-firm; User-service

**Descripteur(s) français:** Rétention-client; Service-web; Technologie-information; Système-information; Commerce-électronique; Internet-; Investissement-; Commercialisation-; Paiement-; Société-service; Service-utilisateur

**Mot(s)-clé(s) d'auteur:** Marketing-investments; Customer-retention; Cross-selling-; E-commerce-cases

**Localisation:** INIST-CNRS, Shelf Number 16060, INIST No. 354000125036200070

**Origine de la notice:** Inist

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### 3.23 The implementation and deployment of an ERP system: An industrial case study. Current trends in ERP implementations and utilisation

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**Langue:** English

**Type de document:** Serial

**Note:** 30 ref.

**Résumé:** This article concerns the integration and deployment of the ERP project at Alcatel, a telecommunications company. After a short presentation of the main activities managed by the ERP system, we propose a five-stage deployment model (selection of the vendor and software, deployment and integration, stabilisation, progression, evolution), then we outline the main results obtained at Alcatel in a general way, and we describe the risks, the dysfunctions, and the reasons for them. The sources and conditions for the successful deployment of ERP are also presented. We focus more precisely on the integration and deployment of the planning process in an ERP system. Therefore, we will detail the different stages of the integration step (general design, detailed design, prototyping and validation, testing flad implementing of the solution, operation starting). A detailed model of the planning process is built and used as a tool to help the firm's key users at the different stages of the planning process. In order to improve the control process of the planning system, we develop a control helping system based on performance indicators, and particularly dedicated to control the MRP activity. The idol of this project is to improve the reactivity of the planning system as well as to enhance that of the supply chain.

**Code(s) de classement:** 001d02d09; 001d01a11

**Descripteur(s) anglais:** Computer-system; Information-system; Firm-strategy; Enterprise-resource-planning; Industrial-application; Business-process; Enterprise-resource-planning; Firm-management; Unfolding-; Process-planning; Resource-management; Information-system; Manufacturing-resource-planning; Material-requirements-planning

**Descripteur(s) français:** Système-informatique; Système-information; Stratégie-entreprise; Planification-ressource-entreprise; Application-industrielle; Processus-métier; Planification-ressource-entreprise; Gestion-entreprise; Déploiement-; Préparation-gamme-fabrication; Gestion-ressources; Système-information; Méthode-MRP-II; Méthode-MRP

**Mot(s)-clé(s) d'auteur:** Enterprise-resource-planning-(ERP)-system:-Information-system-(IS); Planning-process; Material-requirements-planning-(MRP)-activity:-Finn-processes; Firm-performance

**Localisation:** INIST-CNRS, Shelf Number 18275, INIST No. 354000132381500070

**Origine de la notice:** Inist

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### 3.24 A classification for better use of ERP systems. Current trends in ERP implementations and utilisation

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**Affiliation(s):** LGP/ENIT, Avenue d'Azereix, PB 1629, 65016 Tarbes, FRANCE; Department of Industrial Engineering, National Institute of Applied Sciences (INSA de Lyon), Dpt GI, Bâtiment Jules Verne, 19 Avenue J. Capelle, 69621 Villeurbanne, FRANCE; Laboratoire PRISMa, INSA de Lyon, INSA-GI, bat Jules Verne, 19 Avenue Jean Capelle, 69621 Villeurbanne, FRANCE; Lahorafoire PRISMa, INSA de Lyon, INSA-IF, bat Blaise Pascal, 7 Avenue Jean Capelle, 69621 Villeurbanne, FRANCE

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**Année de publication:** 2005

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 26 ref.

**Résumé:** Companies have invested considerable resources in the implementation of enterprise resource planning (ERP) systems. The results initially expected have rarely been reached. The optimisation (or efficient use) of such information systems is nowadays becoming a major factor for firms striving to reach their performance objectives. After presenting a synthesis of several studies on ERP projects, we build on the findings of a French investigation into the assessment and optimisation of ERP performance. A classification of company positions regarding their ERP use, based on both software maturity and strategic deployment directions, and an improvement process are proposed. Industrial cases allow validation of this approach.

**Code(s) de classement:** 001d02d09; 001d01a11

**Descripteur(s) anglais:** Computer-system; Information-system; Firm-strategy; Enterprise-resource-planning; Industrial-application; Improvement-; Survey-; Enterprise-resource-planning; Benchmarking-; Integrated-system; Firm-management; Information-use; Process-improvement; Information-system

**Descripteur(s) français:** Système-informatique; Système-information; Stratégie-entreprise; Planification-ressource-entreprise; Application-industrielle; Amélioration-; Enquête-; Planification-ressource-entreprise; Benchmarking-; Système-intégré; Gestion-entreprise; Utilisation-information; Amélioration-procédé; Système-information

**Mot(s)-clés d'auteur:** Integrated-information-system; ERP-; Improvement-; Survey-; Benchmarking-

**Localisation:** INIST-CNRS, Shelf Number 18275, INIST No. 354000132381500060

**Origine de la notice:** Inist

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### 3.25 An information system approach and methodology for enterprise credit rating. Computational science and its applications: Singapore, 9-12 May 2005

**Auteur(s):** L. E. E. Hakjoo, L. Choonseong, C. H. A. Kyungyup, e. Gervasi-Osvaldo, e. Gavrilova-Marina-L, e. Kumar-Vipin, e. Lagana-Antonio, e. Lee-Heow-Pueh, e. Mun-Youngsong, e. Taniar-David and e. Tan-Chih-Jeng-Kenneth

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**Source:** Lecture-notes-in-computer-science 2005; 3480: part III, 1269-1278

**Editeur:** ISSN: 0302-9743

**Année de publication:** 2005

**Pays de publication:** Germany

**Langue:** English

**Type de document:** Note: Serial; \*Conference-Meeting

**Résumé:** This research is going to construct an enterprise credit evaluation model which consists of non-financial elements of IT index considered influencing to the financial output of the business entities. To examine the influence closely, this paper analyzes the relationship between the IT investment of enterprises and the elements of IT level and their productivity level or financial output first, and then is going to propose the new evaluation model of which IT elements as a non-financial one activates in a method of evaluating credit of each enterprises by discovering the linkage between the IT level and their financial output finally.

**Code(s) de classement:** 001d02

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

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### 3.26 Examining e-business impact on firm performance through website analysis. The 6th World Congress on the management of electronic business

**Auteur(s):** E. Head-Milena, E. Bart-Christopher, M. C. A. L and S. A. Pedro

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**Source:** International-journal-of-electronic-business 2005; 3 (6): 583-598

**Editeur:** Inderscience, Genève, SWITZERLAND

**ISSN:** 1470-6067

**Année de publication:** 2005

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial; Conference-Meeting

**Note:** 2 p.1/4

**Résumé:** This paper develops a framework differentiating three dimensions in e(lectronic)-business: e-information, e-communication and e-workflow. The methodology employed (web content analysis on the company's website) allows evaluation of these e-business dimensions. The main research objective is directed to an examination of the relationship between e-business and firm performance. Additionally, differences in the adoption of e-business according to business size are evaluated. To achieve these objectives, a sample comprising 288 firms from the Region of Murcia, Spain was employed. The results show a positive relationship between e-business and firm performance. In contrast, the results confirm that e-business is not related to business size.

**Code(s) de classement:** 001a01g02b; 205; 790; 790.viii

**Descripteur(s) anglais:** Information-technology; International-trade; Firm-; Performance-; Confidence-; Preference-; User-behavior; User-study; Use-study; Telemedicine-; Electronic-trade; Europe-; Information-technology; Spain-; Content-analysis; Web-site; Performance-evaluation; Firm-; Electronic-trade

**Descripteur(s) français:** Technologie-information; Commerce-international; Entreprise-; Performance-; Confiance-; Préférence-; Comportement-utilisateur; Etude-utilisateur; Etude-utilisation; Télémedecine-; Commerce-électronique; Europe-; Technologie-information; Espagne-; Analyse-contenu; Site-Web; Evaluation-performance; Entreprise-; Commerce-électronique

**Mot(s)-clé(s) d'auteur:** e-business-; websites-; web-content; technology-adoption; firm-performance

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**Origine de la notice:** Inist

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### 3.27 A framework for addressing the organisational issues of enterprise systems implementation. Understanding the contextual influences on enterprise systems (part II)

**Auteur(s):** E. Howcroft-Debra, E. Newell-Sue, E. Wagner-Erica, W. John, H. Christopher and D. Elizabeth  
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**Source:** The-Journal-of-strategic-information-systems 2005; 14 (2): 97-119

**Editeur:** Elsevier Science, Oxford, UNITED-KINGDOM

**ISSN:** 0963-8687

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.3/4

**Résumé:** Over the last 10 years many organisations have made significant investments in Enterprise-wide Systems (ES), particularly Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) software packages. Whilst in most cases technical implementation is relatively successful, many of the initiatives have failed to deliver the benefits expected. Research studies have identified a wide range of factors, that can affect the success of ES implementations, and the general consensus is that organisational issues are more difficult to resolve than technical ones. This research set out to synthesise a framework, from prior research, for analysing and understanding these organisational issues and to apply and refine the framework by studying four ES initiatives in different organisational and industry contexts. The findings from the case studies suggest that the framework can help understand how different approaches to managing ES implementations both address and influence the behaviours of key interest groups and hence the achievement of the benefits expected from the investment.

**Code(s) de classement:** 001a01f05; 205; 790; 790.vii

**Descripteur(s) anglais:** Information-system; Case-study; Models-; Firm-management; Firm-; Implementation-; Software-package; Information-technology; Information-system; Case-study; Models-; Influence-factor; Software-package; Firm-management; Firm-; Implementation-; Information-technology

**Descripteur(s) français:** Système-information; PGI-(Progiciel-Gestion-Intégrée); Etude-cas; Modèle-; Gestion-entreprise; Entreprise-; Implémentation-; Progiciel-; Technologie-information; Système-information; PGI-(Progiciel-de-Gestion-Intégrée); Etude-cas; Modèle-; Facteur-influence; Progiciel-; Gestion-entreprise; Entreprise-; Implémentation-; Technologie-information

**Mot(s)-clés d'auteur:** Enterprise-systems; Enterprise-resource-planning; Organisational-issues

**Localisation:** INIST-CNRS, Shelf Number 20276, INIST No. 354000132449920020

**Origine de la notice:** Inist

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### 3.28 A novel approach to lean control for taiwan-funded enterprises in mainland China. Production research in China

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**Source:** International-journal-of-production-research 2005; 43 (12): 2553-2575

**Editeur: ISSN:** 0020-7543

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document: Note:** Serial

**Résumé:** The lean control approach has been successfully applied to reduce waste and improve customer service in numerous Taiwan-funded enterprises. Although numerous models have been developed to overcome its limitations, such as determining unnecessary moving, unnecessary inventory, and redundant transportation, they do not, however, identify focused stages in which to start lean control. To secure Taiwan-Funded Enterprises in Mainland China (TFEMC), in this paper, after using value stream mapping (VSM) to show the current state of manufacturing processes, rough set theory is adopted and used to identify types of focused stages, where lean controls are most required. A generalised label-correcting algorithm is then developed to determine the desired stages of lean manufacturing, which are difficult to show in the VSM. This methodology is suitable for a repetitive manufacturing environment of mixed type, i.e., job shop and flow shop, and achieves the following objectives: 1. Decreasing work in progress (WIP) inventory. 2. Reducing inventory and logistics cost globally. The approach is novel and the illustrated case could be a role model of TFEMC because different types of problems can be solved with one algorithm; the reduct rules can be inducted to determine focus stages efficiently; and waste is reduced from the viewpoint of system thinking.

**Code(s) de classement:** 001d01a15

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

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### 3.29 Information technology adoption in Hong Kong's logistics industry

**Auteur(s):** L. A. I. K. Hung, E. W. T. Ngai and T. C. E. Cheng

**Affiliation(s):** The Hong Kong Polytechnic University, Hung Horn, Kowloon, HONG-KONG; Department of Logistics, The Hong Kong Polytechnic University, HONG-KONG

**Source:** Transportation-journal 2005; 44 (4): 1-9

**Editeur:** American Society of Transportation and Logistics, Lock Haven, PA, UNITED-STATES

**ISSN:** 0041-1612

**Année de publication:** 2005

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 28 ref.

**Résumé:** This article reports on the current state of information technology (IT) adoption in Hong Kong's logistics industry, identifies the benefits of and barriers to adopting IT, and provides recommendations for the adoption of IT in the industry. We achieved these objectives by carrying out a cross-sectional survey of 1,500 firms in the industry, followed by interviews with selected respondents to the survey. The study findings provide managerial insights for firms to understand the adoption of IT in the industry and to identify areas for improvement in adopting IT.

**Code(s) de classement:** 001d15a

**Descripteur(s) anglais:** Asia-; China-; Recommendation-; Firm-; Survey-; Hong-Kong; Information-technology; Logistics-

**Descripteur(s) français:** Asie-; Chine-; Recommandation-; Entreprise-; Enquête-; Hong-Kong; Technologie-information; Logistique-

**Mot(s)-clé(s) d'auteur:**

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### 3.30 Personalising patient information in the real world. Database: enterprise, skills and innovation. Sunderland, 5-7 July 2005

**Auteur(s):** E. Jackson-Mike, E. Nelson-David, E. Stirk-Sue, S. Ben, G. W. Alex, B. Anthony and M. David

**Affiliation(s):** School of Computer Science, Cardiff University, Cardiff, UNITED-KINGDOM; Clinical Information Unit, Velindre NHS Trust, Cardiff, UNITED-KINGDOM

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**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2005

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 16 ref.

**Résumé:** This paper describes the development and analysis of a prototype patient information system. The aim is to identify how a large, multi-provider clinical information system can be used to improve the way patient information is delivered, and consequently the quality of care given. Practical aspects of theoretical problems are dealt with and an emphasis is placed on providing a base for future extensibility as technology and NHS policy develops. Many issues identified by this project are typical of ongoing issues in British healthcare as a whole and are relevant to any seeking to expose the information held in medical databases to patients.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Public-health; Database-; Information-retrieval; Scalability-; Information-use; Medical-application; Information-system

**Descripteur(s) français:** Santé-publique; Base-donnée; Recherche-information; Extensibilité-; Utilisation-information; Application-médicale; Système-information

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000124489660160

**Origine de la notice:** Inist

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### 3.31 Street address correction based on spelling techniques. Database: enterprise, skills and innovation. Sunderland, 5-7 July 2005

**Auteur(s):** E. Jackson-Mike, E. Nelson-David, E. Stirk-Sue, M. Patricio, S. Marcos and P. Humberto

**Affiliation(s):** Computer Science Department Pontificia Universidad Católica de Chile Av. Vicuña Mackenna 4860, Santiago, CHILE

**Source:** Lecture-notes-in-computer-science 2005: 166-172

**Editeur:** Springer, Berlin, GERMANY

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**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 7 ref.

**Résumé:** In the 90's, Geographic Information Systems started having a remarkable demand, since they are an innovative technology that allows visualizing information in a spatial way, along with its geographic distribution. Digital maps enterprises offer a variety of services, among them stand out the ratification of addresses: to check clients' databases for detection and correction of wrong entries, and then to validate the integrity of every new record that is inserted. This work details the development of an algorithm that improves the process of ratification using spelling techniques, with the goal of minimizing the human intervention required in the process, without sacrificing quality. The benefits are better response times and reduction of service costs.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Cost-lowering; Service-time; Time-response; Human-; Digital-enterprise; Geographic-distribution; Cartography-; Response-time; Integrity-; Database-; Information-technology; Geographic-information-system

**Descripteur(s) français:** Diminution-coût; Temps-service; Réponse-temporelle; Homme-; Entreprise-numérique; Répartition-géographique; Cartographie-; Temps-réponse; Intégrité-; Base-donnée; Technologie-information; Système-information-géographique

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### 3.32 A capacity management service for resource pools. WOSP'05: Proceedings of the Fifth International Workshop on Software and Performance: Palma, Illes Balears, Spain, July 12-14, 2005

**Auteur(s):** R. Jerry, C. Ludmila, A. Martin, A. Artur and U. S. o.-c. Association-for-computing-machinery  
**Affiliation(s):** Hewlett-Packard Laboratories 1501 Page Mill Road, Palo Alto, CA 94304, United States; Zuse Institute Berlin (ZIB) Takustrasse 7, 14195 Berlin-Dahlem, Germany

**Source:** 2005; 229-237

**Editeur:** ACM Press, New York NY

**ISSN: Année de publication:** 2005

**Pays de publication:** United-States

**Langue:** English

**Type de document: Note:** Conference-Meeting

**Résumé:** Resource pools are computing environments that offer virtualized access to shared resources. When used effectively they can align the use of capacity with business needs (flexibility), lower infrastructure costs (via resource sharing), and lower operating costs (via automation). This paper describes the Quartermaster capacity manager service for managing such pools. It implements a trace-based technique that models workload (e.g., application) resource demands, their corresponding resource allocations, and resource access quality of service. The primary advantages of the technique are its accuracy, generality, support for resource access qualities of service, and optimizing search method. We pose general capacity management questions for resource pools and explain how the capacity manager helps to address them in an automated manner. A case study demonstrates and validates the method on empirical data from an enterprise application. We show that the technique exploits much of the resource savings to be achieved from resource sharing and is significantly more accurate at estimating per-server required capacity than a benchmark method used in practice to manage a resource pool. Finally, we explain how the problems relate to other practices regarding enterprise capacity management and software performance engineering. Categories and Subject Descriptors: H.I [Information Systems Models and Principles]: Miscellaneous. H.3.4 Performance evaluation (efficiency and effectiveness).

**Code(s) de classement:** 001d02b10; 001d02b07d

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### 3.33 Heuristics for selecting robust database structures with dynamic query patterns

**Auteur(s):** C. A. N. K, G. P. B, G. Alok and M. J. R

**Affiliation(s):** Department of Information Systems, W.P. Carey School of Business, Arizona State University, Tempe, AZ 85287-4606, UNITED-STATES; Department of Operations and Information Management, School of Business, University of Connecticut, Storrs, CT 06269-2041, UNITED-STATES; Department of Information and Decision Sciences, Carlson School of Management, University of Minnesota, Minneapolis, MN 55455, UNITED-STATES

**Source:** European-journal-of-operational-research 2005; 168 (1): 200-220

**Editeur:** Elsevier, Amsterdam, NETHERLANDS

**ISSN:** 0377-2217

**Année de publication:** 2005

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 46 ref.

**Résumé:** The success of a company increasingly depends on timely information (internal or external) being available to the right person at the right time for crucial managerial decision-making. Achieving such a right time/right place duet depends directly on database performance. A database system has been a core component that supports modern business system such as enterprise resource planning (ERP) system that integrates and supports all enterprise processes including product designing and engineering, manufacturing, and other business functions to achieve highest efficiency and effectiveness of operations. We develop and demonstrate through a proof-of-concept case study, a new query-driven heuristics for database design that seeks to identify database structures that perform robustly in dynamic settings with dynamic queries. Our focus is the design of efficient structures to process read-only queries in complex environments. Our heuristics begins with detailed analysis of relationships between diverse queries and the performance of different database structures. These relationships are then used in a series of steps that identify robust database structures that maintain high performance levels for a wide range of query patterns. We conjecture that our heuristics can facilitate efficient operations and effective decision-making of companies in today's dynamic environment.

**Code(s) de classement:** 001d02b07d; 001d01a14

**Descripteur(s) anglais:** Information-retrieval; Decision-support-system; Business-model; Database-query; Heuristic-method; Enterprise-resource-planning; Firm-management; Resource-management; Simulation-; Database-management-system

**Descripteur(s) français:** Recherche-information; Système-aide-décision; Modèle-entreprise; Interrogation-base-donnée; Méthode-heuristique; Planification-ressource-entreprise; Gestion-entreprise; Gestion-ressources; Simulation-; Système-gestion-base-donnée

**Mot(s)-clé(s) d'auteur:** Heuristics-; Computing-science; Database-management; Simulation-

**Localisation:** INIST-CNRS, Shelf Number 17566, INIST No. 354000138618940130

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### 3.34 Adoption of enterprise resource planning systems in Greece. Advances in informatics. 10th Panhellenic Conference on Informatics, PCI 2005 Volos, Greece, November 11-13, 2005, proceedings

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**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 26 ref.

**Résumé:** Enterprise Resource Planning Systems (ERP) comprises the dominant business information systems currently implemented in the global market. In this survey, the authors explore the adoption of these systems in enterprises that operate in the Greek market. The scope of the adoption is focused on the level of business processes, in terms of the incentives and the real benefits, that ERP applications offer to enterprises. The survey indicated significant results in the areas of the transformation of incentives for adoption to actual benefits, and on the significance of business process reengineering before the implementation of the systems. Other interesting results are focused on the business use of those systems, the future enhancements, and their contribution in solving the issue of fragmentation of information in disparate legacy applications.

**Code(s) de classement:** 001d02

**Descripteur(s) anglais:** Fragmentation-; Enterprise-organization; Business-process; Greek-; Markets-; Legacy-software; Information-system; Integrated-management; Firm-management; Planning-; Firm-

**Descripteur(s) français:** Fragmentation-; Organisation-entreprise; Processus-métier; Grec-; Marché-; Logiciel-patrimonial; Système-information; Gestion-intégrée; Gestion-entreprise; Planification-; Entreprise-

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000138674380530

**Origine de la notice:** Inist

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### 3.35 A framework for interoperability in an enterprise. Knowledge-based intelligent information and engineering systems. Part I,III-IV: 9th international conference, KES 2005, Melbourne, Australia, September 14-16, 2005: proceedings

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**Source:** Lecture-notes-in-computer-science 2005: vol1, 97-103

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

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**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 5 ref.

**Résumé:** This study highlights benefits to the interoperability between heterogeneous and geographically distributed workgroups, generated by the adoption of an Enterprise Architecture Framework. These groups need to collaborate in order to execute business transactions scheduled by common activities, for both complex activities that involve a lot of people like the concurrent design of a mechanical component and activities that involve communication just between software applications. The problem of interoperability is part of a more complex scenario provided by the Business Process Management which allows, through the use of a suitable framework, to describe and implement enterprise business processes in order to get a faster process execution and a more efficient and robust process management. But to obtain advantages from this kind of management it is necessary to identify and to be able to describe adequately which is the useful process knowledge and who are the actors of the process. So you need methodologies and tools to capture and to implement process knowledge to share and make it available for people who need it. These methodologies and tools should be provided inside an Enterprise Architecture Framework, based on Enterprise Application Integration techniques using a common schema for data, which offers business process modelling capabilities.

**Code(s) de classement:** 001d02b11; 001d02c

**Descripteur(s) anglais:** Artificial-intelligence; Modeling-; Capability-index; Business-model; Business-process; Information-system; Integrated-management; Firm-management; Machine-design; Concurrent-engineering; Transaction-processing; System-architecture; Distributed-system; Firm-; Interoperability-; Artificial-intelligence

**Descripteur(s) français:** Intelligence-artificielle.-; Modélisation-; Indice-aptitude; Modèle-entreprise; Processus-métier; Système-information; Gestion-intégrée; Gestion-entreprise; Conception-machine; Ingénierie-simultanée; Traitement-transaction; Architecture-système; Système-réparti; Entreprise-; Interopérabilité-; Intelligence-artificielle

**Mot(s)-clés d'auteur:**

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### 3.36 KMPI: measuring knowledge management performance

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**Source:** Information-&-management 2005; 42 (3): 469-482

**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

**ISSN:** 0378-7206

**Année de publication:** 2005

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 84 ref.

**Résumé:** This paper provides a new metric, knowledge management performance index (KMPI), for assessing the performance of a firm in its knowledge management (KM) at a point in time. Firms are assumed to have always been oriented toward accumulating and applying knowledge to create economic value and competitive advantage. We therefore suggest the need for a KMPI which we have defined as a logistic function having five components that can be used to determine the knowledge circulation process (KCP): knowledge creation, knowledge accumulation, knowledge sharing, knowledge utilization, and knowledge internalization. When KCP efficiency increases, KMPI will also expand, enabling firms to become knowledge-intensive. To prove KMPI's contribution, a questionnaire survey was conducted on 101 firms listed in the KOSDAQ market in Korea. We associated KMPI with three financial measures: stock price, price earnings ratio (PER), and R&D expenditure. Statistical results show that the proposed KMPI can represent KCP efficiency, while the three financial performance measures are also useful.

**Code(s) de classement:** 001a01e02c3; 205; 790; 790.vi

**Descripteur(s) anglais:** Asia-; Factor-analysis; Survey-; Measurement-method; Performance-evaluation; Knowledge-management; Firm-management; Firm-; Korea-

**Descripteur(s) français:** Asie-; Ingénierie-des-connaissances; Analyse-factorielle; Enquête-; Méthode-mesure; Evaluation-performance; Gestion-des-connaissances; Gestion-entreprise; Entreprise-; Corée-

**Mot(s)-clé(s) d'auteur:** Knowledge-management-performance; Knowledge-circulation-process; Logistic-function; KMPI-; Factor-analysis

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000126134860070

**Origine de la notice:** Inist

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### 3.37 Adoption of electronic government services among business organizations in Singapore

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**Source:** The-Journal-of-strategic-information-systems 2005; 14 (4): 417-440

**Editeur:** Elsevier Science, Oxford, UNITED-KINGDOM

**ISSN:** 0963-8687

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.1/2

**Résumé:** With the global emergence of public sector information communication initiatives, there has been a growing need for research on factors influencing adoption of e(lectronic)-Government services. To fill up the existing knowledge gap in this area, this paper examines factors influencing adoption of electronic government services among business organizations in Singapore. Drawing on Rogers' Innovation Diffusion Theory and on the literature on network externalities, social influence, and barriers to adoption, this paper develops a theoretical framework and proposes that perceived benefits, management readiness, sensitivity to cost, external pressure, and social influences are positively related to the adoption decision. We tested this framework using survey data from 128 business organizations in Singapore. The results show a significant positive relationship between perceived benefits, external pressure, and social influence and the firms' decision to adopt e-Government services. Some possible implications of our study are that governments need to increase public awareness of direct and indirect benefits of their e-services, to portray e-services as up-to-date, effective and secure, and to put in place various incentives to encourage their adoption.

**Code(s) de classement:** 001a01g02b; 205; 790; 790.viii

**Descripteur(s) anglais:** Asia-; Information-communication-technology; Singapore-; Questionnaire-; Survey-; Innovation-; Diffusion-; Influence-factor; Adoption-; Firm-management; Electronic-government

**Descripteur(s) français:** Asie-; Technologie-information-communication; Singapour-; Questionnaire-; Enquête-; Innovation-; Diffusion-; Facteur-influence; Adoption-; Gestion-entreprise; Administration-électronique

**Mot(s)-clé(s) d'auteur:** e-Government;-c-Services; Network-externalities;-Social-influence;-Barriers-to-adoption;-Diffusion-of-Technology

**Localisation:** INIST-CNRS, Shelf Number 20276, INIST No. 354000135667330030

**Origine de la notice:** Inist

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### 3.38 GCE: Knowledge management applied in a design reengineering process. CDVE 2005: cooperative design, visualization, and engineering. Palma de Mallorca, 18-21 September 2005

**Auteur(s):** E. Luo-Yuhua, O. Jonice, D. S. J. Moreira, L. Mauricio and F. Ricardo

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**Source:** Lecture-notes-in-computer-science 2005: 94-102

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2005

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 4 ref.

**Résumé:** In order to reach competitive advantage, manufacturing firms need not only to coordinate business and cross-border activities, but must also integrate and improve internal processes, coordinate access to internal and external knowledge, exploit and develop their employees' capabilities. In a manufacturing context, there are several levels (equipments <left right arrow> processes <left right arrow> products <left right arrow> market) which are related, and the competitive advantage and success in the market depends on the synergy of these levels. In all phases, we have people and specific information associated, and the handling of specific information by people, in a context, together with a usage experience, comprises knowledge creation. In this work, we describe a case at a Brazilian Oil Company. This company was losing knowledge on its first level of the manufacturing chain. In this paper, we will describe this problem, as well as the procedures to solve this problem, and the Knowledge Management environment created to support the process.

**Code(s) de classement:** 001d02b07d; 001d02b04

**Descripteur(s) anglais:** Concurrent-engineering; Distributed-system; Groupware-; Markets-; Reengineering-; Design-process; Firm-; Process-planning; Knowledge-engineering; Concurrent-engineering; Distributed-system; Groupware-

**Descripteur(s) français:** Ingénierie-simultanée; Système-réparti; Collecticiel.-; Marché-; Réingénierie-; Processus-conception; Entreprise-; Préparation-gamme-fabrication; Ingénierie-connaissances; Ingénierie-simultanée; Système-réparti; Collecticiel-

**Mot(s)-clé(s) d'auteur:**

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### 3.39 A resource-based view of competitive advantage at the Port of Singapore

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**ISSN:** 0963-8687

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 16 ref.

**Résumé:** The purpose of this paper is to discuss the resources, including operations and information technology that have contributed to the competitive position of the Port of Singapore. We present a detailed discussion of the Port and its resources, and analyze the case using the resource-based view of strategy. A firm with a competitive advantage excels in time, quality, or cost, or a combination of such over its competitors. We argue that a combination of resources including supportive government policies, ample investment, and well thought out operations and information technology along with location and a natural deep harbor to help create a sustainable advantage for the Port. We find that Singapore compensated for some of its natural disadvantages like small land area by successfully applying information technology in critical areas to increase the island's capacity to handle shipping.

**Code(s) de classement:** 001a01g02b; 205; 790; 790.viii

**Descripteur(s) anglais:** Asia-; Competitive-advantage; Application-; Information-technology; Resource-; Firm-strategy; Competition(economy)-; Commercial-harbor; Singapore-

**Descripteur(s) français:** Asie-; Avantage-compétitif; Application-; Technologie-information; Ressource-; Stratégie-entreprise; Concurrence-économique; Port-commerce; Singapour-

**Mot(s)-clé(s) d'auteur:** Port-; Singapore-; Resource-based-view; Strategy-; Operations-and-Information-Technology

**Localisation:** INIST-CNRS, Shelf Number 20276, INIST No. 354000125702640040

**Origine de la notice:** Inist

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### 3.40 Moments of governance in IS outsourcing: conceptualizing effects of contracts on value capture and creation

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**Affiliation(s):** Management Information Systems, Price College of Business, University of Oklahoma, Norman, OK, UNITED-STATES; Department of Management, Marketing & Logistics, College of Business Administration, University of North Florida, Jacksonville, FL, UNITED-STATES

**Source:** Journal-of-information-technology 2005; 20 (3): 152-169

**Editeur:** Taylor & Francis, Oxford, UNITED-KINGDOM

**ISSN:** 0268-3962

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.3/4

**Résumé:** Research on the governance of IS (Information System) outsourcing has recognized two moments of governance: the formal outsourcing contract (promissory contract) and post-contractual relationship management (psychological contract). While this research has been prescriptive of contract terms that lead to successful outsourcing, there is need for clarity on what specific governance options are available at each moment of governance and how governance choices at one moment affect those at another, and consequently affect outsourcing outcomes. This paper draws on theoretical and empirical work in the areas of governance and contracts to develop a model of IS outsourcing governance, delineating specific moments of governance (MoG). It describes how the IS outsourcing context circumscribes market, hierarchy, and network governance options that are available at the promissory contract and psychological contract moments. Processes and structures that constitute governance choices at each moment of governance are identified. This analysis of outcomes recognizes an inherent tension in interorganizational relationships: firms' desire for value capture or efficiency vs their desire for value creation or innovation. We explore how choices in formulating the promissory contract affect the psychological contract, and how psychological contract choices impact value capture and creation. The paper concludes by exploring the implications of the MoG model for practitioners and suggesting areas in which further conceptualization and empirical work may be beneficial.

**Code(s) de classement:** 001a01e04; 205; 790; 790.vi

**Descripteur(s) anglais:** Governance-; Theoretical-model; Authorized-capital; Value-; Contract-; Supplier-customer-relationship; Outsourcing-; Information-system; Firm-management

**Descripteur(s) français:** Gouvernance-; Modèle-théorique; Capital-social; Valeur-; Contrat-; Relation-client-fournisseur; Externalisation-; Système-information; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** inter-organizational-systems; outsourcing-; contract-; social-capital; organizational-governance

**Localisation:** INIST-CNRS, Shelf Number 21339, INIST No. 354000131893120020

**Origine de la notice:** Inist

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### 3.41 The mobile-stationary divide in ubiquitous computing environments: Lessons from the transport industry

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**Source:** Information-systems-management 2005; 22 (4): 65-79

**Editeur:** Auerbach, Boca Raton, FL, UNITED-STATES

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**Année de publication:** 2005

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 23 ref.

**Résumé:** The emergence of ubiquitous computing offers new possibilities and opportunities for organizations attempting to improve their productivity and effectiveness. In particular, the promises of ubiquitous computing are attractive to organizations such as transport firms, in which coordination of diverse sets of mobile units is central to organizational performance. This article analyzes the use of ubiquitous transport systems in Swedish road haulage firms and discusses the opportunities and challenges for the early adopters. It pays specific attention to the mobile-stationary divide; that is, the set of challenges associated with integration of mobile and stationary people and systems into a seamless computing environment.

**Code(s) de classement:** 001a01g02b; 205; 790; 790.viii

**Descripteur(s) anglais:** Europe-; Information-communication-technology; Sweden-; Case-study; Infrastructure-; Industry-; Transport-firm; Application-; Information-system; Computer-science; Mobile-; Wireless-telecommunication

**Descripteur(s) français:** Europe-; Technologie-information-communication; Suède-; Etude-cas; Infrastructure-; Industrie-; Entreprise-transport; Application-; Système-information; Informatique-; Mobile-; Télécommunication-sans-fil

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 20633, INIST No. 354000131953500060

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### 3.42 Exploratory analysis on the halo effect of strategic goals on IOS effectiveness evaluation

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**Source:** Information-&-management 2005; 42 (2): 275-288

**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

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**Année de publication:** 2005

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 59 ref.

**Résumé:** How do managers evaluate the effectiveness of IT (Information Technology) use? Past literature showed that the assessment of IT effectiveness is not straightforward, especially when viewed in terms of business outcomes, such as sales increase, firm profitability, and firm success. For inter-organizational systems (IOS), IT effectiveness evaluation is even more challenging, because these IOS are an integral part of a retail channel distribution system where several factors can influence business outcomes. Under such circumstances, IOS effectiveness evaluation is prone to a halo effect. A survey of retailers and suppliers showed that firms favorably judge IOS as long as their strategic goals are met, even when they do not recognize any IOS contribution towards accomplishing them. Conversely, IOS use was not appreciated when strategic goals were not met-even if IOS use benefits the firm at the operational or tactical level. In effect, IOS evaluation was overshadowed by the halo effects of strategic goal accomplishment.

**Code(s) de classement:** 001a01e04; 001d02b07d; 205; 790; 790.vi

**Descripteur(s) anglais:** Supplier-; Retail-marketing; User-study; Use-study; Firm-strategy; Performance-evaluation; Information-system; Information-technology; Firm-management

**Descripteur(s) français:** Fournisseur-; Vente-au-détail; Etude-utilisateur; Etude-utilisation; Stratégie-entreprise; Evaluation-performance; Système-information; Technologie-information; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** Effectiveness-evaluation; Halo-effects; Strategic-goal-accomplishments; Interorganizational-systems-(IOS); Electronic-data-interchange-(EDI)

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000126494310020

**Origine de la notice:** Inist

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### 3.43 Blogging: For knowledge sharing, management and dissemination

**Auteur(s):** O. Marydee

**Affiliation(s):**

**Source:** Business-information-review 2005; 22 (4): 269-276

**Editeur:** Sage, London, UNITED-KINGDOM

**ISSN:** 0266-3821

**Année de publication:** 2005

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**Langue:** English

**Type de document:** Serial

**Note:** 18 ref.

**Résumé:** Using weblogs, or blogs, as vehicles for knowledge management initiatives is a relatively new concept, but one that has gained rapid recognition. The earliest weblogs appeared only a few years ago. As personal journals, often espousing individual political views or chronicling personal daily events, blogs did not seem to fit into an organizational knowledge management framework. Attitudes towards weblogs and uses of blogs are changing quickly, however. In a collaborative work environment, blogs bring significant benefits to enterprises willing to adopt the technology. Writers of blogs, called bloggers, can add to the sum total of knowledge for research projects, share industry and product knowledge, capture and disseminate pertinent news from outside the enterprise, and contribute valuable insights on specific subjects. They are particularly useful for promoting knowledge in cross-cultural environments.

**Code(s) de classement:** 001a01e02c3; 205; 790; 790.vi

**Descripteur(s) anglais:** Blog-; Firm-; Web-site; Information-exchange; Knowledge-dissemination; Knowledge-management; Information-management

**Descripteur(s) français:** Blogue-; Entreprise-; Site-Web; Echange-information; Diffusion-connaissance; Gestion-des-connaissances; Gestion-information

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 26652, INIST No. 354000135393180080

**Origine de la notice:** Inist

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### 3.44 Conceptualizing strategic issues in information technology outsourcing

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**Source:** Information-management-&-computer-security 2005; 13 (4): 281-296

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.3/4

**Résumé:** Purpose - It is posited that information technology (IT) outsourcing unfolds a complex relationship that has the propensity to start with a bang and end in a whimper unless the strategic parameters are identified at the outset. The paper is intended to beacon flash areas open to scholarly research in this relatively nascent area. Design/methodology/approach - The key to long-term success is the mutually beneficial partnership of the client and the provider. This paper identifies such relationships based on a framework that can lead to strategic success of the outsourcing engagements. The paper develops a set of propositions to build a deeper understanding of the processes that underlie IT outsourcing as a strategic and sustainable enterprise-wide initiative to further an organization's performance in the competitive market place. Findings - Outsourcing of IT is emerging as a potent business strategy. The statistics compiled by the IT industry watch-dogs point only to one direction - outsourcing will grow unabated in the foreseeable future. However, their data also reveal a staggering failure rate of outsourcing engagements. The failure may be partly attributed to a lack of formal research available to decision makers contemplating the possibility of outsourcing. The literature review corroborates that there is very little scholarly research available to guide decisions in the pre-outsourcing phase. This paper suggests a research framework that would fill a void in understanding the relationships among the firm's internal capabilities, the type of engagement, and strategic business values. Understanding of these strategic relationships is vital before an organization decides to outsource, as the decision domain has shifted primarily from cost cutting to engagement of a strategic nature. The outsourcing decision of IT should be considered strategic as the relationship and the knowledge gained during the engagement can be translated into tangible and intangible business values for the organization. An interesting extension of the proposed research would be to investigate the conditions that underlie acceptance of an engagement by the vendor. The proposed research also has the potential to extend to the post-engagement phase of the outsourcing in terms of identifying the conditions for strategically focused relationship management. Originality/value - The paper provides a framework and identifies propositions to delve deeper into the understanding and underpinnings of IT outsourcing as a strategic process by studying a majority of research available on the topic.

**Code(s) de classement:** 001a01e04; 205; 790; 790.vi

**Descripteur(s) anglais:** Information-technology; Models-; Supplier-customer-relationship; Strategic-planning; Firm-strategy; Outsourcing-; Firm-management

**Descripteur(s) français:** Technologie-information; Modèle-; Relation-client-fournisseur; Planification-stratégique; Stratégie-entreprise; Externalisation-; Gestion-entreprise

**Mot(s)-clés d'auteur:** Outsourcing-; Communications-technologies; Strategic-planning

**Localisation:** INIST-CNRS, Shelf Number 26605, INIST No. 354000131717650030

**Origine de la notice:** Inist

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### 3.45 Web services management: A survey: Ad hoc and P2P security

**Auteur(s):** P. M. P and V. D. H. W. Jan

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**Source:** IEEE-Internet-computing 2005; 9 (6): 58-64

**Editeur:** IEEE Computer Society, New York, NY, UNITED-STATES

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**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 5 ref.

**Résumé:** Solutions based on service-oriented architectures are promising in that they leverage common services and enable collaborative business processes that cross organizational boundaries. However, because Web services applications can span multiple hosts, operating systems, languages, and enterprises, it's problematic to measure, control, and manage application availability and performance. In addition to discussing the relationship of Web services management to traditional distributed systems management, this survey explores various Web services management approaches and their underlying architectural concepts.

**Code(s) de classement:** 001d02b04

**Descripteur(s) anglais:** Multiple-system; Multilingualism-; Business-process; Distributed-system; Availability-; Firm-; Information-system; Operating-system; Integrated-management; Firm-management; Service-oriented; Web-service; Internet-; Distributed-computing

**Descripteur(s) français:** Système-multiple; Multilinguisme-; Processus-métier; Système-réparti; Disponibilité-; Entreprise-; Système-information; Système-exploitation; Gestion-intégrée; Gestion-entreprise; Orienté-service; Service-web; Internet-; Calcul-réparti

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 26736, INIST No. 354000132808480060

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### 3.46 Enterprise resource planning (ERP) operations support system for maintaining process integration

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**Pays de publication:** United-Kingdom

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**Type de document:** Serial

**Note:** 1 p.3/4

**Résumé:** A successfully adopted and implemented enterprise resource planning (ERP) system does not automatically guarantee full benefits. It is important that ERP is operated as planned and thus provides the real-time information with a desired level of process integration. Any ERP system pushes a company toward full process integration and solves the fragmentation of information. However, the tight process integration involves operational issues that must be carefully managed. Thus, a conjecture can be made that a centrally coordinated support system is required to assist ERP users and administrators find problems, perform tedious validation and verification, and maintain the process integration of ERP with great consistency. This paper proposes an ERP operations support system (EOSS) that aims to achieve and maintain the process integration of ERP. EOSS monitors the operational status of process integration, prevents anomalies as early as possible and conducts repairs as soon as possible.

**Code(s) de classement:** 001d01a11

**Descripteur(s) anglais:** Information-system; Firm-management; Enterprise-resource-planning; Resource-management; Coordination-

**Descripteur(s) français:** Système-aide-opération; Système-information; Gestion-entreprise; Planification-ressource-entreprise; Gestion-ressources; Coordination-

**Mot(s)-clé(s) d'auteur:** Enterprise-resource-planning-(ERP)-operations; Process-integration; Operations-support-system; Agent-

**Localisation:** INIST-CNRS, Shelf Number 10525, INIST No. 354000138455740010

**Origine de la notice:** Inist

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### 3.47 Internet Commerce Cases

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**Source:** Journal-of-Internet-commerce 2005; 4 (2): 119 p

**Editeur: ISSN:** 1533-2861

**Année de publication:** 2005

**Pays de publication:** United-States

**Langue:** English

**Type de document: Note:** Serial

**Résumé:** Ces six articles décrivent la façon dont des entreprises de taille et d'activités très diverses ont su exploiter des solutions de commerce électronique pour résoudre leurs problèmes ou profiter des occasions, et les leçons qu'elles en ont tirées. Les sujets développés portent sur les stratégies commerciales multi-canal (y compris l'internet) d'une entreprise de vente de vêtements par catalogue en Australasie; l'évolution choisie par une entreprise d'intégration de systèmes; le succès d'une société de vente de vêtements par correspondance sur l'internet; l'implémentation d'un système d'information permettant d'améliorer les relations avec les clients dans une petite entreprise américaine de fourniture de matériel de terrassement; la mise en place d'une solution d'approvisionnement électronique dans une entreprise sidérurgique en Inde; le développement d'un service de recherche d'information dans un portail internet coréen afin de mieux retenir les utilisateurs.

**Code(s) de classement:** 001a01g02b; 205

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number 27546, INIST No. 354000132645940000

**Origine de la notice:** Inist

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### 3.48 Zur Identifikation von Strukturanalogien in Datenmodellen: Ein Verfahren und seine Anwendung am Beispiel des Y-CIM- Referenzmodells von Scheer / Identifying structural analogies in data models: A procedure and its application exemplified by Scheer's Y-CIM reference model

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**Affiliation(s):** Johannes Gutenberg-Universität Mainz, Lehrstuhl für Wirtschaftsinformatik und BWL, ISYM - Information Systems & Management, 55099 Mainz, Germany

**Source:** Wirtschaftsinformatik- 2005; 47 (2): 89-100

**Editeur: ISSN:** 0937-6429

**Année de publication:** 2005

**Pays de publication:** Germany

**Langue:** German

**Type de document: Note:** Serial

**Résumé:** On the one hand, data models decrease the complexity of information system development. On the other hand, data models causes additional complexity. Recently structural analogies are discussed as instruments reducing the complexity of data models. This piece of research presents a procedure to identify structural analogies in data models and demonstrates its performance by analyzing Scheer's reference model for industrial enterprises (Y-CIM-model). The proposed procedure is based on formalizing data models within set theory and uses a quantitative similarity measure. The obtained results show both identical and very similar information structures within the Y-CIM-model. Furthermore, ways of dealing with the identified structural analogies are discussed from an analysis and software design perspective.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number 2890, INIST No. 354000125354730010

**Origine de la notice:** Inist

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### 3.49 Evaluating the impact of IT investments on productivity: a causal analysis at industry level

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**Source:** International-journal-of-information-management 2005; 25 (1): 39-53

**Editeur:** Elsevier, Oxford, UNITED-KINGDOM

**ISSN:** 0268-4012

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.

**Résumé:** While many studies have shown positive and significant relationships between IT investments and firm productivity or performance, the question of causality remains: do higher IT investments contribute to better performance or does better performance lead to higher IT investments? In this study, we examine the issue of IT investment impact on productivity using Granger causality model with industry level data over a 30-yr period. Our results suggest that a causal relationship exists between IT investments and productivity at the industry level. IT investments contribute to productivity growth in most of the industries in our sample. In addition, we find a feedback relationship from productivity to IT investments, as suggested by some studies. We postulate that the impact of IT investments on productivity is moderated by the interaction of product information intensity and value-chain information intensity.

**Code(s) de classement:** 001a01g02; 205; 790; 790.viii

**Descripteur(s) anglais:** America-; North-America; Econometric-model; Analysis-method; Causality-; Correlation-analysis; Productivity-; Information-technology; Industrial-economy; Firm-; United-States

**Descripteur(s) français:** Amérique-; Amérique-du-Nord; Causalité-de-Granger; Retour-investissement; Années-1970-1999; Modèle-économétrique; Méthode-analyse; Causalité-; Analyse-corrélation; Productivité-; Technologie-information; Economie-industrielle; Entreprise-; Etats-Unis

**Mot(s)-clé(s) d'auteur:** IT-investments; IT-impact; Productivity-; Causality-; Information-intensity

**Localisation:** INIST-CNRS, Shelf Number 20286, INIST No. 354000126680680030

**Origine de la notice:** Inist

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### 3.50 Diffusion of computer aided design technology in architectural design practice

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**Source:** Journal-of-construction-engineering-and-management 2005; 131 (10): 1135-1141

**Editeur:** American Society of Civil Engineers, Reston, VA, UNITED-STATES

**ISSN:** 0733-9364

**Année de publication:** 2005

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 37 ref.

**Résumé:** Computer aided design (CAD) technology is one of the most influential information technology (IT) innovations of the last four decades. This paper studies the factors that influence the spread of this important IT innovation in the context of the Turkish architectural design practice. It builds on the innovation diffusion theory which proposes that internal (i.e., copying behaviors of others) and external influence (i.e., complying with clients' requirements, changes in government regulations, demand conditions, and consulting firms' suggestions) factors drive diffusion of an innovation. The paper empirically tests the propositions of innovation diffusion theory by using three mathematical models: The internal influence model, the external influence model, and the mixed influence model. Research findings point out that the mixed influence model has the highest exploratory power. They show that the diffusion of CAD technology in architectural design practice is primarily driven by internal rather than external influence factors. This study is of importance to researchers because this is the first application of the influence models to the study of the diffusion of CAD technology in architectural design practice. It is also of relevance to design practitioners since the findings should provide a useful guide in their decision to adopt or not to adopt CAD technology.

**Code(s) de classement:** 001d14a01; 001d14a05d; 295

**Descripteur(s) anglais:** Asia-; Research-; Mathematical-model; Theoretical-study; Turkey-; Architecture-; Information-technology; Innovation-; Architectural-design; Computer-aided-design; Construction-industry

**Descripteur(s) français:** Asie-; Recherche-; Modèle-mathématique; Etude-théorique; Turquie-; Architecture-; Technologie-information; Innovation-; Conception-architecturale; Conception-assistée; Industrie-construction

**Mot(s)-clé(s) d'auteur:** Innovation-; Computer-aided-design; Architecture-; Information-technology-(IT)

**Localisation:** INIST-CNRS, Shelf Number 572 P, INIST No. 354000132698740100

**Origine de la notice:** Inist

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### 3.51 Dynamic policy management on business performance management architecture. Service-oriented computing. IC SOC 2005 Third International Conference, Amsterdam, The Netherlands, December 12-15, 2005 proceedings

**Auteur(s):** K. Teruo, A. B. E. Mari, Y. Gaku and J. Jun Jang

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**Source:** Lecture-notes-in-computer-science 2005: 539-544

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2005

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 8 ref.

**Résumé:** Business performance management (BPM) is a new approach for an enterprise to improve their capabilities for sensing and responding to business situations. In a diverse and fast-changing business environment, an enterprise needs to adapt itself to any unexpected changes. For BPM, such changes imply changes of the models and services that support BPM. This paper discusses an implementation of BPM with the focus on dynamically adapting its services. We will present the motivation, concept and architecture of the dynamic change mechanisms. First we define a set of configurations as a policy, and also define its consistency through an application context. Then we propose an architectural overview including a policy management service as an implementation of consistency management.

**Code(s) de classement:** 001d02b04

**Descripteur(s) anglais:** Service-oriented; Distributed-computing; Web-service; Modeling-; Firm-; Service-oriented; Distributed-computing; Web-service

**Descripteur(s) français:** Orienté-service; Calcul-réparti; Service-web; Modélisation-; Entreprise-; Orienté-service; Calcul-réparti; Service-web

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000138670650460

**Origine de la notice:** Inist

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### 3.52 ICT and lean management: Will they ever get along? ICT usability to usages

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**Affiliation(s):** Department of Economics, Management and Human Sciences ENST, Paris, FRANCE

**Source:** Communications-&-stratégies 2005 (59): 53-75

**Editeur:** IDATE, Institut de l'audiovisuel et des télécommunications en Europe, Montpellier, FRANCE

**ISSN:** 1157-8637

**Année de publication:** 2005

**Pays de publication:** France

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** In companies, Information and Communication Technologies (ICTs) accelerate the speed with which information is exchanged between employees, facilitate the processing of data and improve the quality of intra-company communication. As such, ICTs are powerful management support tools and can help to boost firms' performance. However, there is no consensus as to the way in which they should be used. The aim of this article is to contribute to the discussion on the various ways that ICTs are used in companies. Its empirical analysis is based on observations of the paradoxical practices and reasoning that dominate the lean manufacturing approach. Although the lean manufacturing approach considers that ICTs are useful to a degree for carrying out certain tasks, it emphasises the inefficiencies that can result from an inappropriate use of these technologies.

**Code(s) de classement:** 001a01g02b; 205; 790; 790.viii

**Descripteur(s) anglais:** Information-communication; Knowledge-dissemination; Information-management; Empirical-method; Advantage-; Information-communication-technology; Information-system; Lean-production; Industrial-production; Firm-

**Descripteur(s) français:** Communication-information; Diffusion-connaissance; Gestion-information; Méthode-empirique; Avantage-; Technologie-information-communication; Système-information; Production-au-plus-juste; Production-industrielle; Entreprise-

**Mot(s)-clé(s) d'auteur:** Use-; Information-and-Communication-Technology; Lean-Management; Information-Systems; Toyota-Production-System

**Localisation:** INIST-CNRS, Shelf Number 27495, INIST No. 354000131641900040

**Origine de la notice:** Inist

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### 3.53 Using web services to create the collaborative model for enterprise digital content portal. FSKD 2005: fuzzy systems and knowledge discovery. Changsha, 27-29 August 2005

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**Source:** Lecture-notes-in-computer-science 2005: Part I, 1067-1076

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2005

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 16 ref.

**Résumé:** In the Knowledge Economy era, trying to promote the whole competition advantage, the electronic businesses utilize information technology and internet to integrate the various kinds of application systems, database, and platform. It becomes common practice to construct an Enterprise Digital Content Portal (EDCP). To vary from minute to minute, coming to the problem of business environment is so difficult to integrate the complicated and huge amount information. By the way of collaboration of EDCP and the information of trade partners, it can provide the customers the real-time information that appearing with dynamic various timing. Through the combine of the information and procedure that between the enterprise and it's business partner, it can use the assisting of information technology, improve the enterprise's internal and external operational procedures, raise the transparency of information in the value chain, achieve the purpose that sharing information with different platform and language. In order to combine the different kinds of platform's information between the different enterprises, we use Java technologies for web services in the construction and development of EDCP, use the Extended Markup Language, and the Web-based communication protocol, it communicates with other software system [1], accomplish the framework of the knowledge service platform that the enterprise deliver and communicate the internal and external information. In this paper, we propose the construction structure of the EDCP that using Web Services, we implement it into one case and utilize WebBench to be the analyzed tool that testing the efficiency when many people connect to the line at the same time, and prove the feasibility of this framework of the module. And we probe into the relevant literatures of collaboration, and make up the deficiency of relevant literatures in the past. Conduct to be the reference of the research that the enterprise and organization establish the relation of collaboration using EDCP in the future.

**Code(s) de classement:** 001d02b07d; 001d02c

**Descripteur(s) anglais:** Markup-language; Feasibility-; Enterprise-organization; Construction-structure; Software-architecture; World-wide-web; Transparency-; Timed-system; Digital-enterprise; Business-model; Information-system; Transmission-protocol; JAVA-language; Information-use; Real-time; Database-; Internet-; Information-technology; Electronic-information; Electronic-trade; Economy-; Web-service

**Descripteur(s) français:** Langage-marquage.-; Faisabilité-; Organisation-entreprise; Structure-construction; Architecture-logiciel; Réseau-web; Transparence-; Système-temporisé; Entreprise-numérique; Modèle-entreprise; Système-information; Protocole-transmission; Langage-JAVA; Utilisation-information; Temps-réel; Base-donnée; Internet-; Technologie-information; Information-électronique; Commerce-électronique; Economie-; Service-web

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000124507981320

**Origine de la notice:** Inist

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### 3.54 The role of emergent information technologies and systems in enabling supply chain agility

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**Source:** International-journal-of-information-management 2005; 25 (5): 396-410

**Editeur: ISSN:** 0268-4012

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document: Note:** Serial; \*Conference-Meeting

**Résumé:** In many markets it is becoming impossible to remove or ignore sources of turbulence and volatility. Hence, supply chain managers must accept uncertainty, but still need to develop a strategy that enables them to match supply and demand at an acceptable cost. The ability to achieve this has been termed supply chain agility. Information and, importantly, agile information systems have been recognised as being a critical factor in achieving agility in the supply chain. To date studies have suggested that high levels of coordination between organisations, necessary for improved supply chain performance, demand high levels of integration between partners' information systems. However, these high levels of integration reduce the ability to frequently and rapidly make changes to trading relationships, something that is a prerequisite of the agility paradigm. This paper seeks to explore how a number of emergent information systems offer the possibility of both deep integration and increased flexibility. This paper is exploratory in nature. A single case study of an organisation seeking to improve supply chain agility is reported. Existing literature and the insights provided by the case study are combined to identify a number of themes for further study.

**Code(s) de classement:** 001a01f05; 205

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number 20286, INIST No. 354000132382590010

**Origine de la notice:** Inist

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### 3.55 Collaboration and the '3DayCar': a study of automotive ICT adoption. Information technology and industry change: view from an industry level of analysis

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**Source:** Journal-of-information-technology 2005; 20 (4): 245-258

**Editeur:** Taylor & Francis, Oxford, UNITED-KINGDOM

**ISSN:** 0268-3962

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** The 3DayCar programme reveals the principle source of delay during the order fulfilment process in the automotive industry as information processing not manufacturing. This suggests that information and communication technologies (ICT) are crucial in re-shaping industry structure towards customer responsiveness and building to order. This paper reports on the findings of a longitudinal study during a critical period for the industry where firms adopting web-enabled ICT seek to increase inter-organizational collaboration and gain competitive advantage over other supply chains. In all, 75 interviews across 28 firms examine the adoption of business-to-business (B2B) e(lectronic)-procurement and supply systems by vehicle manufacturers (VMs) and suppliers. Forms of organization are represented as a map of industry structure showing supply relationships and firm affiliation to B2B applications. VMs have tended to adopt a short-term price-driven approach using e-hubs and webEDI (electronic data interchange) in their attempts to control cost. Suppliers are concerned over an apparent disregard for firm autonomy, particularly those who have launched ICT projects of their own. Recommendations for the future are considered in light of what such large-scale efforts imply for design, deployment, and uses of ICT in industry settings.

**Code(s) de classement:** 001a01g02b; 205; 790; 790.viii

**Descripteur(s) anglais:** Information-communication-technology; Automobile-industry; Video-game; Mortgage-; Real-estate-sector; Industry-; Organizational-change; Influence-; Information-system; Europe-; Information-communication-technology; United-Kingdom; Project-; Organizational-change; Adoption-; Electronic-data-interchange; Automobile-industry

**Descripteur(s) français:** Technologie-information-communication; Industrie-automobile; Jeu-vidéo; Prêt-hypothécaire; Secteur-immobilier; Industrie-; Changement-organisationnel; Influence-; Système-information; Europe-; Technologie-information-communication; Royaume-Uni; Projet-; Changement-organisationnel; Adoption-; Echange-donnée-informatisé; Industrie-automobile

**Mot(s)-clé(s) d'auteur:** 3DayCar-; collaboration-; autonomy-; control-; electronic-data-interchange

**Localisation:** INIST-CNRS, Shelf Number 21339, INIST No. 354000135195260040

**Origine de la notice:** Inist

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### 3.56 Customer relationship management technology: A commodity or distinguishing factor?

**Auteur(s):** M. Wolfgang

**Affiliation(s):** Softlab GmbH, GERMANY

**Source:** Business-information-review 2005; 22 (4): 253-262

**Editeur:** Sage, London, UNITED-KINGDOM

**ISSN:** 0266-3821

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 30 ref.

**Résumé:** CRM (Customer Relationship Management) has changed the way companies handle customer enquiries, advertise and sell their products or manage the entire relationship with their customers. As the power of CRM technology has expanded, companies have come to view it as a resource ever more critical to their success in customer management. CRM technology has delivered great benefits to some firms, even propelling a few into positions of industry leadership, but for most businesses it is a continuous source of frustration, disappointment and costs. It has led managers to plough cash into misguided CRM initiatives, sometimes with catastrophic ROI (Return on Investment) figures. In addition to playing a direct role in cost, CRM technology often alters the cost drivers of activities in ways that can improve a company's value proposition. This paper looks at the evolution of CRM and CRM technology, analyses its current status and provides recommendations on how and when to best utilize CRM technology.

**Code(s) de classement:** 001a01e04; 205; 790; 790.vi

**Descripteur(s) anglais:** Recommendation-; Information-system; Information-technology; Information-management; Supplier-customer-relationship; Firm-management

**Descripteur(s) français:** GRC-(Gestion-relation-client); Recommandation-; Système-information; Technologie-information; Gestion-information; Relation-client-fournisseur; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 26652, INIST No. 354000135393180060

**Origine de la notice:** Inist

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### 3.57 Assessing intermediate infrastructural manufacturing decisions that affect a firm's market performance. Production research in China

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**Source:** International-journal-of-production-research 2005; 43 (12): 2537-2551

**Editeur:** Taylor & Francis, London; Taylor & Francis, Washington, DC, UNITED-KINGDOM

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**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 23 ref.

**Résumé:** The purpose of this study is to develop a strategic operations management model that links intermediate infrastructural operations decisions and market performance given process choice as a structural constraint for manufacturing firms. The results underscore the effects of manufacturing control and staff skill and knowledge development on a firm's market performance. Several conclusions are drawn. First, manufacturing control, and staff skill and knowledge development has played significant roles in determining market performance. Second, either alone or in tandem with other independent variables, technology application dose not appear to be the most critical factor to affect a firm's market performance in today's Chinese business environment. Third, process type may not have a direct impact on market performance.

**Code(s) de classement:** 001d01a13

**Descripteur(s) anglais:** Production-management; Production-planning; Genetic-algorithm; Computer-aided-design; Decision-making; Manufacturing-process; Asia-; Manufacturer-; Information-market; Empirical-method; China-; Process-control; Firm-development; Information-technology; Market-information

**Descripteur(s) français:** Gestion-production; Planification-production; Algorithme-génétique; Conception-assistée; Prise-décision; Procédé-fabrication; Asie-; Aptitude-contrôle-production; Performance-marché; Fabricant-; Marché-information; Méthode-empirique; Chine-; Commande-processus; Développement-entreprise; Technologie-information; Information-marché

**Mot(s)-clé(s) d'auteur:** Manufacturing-control-capability; Chinese-manufacturers; Information-technology-market-performance; Empirical-analysis

**Localisation:** INIST-CNRS, Shelf Number 10525, INIST No. 354000125394000090

**Origine de la notice:** Inist

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### 3.58 Integrating option model and knowledge management performance measures: an empirical study

**Auteur(s):** C. M. Yen and C. A. Pin

**Affiliation(s):** Institute of Information Management, National Chiao Tung University, TAWAIN,-PROVINCE-OF-CHINA

**Source:** Journal-of-information-science 2005; 31 (5): 381-393

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**ISSN:** 0165-5515

**Année de publication:** 2005

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 34 ref.

**Résumé:** The knowledge-based economy is coming, and knowledge management (KM) has rapidly disseminated in academic circles as well as in the business world. While an increasing number of companies have launched into knowledge management initiatives, a large proportion of these initiatives are limited to a technical focus. The problem with this type of focus is that it excludes and neglects the true potential benefits that can be derived from knowledge management. This paper develops a new metric, knowledge management performance index (KMPI), for evaluating the performance of a firm in its KM at a point in time. We therefore suggest that a KMPI can be used to determine KM activities from the following perspectives: knowledge creation, knowledge conversion, knowledge circulation and knowledge completion. When KM activities efficiency is increased, KMPI will also be expanded, enabling firms to become knowledge intensive. This paper makes three important contributions: (1) it provides a formal theoretical grounding for the validity of the Black-Scholes model that might be applied to KM; (2) it proposes a measurement framework to enable knowledge assets to be leveraged effectively and efficiently; and (3) it presents the first application of the Black-Scholes model that uses a real-world business situation involving KM as its test bed. The results prove the option pricing model can act as a measurement guideline to the whole range of KM activities.

**Code(s) de classement:** 001a01e02c3; 205; 790; 790.vi

**Descripteur(s) anglais:** Knowledge-management; Firm-management; Questionnaire-; Black-Scholes-model; Performance-evaluation; Measurement-

**Descripteur(s) français:** Gestion-des-connaissances; Gestion-entreprise; Questionnaire-; Modèle-Black-Scholes; Evaluation-performance; Mesure-

**Mot(s)-clé(s) d'auteur:** knowledge-management; Black-Scholes-model; performance-measurement-and-evaluation

**Localisation:** INIST-CNRS, Shelf Number 14165, INIST No. 354000131718070040

**Origine de la notice:** Inist

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### 3.59 Knowledge-based organizations in context

**Auteur(s):** C. F. A

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**Source:** VINE-Very-informal-newsletter-on-library-automation 2006; 36 (1): 12-16

**Editeur: ISSN:** 0305-5728

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document: Note:** Serial

**Résumé:** Purpose - This article seeks to discuss a balanced and effective holistic knowledge management (KM) framework, which consists of four key domains postulated and validated in the late 1990s and 2000 as The George Washington University (GWU) four-pillar KM framework: leadership, organization, technology, and learning. Design/methodology/approach - The two conceptual organizational models of an "adaptive enterprise" and "agile enterprise" are briefly described, their utility challenged and a request launched for empirical findings documenting the organizational implementations and linkages to leadership, technology and learning with attendant performance results. Findings - The twenty-first century has surfaced the need for more flexible and responsive knowledge-based organizational entities capable of rapidly adjusting to the increasing rate of change and demands in both products and services. Originality/value - Provides an insight into the George Washington University four-pillar KM framework.

**Code(s) de classement:** 001a01e02c3; 205

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number 17830, INIST No. 354000142630330020

**Origine de la notice:** Inist

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### 3.60 A suggested systems approach to a KM solution for improving an Internet bank's customer response

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**Source:** Vine 2006; 36 (2): 125-135

**Editeur:** Emerald, Bradford, UNITED-KINGDOM

**ISSN:** 0305-5728

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:**

**Résumé:** Purpose - The Institute for Knowledge and Innovation at the George Washington University advocates "theory to practice - a continuum" in the University's knowledge management (KM) graduate programs. At the practice end, guidelines for "eight easy steps to a KM system for improving business performance" were initiated as a tool for their students in the Fall of 2000. Aims to address the issues surrounding this. Design/methodology/approach - This paper applies the eight step guidelines to a hypothetical internet bank to create a knowledge collaborative environment and integrated repository to improve the effectiveness of the bank's customer response team function. Findings - Correlating changes in business processes to take advantage of benefits from a collaborative knowledge sharing environment can be enhanced using a systems approach to tie the knowledge facets to the enterprise's purpose for being. Employees will more readily accept changes in their work habits if there are clearly defined processes that assist in getting improved results with subsequent positive performance recognition for the employee. Managers will more readily embrace KM if a clear "cause and effect" trail leads to overall improved effectiveness fostering the enterprise's growth, stability and positive image. Originality/value - This paper helps all those involved with KM to identify knowledge gaps, opportunities and risks.

**Code(s) de classement:** 001a01e02c3; 205; 790; 790.vi

**Descripteur(s) anglais:** Customer-; User-service; Bank(institution)-; Electronic-trade; Internet-; System-approach; Information-management; Knowledge-management

**Descripteur(s) français:** Client-; Service-utilisateur; Banque-; Commerce-électronique; Internet-; Approche-système; Gestion-information; Gestion-des-connaissances

**Mot(s)-clé(s) d'auteur:** Knowledge-management; Information-management; Systems-engineering; Online-banking; Customer-service

**Localisation:** INIST-CNRS, Shelf Number 17830, INIST No. 354000142373180020

**Origine de la notice:** Inist

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### 3.61 Knowledge organizations in the twenty-first century: Deriving a 12-step process to create and implement a comprehensive knowledge management system

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**Source:** Vine 2006; 36 (3): 238-254

**Editeur:** Emerald, Bradford, UNITED-KINGDOM

**ISSN:** 0305-5728

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 8 ref.

**Résumé:** Purpose - Enterprises are supportive of knowledge management (KM) activities if they result in "actionable information" that relates to achieving strategic and operational goals and improved performance. KM individuals and corporate practitioners have evolved multiple approaches to creating the discrete steps required to design, implement and measure knowledge management systems (KMS) that meet the "actionable information" expectation of organizations. However, there is no universally acclaimed standard or best practice readily embraced, the purpose of this article, therefore, is to investigate a process for a comprehensive KMS. Design/methodology/approach - This article describes and analyzes five such approaches to an effective KMS; two are derived from academic sources and three from name recognizable practitioner corporations. The five use eight-, nine- and ten-step constructs for their KMSs. Findings - The study found many similarities but were also able to project a 12-step hybrid approach which combines all the best features of the five analyzed. Furthermore, the 12 steps are then logically distributed among the George Washington University "Four Pillar Framework" promulgated in 2000 and reflecting the four domains of leadership - organization - technology - learning which have consistently shown the capability to encompass all aspects of effective knowledge sharing and collaborative cultures. The 12-step process is then put through a sensitivity/realism assessment using an actual configuration management application to demonstrate the utility of the process for future uses. Originality/value - Ultimately, the various groupings and process steps described also lend themselves to the creation of an analysis and auditing instrument which can be applied to organizational environments to ascertain what exists and what is lacking for an effective KMS.

**Code(s) de classement:** 001a01e02c3; 205; 790; 790.vi

**Descripteur(s) anglais:** Effectiveness-factor; Methodology-; Implementation-; System-management; Information-system; Knowledge-management; Knowledge-organization; Enterprise-organization; Firm-management

**Descripteur(s) français:** Gestion-système-information; Facteur-efficacité; Méthodologie-; Implémentation-; Gestion-système; Système-information; Gestion-des-connaissances; Organisation-connaissance; Organisation-entreprise; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** Knowledge-management-systems; Leadership-; Organizations-

**Localisation:** INIST-CNRS, Shelf Number 17830, INIST No. 354000142903170020

**Origine de la notice:** Inist

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### 3.62 Le télétravail en perspective

**Auteur(s):** D. B. Anne

**Affiliation(s):**

**Source:** Futuribles 2006 (317): 59-77

**Editeur:** Futuribles, Paris, FRANCE

**ISSN:** 0337-307X

**Année de publication:** 2006

**Pays de publication:** France

**Langue:** French

**Type de document:** Serial

**Note:** dissem.; Illustration

**Résumé:** Les technologies de l'information et de la communication sont entrées en masse dans les foyers des ménages occidentaux (ordinateurs personnels, téléphones portables, Internet.) ces dernières années, contribuant parfois à brouiller les frontières entre vie privée et vie professionnelle. Dans un tel contexte, le télétravail (travail à distance, nomade, en alternance bureau/domicile.) a-t-il progressé dans les sociétés développées? L'auteur présente ici la situation réglementaire du télétravail en France, en Europe et aux Etats-Unis, ainsi que les résultats de diverses enquêtes réalisées dans ces régions, qui permettent de prendre la mesure de la diffusion de cette pratique. Alors qu'aux Etats-Unis, 24,6% des personnes en activité pratiquent le télétravail, elles ne sont que 13% dans l'Union européenne à 15, avec de fortes disparités régionales (les Pays-Bas et les pays nordiques devançant très largement l'Europe du Sud). L'auteur montre, au travers de ces enquêtes, quel est l'intérêt des travailleurs et des dirigeants d'entreprise pour cette pratique, et quels sont les facteurs freins et moteurs susceptibles d'avoir un impact sur sa diffusion. Au-delà des avantages économiques et organisationnels potentiels pour les entreprises, le télétravail renvoie aussi à des choix de société dans lesquels entrent en compte la qualité de vie et la satisfaction des travailleurs, ainsi que des considérations plus macroéconomiques telles la productivité des salariés ou la protection de l'environnement (économies d'énergie et moindre pollution par les transports)

**Code(s) de classement:** 002b30a01

**Descripteur(s) anglais:** Europe-; America-; North-America; European-Union; Internet-; Information-technology; Communication-technology; Survey-; Prospective-; France-; United-States; Comparative-study; Statistical-data; Work-; At-home; Status-; Working-condition; Job-engineering; Information-system; Intellectual-property; Remote-work

**Descripteur(s) français:** Europe-; Amérique-; Amérique-du-Nord; Union-européenne; Internet-; Technologie-information; Technologie-communication; Enquête-; Prospective-; France-; Etats-Unis; Etude-comparative; Donnée-statistique; Travail-; A-domicile; Statut-; Condition-travail; Organisation-travail; Système-information; Propriété-intellectuelle; Télétravail-

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16481

**Origine de la notice:** Bdsp

**Copyright de la notice:**

### 3.63 Building blocks to a knowledge valuation system (KVS)

**Auteur(s):** G. Annie

**Affiliation(s):** George Washington University, Washington, District of Columbia, UNITED-STATES

**Source:** Vine 2006; 36 (2): 146-154

**Editeur:** Emerald, Bradford, UNITED-KINGDOM

**ISSN:** 0305-5728

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 19 ref.

**Résumé:** Purpose - This paper proposes a logical approach to valuing knowledge within the context of the business enterprise. Design/methodology/approach - The methodology or approach to knowledge valuation is derived from empirical research based on a framework of intangible valuation areas (FIVA). The key valuation components of FIVA are used as the basis for the evolution of an enterprise knowledge valuation system (KVS). Findings - A conceptual model provides the foundation a business needs to construct a KVS that aligns with business performance. This aids businesses in modeling their business intelligence and identifying intelligent behavior that significantly contributes to the decision-making process of stakeholders in today's business enterprises. Originality/value - Businesses enterprises are challenged with the development and use of knowledge within the business to positively affect the performance and market valuation of a business enterprise. The conceptual model presented in this paper expands on existing components of intangible asset and value chain models to aid business stakeholders in a method that organizes and structures enterprise knowledge such that they understand what their enterprise knowledge is and the value of their enterprise knowledge.

**Code(s) de classement:** 001a01e02c3; 205; 790; 790.vi

**Descripteur(s) anglais:** Models-; Knowledge-; Information-system; Knowledge-management; Firm-management

**Descripteur(s) français:** Modèle-; Connaissance-; Système-information; Gestion-des-connaissances; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** Knowledge-management-system; Intelligence-; Business-enterprise; Asset-valuation; Intangible-assets

**Localisation:** INIST-CNRS, Shelf Number 17830, INIST No. 354000142373180060

**Origine de la notice:** Inist

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### 3.64 A process-oriented perspective of IS success: Examining the impact of IS on operational cost

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**Affiliation(s):** Department of Management, College of Business, Auburn University, Auburn, AL 36849-5341, UNITED-STATES; College of Business, Auburn University, 415 E. Magnolia Ave, Auburn, AL 36849-5241, UNITED-STATES; School of Business, Auburn University at Montgomery, 7300 University Drive, Montgomery, AL 36117-3596, UNITED-STATES

**Source:** Omega 2006; 34 (5): 448-460

**Editeur:** Elsevier, Exeter, UNITED-KINGDOM

**ISSN:** 0305-0483

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 43 ref.

**Résumé:** Effective measurement of information system (IS) success continues to be a top concern for both practitioners and researchers. Labeled the "productivity paradox", previous attempts to quantify the benefits of IS have often resulted in inconclusive or inconsistent results. The present study contributes to IS success research through the development and empirical testing of a process-oriented model of IS success. Using an operational perspective and combining primary and secondary measures, this study examines the influence of lower-level intangible IS and information technology (IT) benefits on higher-level financial measures. Additionally, we introduce IS plan quality as an antecedent to the model's input variables. Primary survey data from CIOs of primarily Fortune 2000 size firms are combined with secondary data, total operational cost, from Compustat to facilitate the examination of the IS benefits. This study also addresses shortcomings cited in other studies that might have contributed to the productivity paradox by including control variables in the model, defining a research perspective-the operational success perspective-and clearly articulating the level of analysis as the organizational level. The results supported a process-oriented view of the benefits from IS and showed how the effects of IS along a path can lead to better organizational performance, in this case, lower overall costs. These results are discussed and future research implications are presented.

**Code(s) de classement:** 001d02b07d; 001d01a14; 001a02h02i

**Descripteur(s) anglais:** Information-measure; Information-system; Survey-; Productivity-; Information-technology; Firm-

**Descripteur(s) français:** Performance-organisationnelle; Statistique-multivariable; Succès-système-information; Mesure-information; Système-information; Enquête-; Productivité-; Technologie-information; Entreprise-

**Mot(s)-clé(s) d'auteur:** Information-systems-success; Survey-research/design; Management-information-systems; Organizational-performance; Multivariate-statistics

**Localisation:** INIST-CNRS, Shelf Number 16060, INIST No. 354000133066430040

**Origine de la notice:** Inist

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### 3.65 The leveraging influence of strategic alignment on IT investment: An empirical examination

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**Affiliation(s):** College of Business, Department of Management, Auburn University, AL 36849, UNITED-STATES; Wayne Calloway School of Business and Accountancy, Wake Forest University, Wnston-Salem, NC 27109-7285, UNITED-STATES; Department of Information and Computer Sciences, Covenant College, 14049 Scenic Highway, Lookout Mountain, GA 30750, UNITED-STATES

**Source:** Information-&-management 2006; 43 (3): 308-321

**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

**ISSN:** 0378-7206

**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 45 ref.

**Résumé:** Businesses have invested enormous sums in information technology (IT). The challenge now is to optimize these investments. We empirically examined the influence of the alignment between IS strategy and business strategy (strategic alignment) on the payoff of IT investment. Many studies have been performed on the value of IT investment and strategic alignment separately, in the past, but here we combined them by investigating the moderating affect of strategic alignment on the relationship between IT investment and firm performance for a group of manufacturing firms. The results indicated that there is a synergistic coupling between strategic alignment and IT investment with firm performance. Firms that have aligned IT and business strategies can invest in additional IT resources with some assurance that they will be leveraged substantially. One of our main contributions was in the examination of four differing perspectives of strategic alignment and their relationship with the payoff of IT investment.

**Code(s) de classement:** 001a01e04; 205; 790; 790.vi

**Descripteur(s) anglais:** Alignment-; Firm-strategy; Firm-management; Expenditure-; Investment-; Information-system; Information-technology

**Descripteur(s) français:** Alignement-; Stratégie-entreprise; Gestion-entreprise; Dépense-; Investissement-; Système-information; Technologie-information

**Mot(s)-clé(s) d'auteur:** Strategic-alignment; IT-payoff; IS-strategy; IT-investment

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000142877500050

**Origine de la notice:** Inist

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### 3.66 Benchmarking the IT productivity paradox: Recent evidence from the manufacturing sector

**Auteur(s):** R. Anthony and E. Kathryn

**Affiliation(s):** Department of Marketing and Supply Chain Management, Eli Broad School of Management, Michigan State University, UNITED-STATES; School of Business, Indiana University Southeast, UNITED-STATES

**Source:** Mathematical-and-computer-modelling 2006; 44 (1-2): 30-42

**Editeur:** Elsevier Science, Oxford, UNITED-KINGDOM

**ISSN:** 0895-7177

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 37 ref.

**Résumé:** The production of information services is modeled using Data Envelopment Analysis (DEA) to assess the impact of information technology (IT) on productivity within the manufacturing sector. The performance issues of interest include: (1) investigating the relationship between resource allocation of IT budgets and costs such as labor (the inputs) to productivities achieved (the outputs); (2) benchmarking the relative IT-business value created in this manufacturing sector. These issues are examined by using performance data collected from Compustat(TM) databases and Information Week(TM) (IW) surveys of corporate IT executives. The results show that, through scale efficiencies, even efficient firms can improve their performance by reducing certain investments. Overall characteristics of efficient firms are provided so that other firms may emulate them in an effort to achieve benchmarked performance levels.

**Code(s) de classement:** 001d01a03; 001d01a13

**Descripteur(s) anglais:** Benchmarks-; Investment-; Sample-survey; Performance-; Information-technology; Production-; Manufacturing-; Productivity-; Data-envelopment-analysis; Mathematical-model; Applied-mathematics; Resource-allocation; Data-analysis

**Descripteur(s) français:** Benchmark-; Investissement-; Sondage-statistique; Performance-; Technologie-information; Production-; Fabrication-; Productivité-; Analyse-enveloppement-donnée; Modèle-mathématique; Mathématiques-appliquées; Allocation-ressource; Analyse-donnée

**Mot(s)-clé(s) d'auteur:** Information-technology; Manufacturing-; Performance-

**Localisation:** INIST-CNRS, Shelf Number 18808, INIST No. 354000142534630030

**Origine de la notice:** Inist

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### 3.67 Assimilation patterns in the use of electronic procurement innovations: A cluster analysis

**Auteur(s):** R. A. I. Arun, T. Xinlin, B. R. Paul and K. Mark

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**Source:** Information-&-management 2006; 43 (3): 336-349

**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

**ISSN:** 0378-7206

**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 58 ref.

**Résumé:** Electronic procurement innovations (EPI) have been adopted by many firms as a means of improving their procurement efficiency and effectiveness, but little research has been conducted to determine whether the assimilation of EPI really increases procurement productivity and which factors influence its assimilation. Drawing on data from 166 firms, we conducted an exploratory study to address these questions, using cluster analysis that revealed four different clusters or patterns of EPI assimilation: none, focused niche, asymmetric, and broad-based deployment. The level of EPI assimilation was closely related to procurement productivity. Greater levels of EPI assimilation were associated with higher levels of top management support and greater IT sophistication. Also, interesting patterns emerged between the various elements of EPI infrastructure capability, specifically flexibility and comprehensiveness of standards, EPI security, and the level of EPI assimilation.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** Questionnaire-; Cluster-analysis; Firm-management; Adoption-; Innovation-; Supply-; Electronic-trade; Information-technology; Use-study

**Descripteur(s) français:** Questionnaire-; Analyse-amas; Gestion-entreprise; Adoption-; Innovation-; Approvisionnement-; Commerce-électronique; Technologie-information; Etude-utilisation

**Mot(s)-clé(s) d'auteur:** Electronic-procurement-innovations-(EPI); Procurement-productivity; Cluster-analysis

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000142877500070

**Origine de la notice:** Inist

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### 3.68 Entreprise content management: Not just compliance

**Auteur(s):** R. Ben

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**Source:** Information-management-and-technology 2006; 39 (2): 76-77

**Editeur: ISSN:** 1356-0395

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document: Note:** Serial

**Résumé:** Les technologies de gestion de contenu pour l'entreprise (GEE) sont souvent perçues comme la réponse aux problèmes de conformité à la législation, par exemple sur la protection des données ou la liberté de l'information. Mais l'observance de la loi ne doit pas être une fin en soi. Les solutions de GEE permettent également de mettre en place et de soutenir les procédures qui amélioreront l'efficacité de l'entreprise.

**Code(s) de classement:** 001a01e04; 205

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number 15626, INIST No. 354000142746420080

**Origine de la notice:** Inist

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### 3.69 Gouvernance des systemes d' information dans la banque, l' assurance et la protection sociale. Strategies et exemples de reussites

**Auteur(s):** F. Botega-Editions-Paris

**Affiliation(s):**

**Source:** 2006; 167 p

**Editeur:** Botega Editions, Paris

**ISSN: Année de publication:** 2006

**Pays de publication:** France

**Langue:** French

**Type de document: Note:** Book

**Résumé:** Pour que le système d' information soit non seulement un outil de qualité et de maîtrise des coûts, mais aussi un atout stratégique ouvrant de nouvelles perspectives à l' ensemble de l' entreprise, la direction des systèmes d' information (DSI) ne peut plus échapper à la gouvernance. Nous définissons cette notion, issue du contrôle des sociétés cotées, comme une organisation des relations entre la DSI et les "parties prenantes" que sont les autres directions de l' entreprise et les partenaires extérieurs (distributeurs, fournisseurs.). L' objet de cette organisation est que les décisions, le suivi des décisions et le reporting soient logés au bon endroit au bon moment. L' approche proposée aux DSI par cet ouvrage est à la fois originale et éprouvée: recensement des attentes des parties prenantes, autoévaluation de la DSI sur sa capacité à y répondre, premier plan d' action pour corriger les principaux points faibles identifiés, deuxième plan d' action afin de généraliser les bonnes pratiques. De plus, plusieurs grands établissements du tertiaire financier et de la protection sociale témoignent de leur démarche. La diversité de leurs expériences montre qu' il n' existe pas un modèle unique, et qu' au contraire une bonne gouvernance est étroitement liée à la culture d' entreprise. Cet ouvrage s' adresse aux directions générales, direction des systèmes d' information et directions projets

**Code(s) de classement:** 002b30a01

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** BDSP/ENSP, Shelf number 157876, QA10/0050

**Origine de la notice:** Bdsp

**Copyright de la notice:**



### 3.70 Intelligent production-competition strategies for producing enterprises. Selected papers from the 18th ICPR - "The networked enterprise: a challenge for a sustainable development"

**Auteur(s):** H. J. Bullinger and W. Schweizer

**Affiliation(s):** Fraunhofer-Gesellschaft, Corporate Management and Research Fraunhofer-Gesellschaft zur Förderung der angewandten Forschung e.V., Hansastr. 27c, 80686 Munich, GERMANY; Fraunhofer-IAO, Nobelstr. 12, 70569 Stuttgart, GERMANY

**Source:** International-journal-of-production-research 2006; 44 (18-19): 3575-3584

**Editeur:** Taylor & Francis, London; Taylor & Francis, Washington, DC, UNITED-KINGDOM

**ISSN:** 0020-7543

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial; Conference-Meeting

**Note:** International-Foundation-of-Production-Research-(IFPR), INTERNATIONAL, Organiser-of-meeting  
3 ref.

**Résumé:** Producing enterprises in Europe were in a situation marked by a strong growth in competition and individualization of the customer's requests increasing at the same time. In order to maintain the market, many enterprises with mass production are challenged to link two strategic options: simultaneous improvements in differentiation and cost structures. Consequently, controversial measures would be required. Attempts to find a solution in the context of conventional business models showed the following characteristics: a strong increase in information and communication, an increase in the product type and number of variants, a reduction in manufacturing lot size, unstable, frequently changing production processes and extensive storekeeping at several stock levels ('complexity costs'). Enterprises which introduce the mass production for the individual customer try to combine the advantages of mass production with those of individual manufacture. Intelligent competition strategies based upon concepts of the 'Digital Factory' approach aim to overcome the traditional duality of 'cost leadership' or 'differentiation strategy' and to make both efficiency and effectiveness possible.

**Code(s) de classement:** 001d01a14; 001d01a13

**Descripteur(s) anglais:** Supply-chain; Production-system; Enterprise-resource-planning; Scheduling-; Supply-chain-management; Inventory-control; Competition-; Business-model; Mass-production; Production-process; Leadership-; Innovation-; Multiagent-system; Customization-

**Descripteur(s) français:** Chaîne-approvisionnement; Système-production; Planification-ressource-entreprise; Ordonnancement-; Gestion-chaîne-logistique; Gestion-stock; Production-immédiate; Compétition-; Modèle-entreprise; Production-masse; Processus-fabrication; Leadership-; Innovation-; Système-multiagent; Personnalisation-

**Mot(s)-clé(s) d'auteur:** Innovation-; Competition-strategy; Business-model; Mass-customization; Immediate-production

**Localisation:** INIST-CNRS, Shelf Number 10525, INIST No. 354000142291090010

**Origine de la notice:** Inist

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### 3.71 Value implications of investments in information technology

**Auteur(s):** A. M. C, B. R. D and R. Sury

**Affiliation(s):** School of Management, University of Texas at Dallas, Richardson, Texas 75083, UNITED-STATES; Fox School of Business, Temple University, Philadelphia, Pennsylvania 19122, UNITED-STATES; W.P. Carey School of Business, Arizona State University, Tempe, Arizona 85287, UNITED-STATES

**Source:** Management-science 2006; 52 (9): 1359-1376

**Editeur:** Institute for Operations Research and the Management Sciences, Linthicum, MD, UNITED-STATES

**ISSN:** 0025-1909

**Année de publication:** 2006

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/2

**Résumé:** The year 2000 (Y2K) countdown provided a uniquely visible instance of spending on information technology (IT) by U.S. companies. With public attention riveted on potential Y2K malfunctions, managers were forced to evaluate their IT and make decisions about whether to modify or replace existing systems. In the aftermath of Y2K, critics charged that the problem was overblown and that companies overspent on IT. In contrast, we posit in this paper that efforts companies made to renew and upgrade their IT may have positioned them to take advantage of new e-business applications. As Y2K approached, managers could invest opportunistically in IT, which would enable them to connect with customers and suppliers in new ways. Contrary to the alleged overspending, we find that firm value increased, on average, with Y2K spending by Fortune 1000 companies. In particular, higher firm value and subsequent earnings were associated with Y2K spending for firms in industries where IT was considered to have a transforming influence-altering traditional ways of doing business by redefining business processes and relationships. We also test whether the positive association between firm value and Y2K spending diminished with Y2K spending by industry peer firms, but we do not find support for this relative investment hypothesis.

**Code(s) de classement:** 001d01a14

**Descripteur(s) anglais:** Information-value; Resource-management; Business-process; Integrated-management; Firm-management; Electronic-trade; Information-technology; Investment-

**Descripteur(s) français:** Valeur-information.-; Gestion-ressources; Processus-métier; Gestion-intégrée; Gestion-entreprise; Commerce-électronique; Technologie-information; Investissement-

**Mot(s)-clé(s) d'auteur:** information-technology-and-firm-performance; business-value-of-information-technology; strategic-role-of-information-technology; relative-investment-in-information-technology; enterprise-resource-planning-systems

**Localisation:** INIST-CNRS, Shelf Number 9166, INIST No. 354000152240910060

**Origine de la notice:** Inist

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### 3.72 Enterprise Resource Planning (ERP): managing the paradigm shift for success

**Auteur(s):** K. M. C, E. J. S and A. Marvin

**Affiliation(s):**

**Source:** International-journal-of-information-and-operations-management-education 2006; 1 (2): 125-139

**Editeur:** Inderscience Enterprises, Genève, SWITZERLAND

**ISSN:** 1744-2303

**Année de publication:** 2006

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:**

**Résumé:** Enterprise Resource Planning (ERP) is more than simply a software package. Implementing ERP will involve the entire business and will require changes throughout the firm. Because of the scope, complexity and continuous nature of ERP, the project-based approach to managing the implementation process resulted in failure rates of between 60% and 80%. For this reason a new model, presented in this paper, has been developed. The paradigm shift model is made up of three parts: 1) A Hierarchy of Purpose; 2) Impact Roles; and 3) Continuous Change. By focusing on the benefits of ERP as a success measure, this model provides a sound framework for managing the paradigm shift of enterprise resource planning for success.

**Code(s) de classement:**

**Descripteur(s) anglais:** **Descripteur(s) français:** **Mot(s)-clé(s) d'auteur:** Enterprise-Resource-Planning-(ERP); successful-implementation-of-ERP; ERP-paradigm-shift; ERP-benefits; impact-roles; continuous-change

**Localisation:** INIST-CNRS, Shelf Number 27810, INIST No. 354000139194860020

**Origine de la notice:** Inist

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### 3.73 Enhancing knowledge exchange through web map-based knowledge management system in construction: Lessons learned in Taiwan

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**Source:** Automation-in-construction 2006; 15 (6): 693-705

**Editeur:** Elsevier, Amsterdam, NETHERLANDS

**ISSN:** 0926-5805

**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 21 ref.

**Résumé:** Knowledge management involves creating, securing, coordinating, combining, retrieving and distributing knowledge. Knowledge can be reused and shared among engineers and experts to enhance construction processes and decrease the time and cost of solving problems. This study presents a novel and practical method to capture and represent construction project knowledge by using network knowledge maps. Network Knowledge Maps (NKM) gives users an overview of available and missing knowledge in core project areas, enabling tacit and explicit knowledge to be managed appropriately. This study addresses application of knowledge management in the construction phase of construction projects, and presents a construction Map-based Knowledge Management (MBKM) concept and system for contractors. The MBKM system is then utilized in selected case studies involving a High-Tech factory building enterprise in Taiwan to verify the proposed methodology and indicate the effectiveness of sharing knowledge, particularly in the construction phase. Knowledge can be captured and managed to benefit future projects by effectively utilizing information and web technologies during the construction phase of a project. The results of this study demonstrate that an MBKM-like system can be applied effectively in knowledge management systems in the construction industry by using map-based knowledge management and web technology.

**Code(s) de classement:** 001d14a01; 001d14a08; 295

**Descripteur(s) anglais:** Asia-; System-evaluation; Case-study; System-architecture; Information-mapping; Method-study; Project-management; Taiwan-; Internet-; Experience-feedback; Improvement-; Knowledge-management; Construction-industry

**Descripteur(s) français:** Asie-; Evaluation-système; Etude-cas; Architecture-système; Cartographie-information; Etude-méthode; Gestion-projet; Taiwan-; Internet-; Retour-expérience; Amélioration-; Gestion-des-connaissances; Industrie-construction

**Mot(s)-clé(s) d'auteur:** Knowledge-management; Knowledge-map; Web-based-application; Construction-projects

**Localisation:** INIST-CNRS, Shelf Number 22616, INIST No. 354000157120790020

**Origine de la notice:** Inist

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### 3.74 Enabling the benefits of supply Chain Management Systems: an empirical study of Electronic Data Interchange (EDI) in manufacturing

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**Affiliation(s):** Department of Management, Auburn University, Lowder Building, Suite 401, Auburn, AL 36849, UNITED-STATES; Department of Management, Clemson University, Clemson, SC 29634-1305, UNITED-STATES; The Kenan-Flager Business School, University of North Carolina, Chapel Hill, NC 27599-3490, UNITED-STATES

**Source:** International-journal-of-production-research 2006; 44 (1): 135-157

**Editeur:** Taylor & Francis, London; Taylor & Francis, Washington, DC, UNITED-KINGDOM

**ISSN:** 0020-7543

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.3/4

**Résumé:** Although informative, the literature related to Supply Chain Management Systems (SCMS) needs to be developed further to provide insight related to the realized benefits of adopting firms. Specifically, there is a need to analyse empirically and systematically the potential benefits and variables that explain the differences in benefit variation. To contribute to this need, the study analysed SCMS benefits in four steps. First, drawing from survey responses of a diverse group of manufacturing plants, the study sought evidence of the claimed benefits found in the literature. Second, the study built on the claims and findings of previous researchers to formulate and test hypotheses related to factors that help explain differences in benefits. Third, once the explanatory variables were analysed in isolation, they were then analysed for the incremental effects. Finally, based on the results of the first three steps, the study refined the results to produce a synthesized explanatory SCMS benefit model.

**Code(s) de classement:** 001d01a15; 001d02b07d

**Descripteur(s) anglais:** Modeling-; Empirical-method; Chained-form-system; Information-technology; Hypothesis-test; Drawing-; Firm-; Electronic-data-interchange; System-management; Logistics-

**Descripteur(s) français:** Modélisation-; Méthode-empirique; Système-forme-chaîne; Technologie-information; Test-hypothèse; Etirage-; Entreprise-; Echange-donnée-informatisé; Gestion-système; Logistique-

**Mot(s)-clé(s) d'auteur:** Survey-research/design; Supply-Chain-Management; Electronic-Data-Interchange; MIS/OM-interface; Manufacturing-management; Information-technology

**Localisation:** INIST-CNRS, Shelf Number 10525, INIST No. 354000134993720070

**Origine de la notice:** Inist

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### 3.75 Requirements to improve the synchronisation of inter-enterprise models. Business process management workshops. BPM 2005 international workshops, BPI, BPD, ENEI, BPRM, WSCOBPM, BPS, Nancy, France, September 5, 2005 revised selected papers

**Auteur(s):** C. Cristina, G. Reyes, C. Ricardo and C. Oscar

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**Source:** Lecture-notes-in-computer-science 2006: 353-362

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2006

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 15 ref.

**Résumé:** Virtual Enterprises have become a good organisational solution to cope with the current economic environment. A number of methodologies have been developed to assist in the creation and management of a Virtual Enterprise, using Enterprise Modelling as a useful way to enhance its performance. However, it is necessary to develop new mechanisms and methodologies to improve the interoperability and to synchronise changes among different inter-enterprise models. In this paper, we present a definition of a set of requirements needed to synchronise enterprise models in order to improve Virtual Enterprise interoperability. The work is based on previous projects dealing with interoperability and Enterprise Modelling, like UEMML or INTEROP. The requirements described in this paper were selected and analysed with the aim of adapting them to the necessities of the synchronisation of enterprise models in a Virtual Enterprise.

**Code(s) de classement:** 001d02b07d; 001d01a14

**Descripteur(s) anglais:** Firm-management; Business-process; Economics-; Virtual-enterprise; Business-model; Interoperability-; Firm-management; Business-process

**Descripteur(s) français:** Gestion-entreprise; Processus-métier.-; Sciences-économiques; Entreprise-virtuelle; Modèle-entreprise; Interopérabilité-; Gestion-entreprise; Processus-métier

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000153613150270

**Origine de la notice:** Inist

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### 3.76 L' impact des TIC: logistique, transport, relation de service, organisation / Impact of the ICT: Logistics, transportation, service relation, organization

**Auteur(s):** c. David-Albert, c. Saidi-Kabeche-Doudja and P. F. Ministere-des-transport-de-l-equipement-du-tourisme-et-de-la-mer-Programme-de-recherche-et-de-developpement-pour-l-innovation-et-la-technologie-dans-les-transport-terrestres

**Affiliation(s):**

**Source:** Le-point-sur 2006; 1 vol (95 p); 24 cm; couv ill en coul

**Editeur: ISSN: Année de publication:** 2006

**Pays de publication:** France

**Langue:** French

**Type de document: Note:** Serial; \*Report

**Résumé:** Les TIC (technologies d' information et de communication) jouent un role reconfigurant: elles ont permis l' invention, l' experimentation et la diffusion de nouveaux dispositifs d' affaire et de nouveaux modes d' organisation. L' etude approfondie d' applicatioons des TIC dans le secteur du transport et de la logistique, decrites dans cet ouvrage, confirme l' importance de cette vague d' innovation. A travers un bilan des evolutions souvent radicales de la logistique du commerce electronique, de la relation de service autour des TIC, et des transformations des structures, des competences et des strategies qui y sont liees, ce livre contribue a la comprehension de l' impact des TIC sur la performance des entreprises.

**Code(s) de classement:** 001d15a

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number RL 863, INIST No. 354000115102790000

**Origine de la notice:** Inist

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### 3.77 Embedding a common innovation process into a global auto supplier

**Auteur(s):** B. David and G. Martin

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**Source:** International-journal-of-automotive-technology-and-management 2006; 6 (2): 177-198

**Editeur: ISSN:** 1470-9511

**Année de publication:** 2006

**Pays de publication:** Switzerland

**Langue:** English

**Type de document: Note:** Serial

**Résumé:** This research aims to identify means for improving innovation management by placing the company's new product development process Concept Development Process (CDP) into a wider innovation framework of use in explaining its adoption. The study is based on the European operation of a global manufacturing company supplying the automotive industry. A common innovation process is being adopted throughout the enterprise's global operations. Improvement in the innovation effectiveness is expected as a result of increased management control and communication but to be successful, the process needs to be embedded into management practice. In addition to the identification of success factors, empirical research is reported which investigated the operational management's perceptions of the adoption of the CDP three years following introduction. Based on this exploratory research, a conceptual model of factors impacting on embedment is presented.

**Code(s) de classement:** 001d12

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number 27538, INIST No. 354000115426110020

**Origine de la notice:** Inist

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### 3.78 IT valuation in turbulent times

**Auteur(s):** K. Dowan and W. Stephanie

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**Source:** The-Journal-of-strategic-information-systems 2006; 15 (4): 327-354

**Editeur:** Elsevier Science, Oxford, UNITED-KINGDOM

**ISSN:** 0963-8687

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.3/4

**Résumé:** This paper investigates performance impacts of two types of IT value practices - efficiency and knowledge management (KM) - by taking two external environmental factors - dynamism and hostility - into account. A survey of IT managers was conducted to assess the environmental conditions under which one mode of value practice or the other becomes more salient. Results suggest that despite the apparent value of knowledge management in the new economy, IT managers continue to emphasize the traditional orientation of efficiency. This tendency persists in highly dynamic and hostile industrial environments. Interestingly, however, when these environmental factors are controlled for, KM-based IT valuation clearly pays off for firm performance.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** User-study; Performance-; Firm-; Environment-; Information-technology; Value-; Efficiency-; Knowledge-management

**Descripteur(s) français:** Etude-utilisateur; Performance-; Entreprise-; Environnement-; Technologie-information; Valeur-; Efficacité-; Gestion-des-connaissances

**Mot(s)-clé(s) d'auteur:** Knowledge-management; Efficiency-; IT-value; IT-value-practice; External-environment; Firm-performance

**Localisation:** INIST-CNRS, Shelf Number 20276, INIST No. 354000143206350030

**Origine de la notice:** Inist

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3.79 A middleware architecture for supporting adaptable replication of enterprise application data. Trends in enterprise application architecture. VLDB Workshop, TEAA 2005, Trondheim, Norway, August 28, 2005 revised selected papers

**Auteur(s):** E. Draheim-Dirk, E. Weber-Gerald, J. E. Armendariz, H. Decker, F. D. Munoz Escoi, L. Irun Briz and R. De Juan Marin

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**Source:** Lecture-notes-in-computer-science 2006: 29-43

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2006

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 17 ref.

**Résumé:** Enterprise-wide data replication improves availability, performance, fault-tolerance and dependability of database services within and between different subunits in medium and large enterprises. The overhead of consistency management of replicated data can be tamed by built-in DBMS functionality. Different kinds of applications, e.g., update-intensive online transaction processing, cyclical updates for data warehousing, knowledge sharing of repository data, and so on, have different requirements for the availability, up-to-dateness and consistency of replicated data. Thus, replication strategies should be adaptable to the specific requirements of diverse enterprise applications. We describe a middleware for enterprise-wide data replication. It maintains meta data for several protocols, so that the replication strategy can be adapted on the fly to the actual needs of an application.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Integrated-management; Firm-management; Information-system; Knowledge-transfer; Data-processing; Transaction-processing; Updating-; Database-management-system; Storage-management; Database-; Dependability-; Fault-tolerance; Availability-; Firm-; Replication-; Middleware-; Integrated-management; Firm-management; Information-system

**Descripteur(s) français:** Gestion-intégrée; Gestion-entreprise; Système-information; Transfert-connaissance; Traitement-donnée; Traitement-transaction; Mise-à-jour; Système-gestion-base-donnée; Gestion-mémoire; Base-donnée; Sûreté-fonctionnement; Tolérance-faute; Disponibilité-; Entreprise-; Réplication-; Intergiciel-; Gestion-intégrée; Gestion-entreprise; Système-information

**Mot(s)-clés d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000153606060030

**Origine de la notice:** Inist

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3.80 Model-driven enterprise systems configuration. Advanced information systems engineering. 18th international conference, CAISE 2006, Luxembourg, Luxembourg, June 5-9, 2006proceedings

**Auteur(s):** E. Dubois-Eric, E. Pohl-Klaus, R. Jan, M. Jan, V. D. A. Wil and R. Michael

**Affiliation(s):** Queensland University of Technology, 126 Margaret Street, Brisbane QLD 4000, AUSTRALIA; Vienna University of Economics and Business Administration, Augasse 2-6, 1090 Vienna, AUSTRIA; Eindhoven University of Technology, P.O. Box 513, 5600 MB Eindhoven, NETHERLANDS

**Source:** Lecture-notes-in-computer-science 2006: 369-383

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2006

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 28 ref.

**Résumé:** Enterprise Systems potentially lead to significant efficiency gains but require a well-conducted configuration process. A promising idea to manage and simplify the configuration process is based on the premise of using reference models for this task. Our paper continues along this idea and delivers a two-fold contribution: first, we present a generic process for the task of model-driven Enterprise Systems configuration including the steps of (a) Specification of configurable reference models, (b) Configuration of configurable reference models, (c) Transformation of configured reference models to regular build time models, (d) Deployment of the generated build time models, (e) Controlling of implementation models to provide input to the configuration, and (f) Consolidation of implementation models to provide input to reference model specification. We discuss inputs and outputs as well as the involvement of different roles and validation mechanisms. Second, we present an instantiation case of this generic process for Enterprise Systems configuration based on Configurable EPCs.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Information-system; Validation-; Modeling-; Model-driven-architecture; Consolidation-; Model-specification; Reference-model; Business-model; Unfolding-; Execution-time; Firm-; Information-system

**Descripteur(s) français:** Système-information-; Validation-; Modélisation-; Architecture-basée-modèle; Consolidation-; Spécification-modèle; Modèle-référence; Modèle-entreprise; Déploiement-; Temps-exécution; Entreprise-; Système-information

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000153618440240

**Origine de la notice:** Inist

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### 3.81 Beyond critical success factors: A dynamic model of enterprise system innovation

**Auteur(s):** K. S. F and B. T. F

**Affiliation(s):** Leeds University Business School, University of Leeds, Leeds LS2 9JT, UNITED-KINGDOM

**Source:** International-journal-of-information-management 2006; 26 (1): 59-69

**Editeur:** Elsevier, Oxford, UNITED-KINGDOM

**ISSN:** 0268-4012

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** Enterprise systems (often referred to as enterprise resource planning (ERP) systems) can help organisations manage their key resources: money, staff, products, customers and suppliers, more effectively. Like many new technologies, ERP has been accompanied by vendor hype and stories of implementation failure. Work on critical success factors (CSFs) should encourage more appropriate implementation practice; however many CSF studies conclude with a list of factors but provide little further guidance. This paper presents a new model of ERP CSFs which draws upon existing work in IS innovation and on simulation ideas in order to better understand the relationships between CSFs and to encourage exploration of more appropriate implementation strategies.

**Code(s) de classement:** 001a01f05; 205; 790; 790.vii

**Descripteur(s) anglais:** Information-system; Models-; Innovation-; Success-factor; Implementation-; Firm-management

**Descripteur(s) français:** Système-information; PGI-(progiciel-gestion-intégré); Modèle-; Innovation-; Facteur-succès; Implémentation-; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** Enterprise-systems;-Enterprise-resource-planning; ERP;-Critical-success-factors; CSFs-

**Localisation:** INIST-CNRS, Shelf Number 20286, INIST No. 354000134696800050

**Origine de la notice:** Inist

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### 3.82 Aligning business and it: The process-driven architecture model

**Auteur(s):** S. C. F

**Affiliation(s):** Software AG's Core BPM Group, Darmstadt, GERMANY

**Source:** Information-systems-management 2006; 23 (4): 67-77

**Editeur:** Auerbach, Boca Raton, FL, UNITED-STATES

**ISSN:** 1058-0530

**Année de publication:** 2006

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/2

**Résumé:** Due to the fact that the corporate IT function is tightly coupled to enterprise processes and the organization's information needs, today's IT investments and processes are driven by the same dynamics as the enterprise itself. This article describes a model of a four-layer process-driven architecture (PDA) that can be used as a framework for addressing the alignment of business and IT.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Modeling-; Model-driven-architecture; Investment-; Enterprise-organization; Software-architecture; Business-process; Firm-; Economy-; Information-organization; Integrated-management; Firm-management

**Descripteur(s) français:** Modélisation-; Architecture-basée-modèle; Investissement-; Organisation-entreprise; Architecture-logiciel; Processus-métier; Entreprise-; Economie-; Organisation-information; Gestion-intégrée; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 20633, INIST No. 354000157172760080

**Origine de la notice:** Inist

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### 3.83 Inventory policies in a decentralized assembly system

**Auteur(s):** B. Fernando and D. G. A

**Affiliation(s):** Fuqua School of Business, Duke University, Durham, North Carolina 27708, United States

**Source:** Operations-research 2006; 54 (2): 324-336

**Editeur: ISSN:** 0030-364X

**Année de publication:** 2006

**Pays de publication:** United-States

**Langue:** English

**Type de document: Note:** Serial

**Résumé:** We consider a system in which a single finished good is assembled from two components. Demand for the finished product is stochastic and stationary, and procurement and assembly lead times are constant. Unsatisfied demand is backordered. The inventory of each component or assembly is controlled by a separate firm using a base-stock policy. Each firm is charged holding costs on its own inventory, plus a share of the shortage cost due to backorders of the finished product. We investigate the equilibrium base-stock levels that arise in this system under both echelon and local base-stock policies. In both cases, the component firms' base-stock levels are economic complements. We then examine the effect on system performance when one firm uses information about other firms' pipeline inventory. We find that, under echelon base-stock policies, all firms benefit with the use of pipeline information. In contrast, under local policies, using pipeline information may actually increase costs for some firms (including the firm that makes direct use of the information). Also, we compare the behavior of the decentralized system with that of the assembly system under centralized control. Finally, we describe a payment scheme between the final assembler and the suppliers that allows the decentralized system to achieve the centralized solution.

**Code(s) de classement:** 001d01a13; 001d02b07d

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number 7150, INIST No. 354000156804740090

**Origine de la notice:** Inist

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### 3.84 Understanding the link between knowledge management and firm performance: articulating and codifying critical knowledge areas

**Auteur(s):** C. C. Gabriel

**Affiliation(s):**

**Source:** International-journal-of-knowledge-and-learning 2006; 2 (3-4): 238-262

**Editeur:** Inderscience Enterprises, Genève, SWITZERLAND

**ISSN:** 1741-1009

**Année de publication:** 2006

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:**

**Résumé:** The concept of dynamic capabilities is quantified in the context of strategic decision-making. Specifically, it is how business mission and value proposition formulation process, along with Knowledge Management (KM) infrastructure, help managers to create and develop dynamic capabilities by articulating and codifying relevant or critical knowledge configurations to the organisation's domain. Five constructs are proposed in a sequential way in order to capture the effectiveness of the key enabling processes that drive reconfiguration (sensing the environment, learning, coordinating, and integrating resources, respectively). A model that links reconfigurability in knowledge resource combinations and firm performance is developed, which is mediated by functional competencies (capability and value creation differentials). The model is tested in the information technology industry in Spain with 10.7 managers. The paper draws implications for understanding the nature and valuable role of dynamic capabilities, and how these may provide a missing link to the strategic role of knowledge.

**Code(s) de classement:**

**Descripteur(s) anglais:** **Descripteur(s) français:** **Mot(s)-clé(s) d'auteur:** Knowledge-Management-(KM); dynamic-capabilities; firm-performance; partial-least-squares

**Localisation:** INIST-CNRS, Shelf Number 27809, INIST No. 354000139142550040

**Origine de la notice:** Inist

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### 3.85 Future fusion

**Auteur(s):** W. Hartmut

**Affiliation(s):** Invensys Process Systems, UNKNOWN

**Source:** Power-engineering-international 2006; 14 (7): 69-71 [2 p]

**Editeur:** PennWell, Tulsa, OK, UNITED-STATES

**ISSN:** 1069-4994

**Année de publication:** 2006

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:**

**Résumé:** Invensys has introduced the world's first enterprise control system, which fuses oil of the company's automation technologies into a single system. Known as InFusion, it will help industrial enterprises align plant operations and maintenance departments to optimize asset performance management.

**Code(s) de classement:** 001d00d; 001d06a01c1; 230

**Descripteur(s) anglais:** Performance-; Computer-aided-design; Information-system; Integrated-system; Maintenance-; Exploitation-; Production-unit; Automation-; Control-system; Firm-management

**Descripteur(s) français:** Performance-; Conception-assistée; Système-information; Système-intégré; Maintenance-; Exploitation-; Unité-production; Automatisation-; Système-commande; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 26270, INIST No. 354000157173340110

**Origine de la notice:** Inist

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### 3.86 The impact of information technology on the financial performance of diversified firms. Economics and information systems

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**Source:** Decision-support-systems 2006; 41 (4): 698-707

**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

**ISSN:** 0167-9236

**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 40 ref.

**Résumé:** Diversification may increase economic benefits through more efficient utilization of business resources across multiple markets. However, the benefits of these scope economies are often not realized due to costs of coordinating resources in multiple markets. Information technology (IT) is widely used to achieve more efficient coordination by reducing the costs of coordinating business resources across multiple markets. Because of the need for coordination of business resources across multiple markets, diversification can increase the demand for IT. But does increased use of IT improve the performance of diversified firms? This research tackles this question by undertaking an empirical study of the impact of IT on the financial performance resulting from diversification by focusing on the strategic direction chosen by different firms. The empirical aspects of this subject have received little attention from previous information systems (IS) and economics research. This research also sheds light on the business value of IT by showing the importance of complementarity between IT and strategy in firm performance, a subject which has also received limited attention in prior IS research.

**Code(s) de classement:** 001d01a10; 001d01a08

**Descripteur(s) anglais:** Intelligent-agent; Finance-; Information-technology; Information-system; Information-technology; Diversification-; Resource-management; Information-system; Economic-information; Firm-strategy

**Descripteur(s) français:** Agent-intelligent; Finance-; Technologie-information; Système-information; Performance-financière; Technologie-information; Diversification-; Gestion-ressources; Système-information; Information-économique; Stratégie-entreprise

**Mot(s)-clé(s) d'auteur:** Information-technology; Coordination-; Diversification-; Strategic-direction; Financial-performance

**Localisation:** INIST-CNRS, Shelf Number 20864, INIST No. 354000142691700020

**Origine de la notice:** Inist

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3.87 A risk assessment model for enterprise network security. Autonomic and trusted computing. Third international conference, ATC 2006, Wuhan, China, September 3-6, 2006proceedings

**Auteur(s):** Y. F. Hong, C. H. I. C. Hung and L. I. U. Lin

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**Source:** Lecture-notes-in-computer-science 2006: 293-301

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2006

**Pays de publication:** Germany, United-Statesgermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 14 ref.

**Résumé:** A formal model of security risk assessment for an enterprise information security is developed. The model, called the Graph Model, is constructed based on the mapping of an enterprise IT infrastructure and networks/systems onto a graph. Components of the model include the nodes which represent hosts in enterprise network and their weights of importance and security, the connections of the nodes, and the safeguards used with their costs and effectiveness. The model can assist to identify inappropriate, insufficient or waste protector resources like safeguards that are relative to the needs of the protected resources, and then reallocates the funds or protector resources to minimize security risk. An example is provided to represent the optimization method and process. The goal of using Graph Model is to help enterprise decision makers decide whether their security investment is consistent with the expected risks and how to allocate the funds or protector resources.

**Code(s) de classement:** 001d02b07c; 001d02b04

**Descripteur(s) anglais:** Computer-security; Distributed-computing; Investment-; Graph-theory; Optimization-method; Modeling-; Interconnected-power-system; Digital-enterprise; Business-model; Risk-assessment; Risk-analysis; Economy-; Decision-making; Process-planning; Information-system; Formal-specification; Computer-security; Distributed-computing

**Descripteur(s) français:** Sécurité-informatique; Calcul-réparti.-; Investissement-; Théorie-graphe; Méthode-optimisation; Modélisation-; Réseau-interconnecté; Entreprise-numérique; Modèle-entreprise; Evaluation-risque; Analyse-risque; Economie-; Prise-décision; Préparation-gamme-fabrication; Système-information; Spécification-formelle; Sécurité-informatique; Calcul-réparti

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000153622060280

**Origine de la notice:** Inist

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### 3.88 Workplace innovation: Enterprise of the future: In search of the enterprise of the future

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**Affiliation(s):** Applied Knowledge Sciences, Inc, Boyce, Virginia, UNITED-STATES; Institute for Knowledge and Innovation, The George Washington University, Washington, DC, UNITED-STATES; Greenes Consulting, Encinitas, California, UNITED-STATES

**Source:** Vine 2006; 36 (3): 231-237

**Editeur:** Emerald, Bradford, UNITED-KINGDOM

**ISSN:** 0305-5728

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 8 ref.

**Résumé:** Purpose - The purpose of this paper is to begin the process of identifying the attributes which characterize the enterprise of the future (EOF). An initial list of attributes which organizations will need to exhibit in order to compete in a flat world is presented. A formal definition of the EOF is also included. Design/methodology/approach - The list of attributes was generated as a collaborative effort by members of the Enterprise of the Future Roundtable, and the EOF online community of knowledge management thought leaders and researchers. Findings - The group concluded that the attributes which define a model EOF can be grouped into the previously validated four pillars of knowledge management: leadership, organization, learning, and technology. Although the underlying premise for the four pillars remains the same, recent research into the EOF has yielded new insights regarding the internal makeup of these pillars. Originality/value - Twentieth century enterprise models are already proving inadequate for responding to the problems and issues of the knowledge era. The list of attributes developed here will serve as a guide to seek out and identify organizations which serve as illustrations of model EOF behaviors. The goal is to use the combined list of attributes and examples as a guide for helping organizations transform themselves into high-performance, knowledge-based organizations.

**Code(s) de classement:** 001a01e02c3; 205; 790; 790.vi

**Descripteur(s) anglais:** Recommendation-; Organizational-change; Business-model; Competitiveness-; Social-network; Enterprise-organization; Knowledge-management; Forecasting-management; Firm-strategy; Firm-management

**Descripteur(s) français:** Recommandation-; Changement-organisationnel; Modèle-entreprise; Compétitivité-; Réseau-social; Organisation-entreprise; Gestion-des-connaissances; Gestion-prévisionnelle; Stratégie-entreprise; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** Business-enterprises; Knowledge-management; Social-networks; Employees-; Corporate-strategy; Forecasting-

**Localisation:** INIST-CNRS, Shelf Number 17830, INIST No. 354000142903170010

**Origine de la notice:** Inist

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### 3.89 How involvement, IS management effectiveness, and end-user computing impact IS performance in manufacturing firms

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**Source:** Information-&-management 2006; 43 (1): 93-107

**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

**ISSN:** 0378-7206

**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 59 ref.

**Résumé:** A rapidly changing environment requires firms to adopt a customer-driven approach in managing their information systems. Study results indicate that firms with high levels of organizational involvement in IS related activities have higher levels of IS management effectiveness. In turn, these higher levels lead to lower levels of end-user self-reliance in application development and higher levels of end-user dependence on IS expertise. In our study, end-user self-reliance indicated the presence of independent end-users circumventing the IS unit by developing software applications and engaging in traditional IS activities. In contrast, end-user dependence on IS expertise indicated that end-users believed that the IS unit was a valuable and reliable source of technical knowledge and application support. More effective IS management practices, combined with higher end-user dependence on the IS expertise, were found to lead to improved perceptions of IS performance. Data were collected from 265 senior manufacturing managers who were selected because their perspective of IS activities and performance was desired and manufacturing units are an important user of the services. Structural equation modeling was used to test our hypotheses.

**Code(s) de classement:** 001a01f05; 205; 790; 790.vii

**Descripteur(s) anglais:** User-training; Participation-; Dependence-; User-behavior; User-study; Strategic-planning; Firm-strategy; System-management; Information-system; Firm-management

**Descripteur(s) français:** Environnement-organisationnel; Gestion-système-information; Formation-utilisateur; Participation-; Dépendance-; Comportement-utilisateur; Etude-utilisateur; Planification-stratégique; Stratégie-entreprise; Gestion-système; Système-information; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** User-involvement; IS-planning; IS-strategy; IS-responsiveness; User-training; User-dependence-on-IS-expertise; User-self-reliance-in-application-development; IS-performance

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000135009710070

**Origine de la notice:** Inist

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### 3.90 A strategic analysis of inter organizational information sharing

**Auteur(s):** L. I. Jingquan, S. Riyaz, S. M. J and T. A. N. Gek Woo

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**Source:** Decision-support-systems 2006; 42 (1): 251-266

**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

**ISSN:** 0167-9236

**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 32 ref.

**Résumé:** In this paper we study the effect of inter organizational information sharing strategies on firm level performance under both stable as well as volatile market conditions. We use information exchange in a supply chain as a representation of inter organizational information sharing, and study five strategies for information sharing that range from minimal to near-complete information exchange. We present analytical evaluation of the relative performance of these strategies and experimental results from a proof-of-concept system. Our results show that near-complete information sharing that combines more than one type of information being shared has better performance in volatile market conditions.

**Code(s) de classement:** 001d01a14; 001d01a15; 001d02b04

**Descripteur(s) anglais:** Performance-evaluation; Logistics-; Markets-; Firm-strategy; Extended-enterprise; Electronic-trade; Program-verification; Proof-theory; Information-exchange; Information-system; Information-use

**Descripteur(s) français.-;** Evaluation-performance; Logistique-; Marché-; Stratégie-entreprise; Entreprise-étendue; Commerce-électronique; Vérification-programme; Théorie-preuve; Echange-information; Système-information; Utilisation-information

**Mot(s)-clé(s) d'auteur:** Information-sharing; Supply-chain-management; E-commerce-; Electronic-markets

**Localisation:** INIST-CNRS, Shelf Number 20864, INIST No. 354000159676240150

**Origine de la notice:** Inist

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### 3.91 Evaluation of enterprise information technologies: A decision model for high-level consideration of strategic and operational issues

**Auteur(s):** S. Joseph and R. P. Sundarraj

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**Source:** IEEE-Transactions-on-systems,-man-and-cybernetics -Part-C-:-Applications-and-reviews 2006; 36 (2): 260-273

**Editeur:** Institute of Electrical and Electronics Engineers, New-York, NY, UNITED-STATES

**ISSN:** 1094-6977

**Année de publication:** 2006

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 68 ref.

**Résumé:** Despite the possibility of short-term financial losses and concerns by executive management of potential failure, enterprise information technologies (EITs) are being implemented by a growing number of Fortune 100 and midsize corporations in the hope of acquiring long-term benefits. EITs, expensive and risky information technology assets, must be evaluated on the basis of both their productivity gains and their support for corporate reengineering through integration of business processes. In this paper, we propose a two-stage methodology (involving a combination of the analytical network process and integer programming) to conduct a high-level evaluation of an interdependent set of tangible, intangible, strategic and operational factors that should be considered in EIT evaluation. We perform sensitivity analyses and conduct tests with real-world data to show the robustness of our methodology and the resulting managerial implications.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Robustness-; Optimization-; Sensitivity-analysis; Integer-programming; Analytic-hierarchy-process; Enterprise-organization; Long-term; Short-term; Internet-protocol; Integrated-management; Firm-management; Planning-; Productivity-; Decision-making; Information-technology; Firm-

**Descripteur(s) français-:** Robustesse-; Optimisation-; Analyse-sensibilité; Programmation-en-nombres-entiers; Processus-hiérarchie-analytique; Organisation-entreprise; Long-terme; Court-terme; Protocole-internet; Gestion-intégrée; Gestion-entreprise; Planification-; Productivité-; Prise-décision; Technologie-information; Entreprise-

**Mot(s)-clé(s) d'auteur:** Analytical-hierarchical-process-(AHP); analytical-network-process-(ANP); enterprise-information-technologies-(EITs); enterprise-resource-planning-(ERP); integer-programming-(IP)

**Localisation:** INIST-CNRS, Shelf Number 222 H8 C, INIST No. 354000156599810140

**Origine de la notice:** Inist

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3.92 DKOMP: A peer-to-peer platform for distributed knowledge management. Practical aspects of knowledge management. 6th International conference, PAKM 2006, Vienna, Austria, November 30 - December 1, 2006proceedings

**Auteur(s):** E. Karagiannis-Dimitris, E. Reimer-Ulrich, K. V. S and D. Rahul

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**Source:** Lecture-notes-in-computer-science: 119-130

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2006

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 27 ref.

**Résumé:** Distributed knowledge management (KM) is a key component of any enterprise's knowledge management strategy. However, issues related to implementing a robust distributed KM system deter their adoption in enterprises. We studied the requirements of a distributed KM system from an enterprise's perspective. Based on our study, we propose DKOMP; a P2P infrastructure for distributed KM. DKOMP integrates tightly in to enterprise network infrastructure and yet retains the benefits of P2P paradigm. DKOMP should provide a good vehicle for increasing adoption of distributed KM in enterprises.

**Code(s) de classement:** 001d02b04; 001d02b07d

**Descripteur(s) anglais:** Knowledge-engineering; Firm-cooperation; Commercial-vehicle; Interconnected-power-system; Digital-enterprise; Distributed-system; Knowledge-engineering; Peer-to-peer

**Descripteur(s) français:** Ingénierie-connaissances; Coopération-entreprise; Véhicule-utilitaire; Réseau-interconnecté; Entreprise-numérique; Système-réparti; Ingénierie-connaissances; Poste-à-poste

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000153604320110

**Origine de la notice:** Inist

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### 3.93 Detecting information technology impact on firm performance using DEA and decision tree. Interactions between people and information technology in the digital age

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**Affiliation(s):** Management School, University of Sheffield, 9 Mappin Street, Sheffield, S1 4DT, UNITED-KINGDOM; Institute of Electronic Commerce, National Chung Hsing University, 250, Kuo Kuang Road, Taichung 402, TAWAIN,-PROVINCE-OF-CHINA; School of Business, University of Science and Technology of China, Hefei Anhui 230026, CHINA; Department of Mechanical and Industrial Engineering, University of Toronto, Toronto, M5S 3G8, CANADA

**Source:** International-journal-of-information-technology-and-management 2006; 5 (2-3): 162-174

**Editeur:** Inderscience Enterprises, Genève, SWITZERLAND

**ISSN:** 1461-4111

**Année de publication:** 2006

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** In a modern organisation, it is crucial and common for managers to effectively detect the impact of Information Technology (IT) on firm performance. This allows companies to maintain a competitive edge in rapidly changing business environments and outperform the competitors in the global marketplace. To detect the impact of IT on firm performance, this paper presents a generic model using Data Envelopment Analysis (DEA) and Decision Trees (DTs). The model consists of two modules: module 1 applies a two-stage DEA and classifies the IT-affected Decision Making Units (DMUs) into efficient and inefficient clusters based on the resulting efficiency scores. Module 2 utilises firm performance related data to train DT model and apply the trained DT model to new firms. Our results yield a favourable classification accuracy rate.

**Code(s) de classement:** 001a01a02; 205; 790; 790.ii

**Descripteur(s) anglais:** Project-management; Business-model; Information-technology; Data-analysis; System-description; Small-medium-sized-firm; Business-to-business-commerce; Information-system; Models-; Electronic-trade; Models-; Evaluation-; Firm-; Decision-tree; Data-analysis; Information-technology

**Descripteur(s) français:** Gestion-projet; Modèle-entreprise; Technologie-information; Analyse-donnée; Description-système; Petite-moyenne-entreprise; Commerce-interentreprise; Système-information; Modèle-; Commerce-électronique; Modèle-; Evaluation-; Entreprise-; Arbre-décision; Analyse-donnée; Technologie-information

**Mot(s)-clé(s) d'auteur:** Information-Technology-(IT); Data-Envelopment-Analysis-(DEA); Decision-Tree-(DT); classification-; firm-performance

**Localisation:** INIST-CNRS, Shelf Number 27551, INIST No. 354000153086470050

**Origine de la notice:** Inist

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### 3.94 Aggregated Framework of Enterprise Information System Based on Synergic Theory. Web information systems. WISE 2006 Workshops WISE 2006 International workshops, Wuhan, China, October 23-26, 2006 proceedings

**Auteur(s):** G. Li and Q. Wei

**Affiliation(s):** Information Management School, Wuhan University, Wuhan 430072, CHINA

**Source:** Lecture-notes-in-computer-science: 216-222

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2006

**Pays de publication:** Germany, United-Statesgermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 9 ref.

**Résumé:** Based on synergic theory and integrated method, this paper aims to find out the proper solution for the aggregated information systems in manufacture enterprises. It puts forward the integration framework of information system according to synergic theory, which is based on the technology of Data Mining and Web Services. And it includes 2 parts: the inner synergic framework such as EIP, and the outer one such as E-Commerce platform. The whole framework enhances the efficiency of communication and information transfer in (an) enterprise. Meanwhile, it also ensures that enterprise will be value-added by means of improving the performance of information collection and transference in the sectors of supply chain.

**Code(s) de classement:** 001d02b07d; 001d02b07b; 001d02b04; 001d01a15

**Descripteur(s) anglais:** Internet-; Information-retrieval; Distributed-system; Logistics-; Added-value; Information-communication; Electronic-trade; Data-mining; Information-extraction; Data-analysis; Information-integration; Information-system; Firm-; Internet-; Information-retrieval; Distributed-system

**Descripteur(s) français:** Internet-; Recherche-information; Système-réparti; Logistique-; Valeur-ajoutée; Communication-information; Commerce-électronique; Fouille-donnée; Extraction-information; Analyse-donnée; Intégration-information; Système-information; Entreprise-; Internet-; Recherche-information; Système-réparti

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000172807110210

**Origine de la notice:** Inist

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### 3.95 Assessing the input effect on productive efficiency in production systems: the value of information technology capital

**Auteur(s):** W. T. Lin and B. B. M. Shao

**Affiliation(s):** School of Management, The State University of New York at Buffalo, 325A Jacobs Management Center, Buffalo, NY 14260-4000, UNITED-STATES; W. P. Carey School of Business, Arizona State University - Main Campus, PO Box 85287-4606, Tempe, AZ 85287-4606, UNITED-STATES

**Source:** International-journal-of-production-research 2006; 44 (9): 1799-1819

**Editeur:** Taylor & Francis, London; Taylor & Francis, Washington, DC, UNITED-KINGDOM

**ISSN:** 0020-7543

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.

**Résumé:** It is an imperative task for management to measure an organization's performance against its peers, competitors or itself. Among the performance measures frequently used, productive efficiency concerns the effective usage of input resources in producing output. Moreover, we are still unclear about how to identify the sources of such efficiencies so as to explain their causes. The issue becomes even more relevant and important but uncertain if the intended factor can also be treated as a non-traditional input in the production process. Treating information technology as a non-ordinary capital, this paper explores its effect on productive efficiency in a two-stage procedure. The first stage uses productive efficiency derived from parametric stochastic production frontiers models to measure the firm's performance, comparing the models with and without information technology investment as an independent input factor. The second stage then applies the non-parametric Wilcoxon signed-ranks method to test whether the information technology input has a positive impact on productive efficiency. The procedure is applied to a firm-level data set to corroborate the positive input effect of information technology on productive efficiency in the production system.

**Code(s) de classement:** 001d01a14; 001d02b07d

**Descripteur(s) anglais:** Information-value; Production-factor; Information-system; Production-system; Organization-management; Production-process; Information-technology; Stochastic-model; Firm-

**Descripteur(s) français:** Valeur-information; Facteur-production; Système-information; Système-production; Gestion-organisation; Processus-fabrication; Technologie-information; Modèle-stochastique; Entreprise-

**Mot(s)-clé(s) d'auteur:** Efficiency-analysis; Production-factor; Parametric-frontiers; Wilcoxon-signed-ranks-tests; Information-technology; Productive-efficiency

**Localisation:** INIST-CNRS, Shelf Number 10525, INIST No. 354000142759200080

**Origine de la notice:** Inist

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### 3.96 Use of patterns for knowledge management in the ceramic tile design chain. Cooperative design, visualization, and engineering. Third international conference, CDVE 2006, Mallorca, Spain, September 17-20, 2006proceedings

**Auteur(s):** E. Luo-Yuhua, A. M. Jesus, R. Fernando, V. Carlos and C. Pedro

**Affiliation(s):** Industrial Systems Engineering and Design Department, SPAIN; Mechanical Engineering and Construction Department, SPAIN; CINEI (Industrial Enterprise Innovation Center). Universitat Jaume I. Campus del Riu Sec, 12071 Castellón, SPAIN

**Source:** Lecture-notes-in-computer-science 2006: 65-74

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2006

**Pays de publication:** Germany, United-Statesgermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 15 ref.

**Résumé:** Knowledge Management (KM) is a complex objective, especially in the instance of extended enterprises consisting of SMEs, and critical in new product design and development (NPD). The use of patterns is essential to get KM in collaborative NPD processes. This paper presents the use of patterns adopted in the CE-TILE project to standardize information and knowledge in collaborative work. The different types of patterns and models established for the knowledge capture, formalization and configuration are also described.

**Code(s) de classement:** 001d02b07d; 001d12a; 001d02b11; 001d02b04

**Descripteur(s) anglais:** Concurrent-engineering; Engineering-design; Modeling-; New-product; Extended-enterprise; Ceramic-materials; Concurrent-engineering; Engineering-design; Product-development; Knowledge-engineering

**Descripteur(s) français:** Ingénierie-simultanée; Conception-ingénierie; Modélisation-; Produit-nouveau; Entreprise-étendue; Céramique-; Ingénierie-simultanée; Conception-ingénierie; Développement-produit; Ingénierie-connaissances

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000172802570090

**Origine de la notice:** Inist

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### 3.97 Documenter l'alignement d'un ED avec la stratégie d'entreprise en vue de mieux satisfaire les exigences des décideurs. Elaboration des entrepôts de données

**Auteur(s):** E. Metais-Elisabeth, E. Zurfluh-Gilles, G. A. M. Ines, T. L. Hélène and S. Camille

**Affiliation(s):** CNAM, Paris, FRANCE; IRIT, Toulouse, FRANCE; Centre de Recherche en Informatique C.R.I. - Université Paris 1 -Sorbonne, 90 rue de Tolbiac, 75013 Paris, FRANCE; BNP Paribas, Système d'Information Groupe 41 rue de Valmy, 93100 Montreuil-sous-Bois, FRANCE

**Source:** Ingénierie-des-systèmes-d-information 2006; 11 (6): 83-114

**Editeur:** Lavoisier, Paris, FRANCE

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**Année de publication:** 2006

**Pays de publication:** France

**Langue:** French

**Type de document:** Serial

**Note:** 2 p.1/4

**Résumé:** Documenting strategy is necessary to improve the ability of decision support systems, in particular Data Warehouses (DW), to satisfy the fundamental requirements of the enterprise and its chief executives. However, very few requirements-driven approaches have been proposed so far to design DW and even less to document enterprises' strategic objectives with a sufficient level of formality to do so. However, we believe that to align DWs to the enterprise's strategic requirements would allow to develop DW delivering more reliable support to strategic decision-making. Aligning the enterprise's strategy and DWs necessitates to specify both the DW requirements and the enterprise's strategy. This paper presents the CADWA approach that allows (i) to model the strategic objectives that must be taken into account in the DW and (ii) a way to plan and control its strategic alignment. The originality of our approach stands in the use of a unique modelling technique. The proposed approach is applied to the study of a Japanese retail company.

**Code(s) de classement:** 001d02b04; 001d02b07d

**Descripteur(s) anglais:** Information-system; Modeling-; Retail-marketing; Japanese-; Firm-strategy; Alignment-; Firm-; Data-warehouse; Decision-support-system; Information-system

**Descripteur(s) français:** Système-information; Modélisation-; Vente-au-détail; Japonais-; Stratégie-entreprise; Alignement-; Entreprise-; Entrepôt-donnée; Système-aide-décision; Système-information

**Mot(s)-clé(s) d'auteur:**

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**Origine de la notice:** Inist

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### 3.98 Automotive e-hubs: Exploring motivations and barriers to collaboration and interaction

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**Source:** Journal-of-strategic-information-systems 2006; 15 (1): 51-75

**Editeur:** ISSN: 0963-8687

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Note: Serial

**Résumé:** Business-to-business electronic marketplaces or 'e-hubs' 'are increasingly being adopted by organizations seeking to achieve dramatic reductions in cost. While initially heralded in such industries as the automotive sector as the key to restructuring old economy firms, the claims for e-hubs appear optimistic. This paper explores collaboration and interaction by examining four cases of e-hub adoption by vehicle manufacturers and suppliers. A conceptual framework emerges from this examination that helps to assess the real benefits of electronic applications - not the hyperbole - by revealing firm and industry level motivations and barriers. The framework explains the dissonance between expected and realised benefits, and extends the literature on IS (Information System) barriers. The investigation concludes with recommendations for how best to adopt e-hubs in terms of supply topology, buyer-supplier relationships, leadership, and the threat of disbenefit from e-hubs.

**Code(s) de classement:** 001a01g02b; 205

**Descripteur(s) anglais:** Descripteur(s) français: Mot(s)-clé(s) d'auteur:

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### 3.99 The sustainable innovation engine

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**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 18 ref.

**Résumé:** Purpose - The purpose of this article is to present a model for sustainable innovation based on learning and knowledge. Design/methodology/approach - Definitions of knowledge, innovation and learning are provided. Followed by a discussion on the link between knowledge and innovation, the concept of the nominal innovation probability space is introduced, built on the definitions of knowledge depth and knowledge diversity. Different learning styles are presented and how these can increase knowledge depth and knowledge diversity, improving a firm's position in the innovation probability space. A final description is provided of a model for the sustainable innovation engine. Findings - The article finds that learning is essential to ensure sustainable innovation. Innovation probability is impacted by the organisation's knowledge depth and diversity. Learning styles are correlated to the firm's innovativeness and competitiveness. Experimentation as a learning style is essential for discontinuous innovation. Learning effectiveness is increased if supported by a knowledge management approach. Sustainable innovation requires a positive feedback loop between knowledge creation (learning) and innovation. Originality/value - The article provides useful information on the introduction of the nominal innovation probability space based on a firm's knowledge depth and diversity; the concept of knowledge empathy; and the distinction between innovation and sustainable innovation and its importance for competitive and collaborative advantage.

**Code(s) de classement:** 001a01e02c3; 790f02c03; 790vi

**Descripteur(s) anglais:** Organizational-culture; Innovation-; Knowledge-acquisition; Knowledge-production; Knowledge-management; Sustainable-development

**Descripteur(s) français:** Culture-organisationnelle; Apprentissage-organisationnel; Innovation-; Acquisition-connaissances; Production-connaissance; Gestion-des-connaissances; Développement-durable

**Mot(s)-clé(s) d'auteur:** Learning-; Innovation-; Knowledge-management; Sustainable-development

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### 3.100 Firm performance and information technology utilization in the construction industry

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**Source:** Journal-of-construction-engineering-and-management 2006; 132 (5): 499-507

**Editeur:** American Society of Civil Engineers, Reston, VA, UNITED-STATES

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**Année de publication:** 2006

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 22 ref.

**Résumé:** This paper, which is written to both researchers and practitioners, examines the impact of information technology (IT) on construction firm performance. Based on data collected from 74 construction firms, regression analysis is used to test the relationship between performance and IT. Analysis provides empirical evidence that IT is positively associated with firm performance, schedule performance, and cost performance. Firm performance is a composite score of several metrics of performance: schedule performance, cost performance, customer satisfaction, safety performance, and profit. The regression analysis shows that for every 1 unit increase in IT utilization, there is an increase of about 2, 5, and 3% in firm performance, schedule performance, and cost performance, respectively. No relationship is found between IT use and customer satisfaction, safety performance, and profitability.

**Code(s) de classement:** 001d14a01; 001d14b; 295

**Descripteur(s) anglais:** Descriptive-statistics; Computer-aid; Construction-management; Construction-cost; Regression-analysis; Data-gathering; Building-contracting-firm; Information-technology; Use-; Performance-evaluation; Construction-industry

**Descripteur(s) français:** Statistique-descriptive; Assistance-ordinateur; Contrôle-travaux; Coût-construction; Analyse-régression; Collecte-donnée; Entreprise-construction; Technologie-information; Utilisation-; Evaluation-performance; Industrie-construction

**Mot(s)-clé(s) d'auteur:** Construction-management; Computer-aided-operation; Performance-evaluation; Construction-costs; Construction-companies; Information-management

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### 3.101 Information systems assimilation in Indian organizations: An examination of strategic and organizational imperatives

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**ISSN:** 0963-8687

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.1/4

**Résumé:** IT investment by organizations in India has increased significantly over the last 10 years, as Indian firms have deployed IS for modernizing and reengineering their processes. This paper analyzes, in an exploratory vein, organizational and strategic imperatives that have influenced IS assimilation and evolution of the IS application portfolio in Indian firms. It first identifies three categories of organizations with respect to IS assimilation, and describes strategic and organizational factors characteristic of each group. Next, it traces the evolution of the IS application portfolio in each of the studied firms and analyses accompanying changes in strategic and organizational factors. The paper builds on IS assimilation studies in organizations from developed societies, and describes issues unique to IS assimilation in Indian firms. It is based on data collected from case studies of IS deployment in nine Indian organizations.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** Asia-; Information-policy; User-study; Methodology-; Information-technology; Research-; Qualitative-analysis; Evolution-; Organization-; Indian-; Information-system; India-

**Descripteur(s) français:** Asie-; Politique-information; Etude-utilisateur; Méthodologie-; Technologie-information; Recherche-; Analyse-qualitative; Evolution-; Organisation-; Indien-; Système-information; Inde-

**Mot(s)-clé(s) d'auteur:** IS-assimilation; IS-application-portfolio; India-; Developing-nations; Organizational-factors; Strategic-factors; Qualitative-research

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### 3.102 A decision support model for optimal timing of investments in information technology upgrades

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**Source:** Decision-support-systems 2006; 42 (3): 1684-1696

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**ISSN:** 0167-9236

**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 40 ref.

**Résumé:** In an environment of continuous change, organizations are faced with the challenge of deciding when to invest in information technology upgrades. While investing frequently is costly and at times risky, waiting too long can lead to lost competitiveness. Further, investing at a given time can preclude a firm from taking advantage of better technologies in the future. In the context of software upgrades, this study proposes and illustrates a decision support model to determine the optimal timing and choice of upgrades. Analysis confirms that even if continuous upgrading is feasible, it is not an optimal strategy when adoption costs are significant. Simulations show that investments in upgrades are best made when the gap between new technology and current technology reaches a critical threshold. Among other factors, this threshold is influenced by technology cost, change management cost and opportunity cost.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Dynamic-model; Version-management; Optimal-strategy; Upgrading-; Competitiveness-; Waiting-time; Investment-; Timed-system; Optimal-decision; Risk-factor; Information-technology; Economy-; Timing-; Decision-making; Decision-support-system

**Descripteur(s) français.-;** Modèle-dynamique; Gestion-version; Stratégie-optimale; Valorisation-; Compétitivité-; Temps-attente; Investissement-; Système-temporisé; Décision-optimale; Facteur-risque; Technologie-information; Economie-; Timing-; Prise-décision; Système-aide-décision

**Mot(s)-clé(s) d'auteur:** Investment-in-IT-upgrades; Technology-adoption-costs; Opportunity-costs; Dynamic-decision-support-model; Optimal-timing-of-technology-adoption

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**Origine de la notice:** Inist

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### 3.103 Exchange of business process models using the POP meta-model. Business process management workshops. BPM 2005 international workshops, BPI, BPD, ENEI, BPRM, WSCOBPM, BPS, Nancy, France, September 5, 2005 revised selected papers

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**Source:** Lecture-notes-in-computer-science 2006: 233-244

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2006

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 19 ref.

**Résumé:** Enterprise Modelling, in general, and Business Process Modelling, in particular, have been used for decades for different purposes and with interesting results. However, a variety of problems can be identified in this context and many enterprises find it difficult to leverage the full potential and benefits of these technologies. One of the most important problems in this sense is the lack of interoperability among enterprises at the modelling level. Quite a lot of efforts has been carried out in this domain to improve enterprise interoperability at this level. The development of the POP\* meta-model is one of these initiatives, which aim to establish a meta-model and a corresponding methodology that enable enterprises to exchange their enterprise models, despite the fact that they use different Enterprise Modelling Tools. In this paper, we present a 'proof of concept' of the POP\* meta-model focused on the process dimension, which is expected to further our understanding of how this meta-model can be used to exchange different business process models among the partners in networks of collaborative enterprises. Moreover, the work performed in this 'proof of concept' has been a valuable aid to validate and improve the development of the POP\* meta-model.

**Code(s) de classement:** 001d01a14; 001d02b07d

**Descripteur(s) anglais:** Firm-management; Business-process; Modeling-; Metamodel-; Digital-enterprise; Business-process; Business-model; Interoperability-; Integrated-management; Firm-management

**Descripteur(s) français:** Gestion-entreprise; Processus-métier; Modélisation-; Métamodèle-; Entreprise-numérique; Processus-métier; Modèle-entreprise; Interopérabilité-; Gestion-intégrée; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000153613150170

**Origine de la notice:** Inist

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### 3.104 E-business and small ghanaiian exporters: Preliminary micro firm explorations in the light of a digital divide

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**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 3 p.1/4

**Résumé:** Purpose - The digital divide is supposed to place disadvantaged economies like Ghana in a position where using information and communication technology for development might not be an immediate reality. The purpose of this current study is to argue that the adoption of e-business practices has benefit for small Ghanaian exporters' organizational improvement, and begin a first-level investigation in that regard. Design/methodology/approach - This study was exploratory and focused on a sample of active, non-traditional exporters in Accra. This sample represented the best typology of small export firms in Ghana that had been regular exporters from 2000-2004. In all, 60 firms responded to questionnaires on e-business and exporting. Analysis of the data was mainly by means of descriptive statistics. Findings - One-way ANOVA analysis revealed that the export firm internationalization (measured by export intensity) has no bearing on the level of e-business involvement or perceptions of the strategic value of e-business. However, export firms who were more involved in e-business had a higher perception of the usefulness of e-business to their export operation. One-way ANOVA analysis also revealed that for the export firms involved in some e-business activity, the more internationalized they were, the more importance they attached to e-business as providing some sort of organizational improvement leverage. Practical implications - Given the exploratory nature of this study, more research is needed to study internal and external barriers to e-business adoption by these firms, as well as the relationship between e-business adoption and performance. Originality/value - One of the first e-business studies focusing on export firms on the disadvantaged end of the digital divide.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** Africa-; Ghana-; Developing-countries; Globalization-; Digital-divide; Perception-; Adoption-; Export-; Small-medium-sized-firm; Electronic-trade; Information-communication-technology; Use-study; User-study

**Descripteur(s) français:** Afrique-; Ghana-; Pays-en-développement; Mondialisation-; Fracture-numérique; Perception-; Adoption-; Exportation-; Petite-moyenne-entreprise; Commerce-électronique; Technologie-information-communication; Etude-utilisation; Etude-utilisateur

**Mot(s)-clé(s) d'auteur:** Electronic-commerce; Exports-; Ghana-; Globalization-; Small-to-medium-sized-enterprises

**Localisation:** INIST-CNRS, Shelf Number 17093, INIST No. 354000115405400030

**Origine de la notice:** Inist

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### 3.105 Strategy, IT applications for planning and control, and firm performance: The impact of impediments to IT implementation

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**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 50 ref.

**Résumé:** Our study examined the association among strategy, the extent of IT applications to 12 planning and control functions, and firm performance. Special attention was paid to the moderating effect on these relationships of 15 technical, human, and organizational impediments to IT implementation. We analyzed survey data obtained from 296 Taiwanese companies, supplemented by financial data from publicly disclosed financial reports. Results indicated that strategy significantly influenced the extent of IT applications for planning and control. In turn, the extent of IT applications had a significant direct effect on firm performance, while the direct effect of strategy was insignificant. The relationship between strategy and the extent of IT applications, and between the latter and firm performance were both stronger when the level of impediments to IT implementation was low. The findings went beyond these general relationships to reveal systematic differences in the specific IT applications and impediments of firms pursuing different strategies.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** Survey-; Numerical-data; Result-; Implementation-; Use-study; Performance-; Strategy-; Information-technology

**Descripteur(s) français:** Enquête-; Donnée-numérique; Résultat-; Implémentation-; Etude-utilisation; Performance-; Stratégie-; Technologie-information

**Mot(s)-clé(s) d'auteur:** Strategy-; Information-technology-(IT)-applications; Performmnce-; Impediments-to-IT-implementation

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000145192510030

**Origine de la notice:** Inist

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### 3.106 E-supply chain management: an evaluation of current web initiatives

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**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 22 ref.

**Résumé:** Purpose - To provide an overview of E-supply chain management (E-SCM) initiatives, focusing on the evolution and technological drivers of moving to the web. This paper also provides a framework and analysis of current efforts in the automotive, financial services, retail, technology, and transportation sectors. Design/methodology/approach - The paper uses a qualitative experimental design, case-study approach. Companies are compared across a variety of factors affecting E-SCM. Findings - There is little evidence to support that the size of a firm's revenues correlate to the effectiveness of their E-SCM efforts. Research limitations/implications - The research uses a limited number of companies. Additionally, the web sites were evaluated only to the extent which they were made publicly available. Practical implications - An overview and discussion of E-SCM is presented. This paper also analyzes selected companies' current web initiatives in the automotive, financial services, retail, technology, and transportation sectors. Originality/value - This paper uses an original framework to analyze E-SCM initiatives. Its conclusions would be of interest to individuals with a practical and research interest in E-SCM.

**Code(s) de classement:** 001a01g02b; 205; 790; 790.viii

**Descripteur(s) anglais:** Information-communication-technology; Firm-management; Firm-; Chain-; Supply-; Web-site; Internet-; Electronic-trade

**Descripteur(s) français:** Technologie-information-communication; Gestion-entreprise; Entreprise-; Chaîne-; Approvisionnement-; Site-Web; Internet-; Commerce-électronique

**Mot(s)-clé(s) d'auteur:** Supply-chain-management; Electronic-commerce; Internet-

**Localisation:** INIST-CNRS, Shelf Number 26605, INIST No. 354000115566520050

**Origine de la notice:** Inist

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### 3.107 The relationships among virtual enterprise, information technology, and business performance in agile manufacturing: An industry perspective

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**ISSN:** 0377-2217

**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.1.1/4

**Résumé:** Agile Manufacturing (AM) is a manufacturing paradigm that focuses on smaller scale, modular production facilities, and agile operations capable of dealing with turbulent and changing environments. From several enablers of AM, Virtual Enterprise (VE) and Information Technology (IT) were chosen. This empirical study explored the impact of the alignment between VE and IT on business performance in an AM setting for five different industries. Extensive data collection strategy and several tests were used to establish the reliability and validity of the data collected. Extensive analyses of the data using Structural Equation Modeling were performed for five hypotheses across five different industries. The results indicate that both VE and IT had positive influences on business performance for all industries. It was also established that the alignment between VE and IT had a positive impact on business performance for all industries. Further, it was shown that the impact of the alignment between VE and IT on business performance was more significant than the impact of VE and IT on business performance individually for all industries. The statistical analyses and results showed that there were no significant differences among the industries surveyed. At the bivariate level of analysis, some minor differences for one industry were highlighted. In conclusion, the assessment of the results along with future research directions is provided.

**Code(s) de classement:** 001d01a14; 001d02b07d

**Descripteur(s) anglais:** Virtual-enterprise; Information-technology; Agile-manufacturing-system; Manufacturing-industries; Impact-study

**Descripteur(s) français:** Performance-entreprise; Entreprise-virtuelle; Technologie-information; Atelier-agile; Industrie-fabrication; Etude-impact

**Mot(s)-clé(s) d'auteur:** Agile-manufacturing; Virtual-enterprise; Information-technology; Business-performance; AM-industries

**Localisation:** INIST-CNRS, Shelf Number 17566, INIST No. 354000142348360100

**Origine de la notice:** Inist

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### 3.108 The transformational dimension in the realization of business value from information technology

**Auteur(s):** G. Shirley, M. Michael, F. Walter, S. Steven and V. Michael

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**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** Econometric studies have highlighted factors that appear to explain the differential effects of information technology (IT) on productivity at the firm level. Central to these explanations is the concept of organizational transformation; that value realization from IT depends on time-consuming investments in organizational change and results in new, often intangible, organizational assets. The aim of this study was to further investigate the concept of IT-enabled organizational transformation as a component of the value realized from IT at the firm level. Survey data was analyzed from respondents from 1050 businesses of varying sizes and across industries. Transformational benefits were found to exist as a distinct benefit category and to be closely related to other forms of IT-generated business benefits. They were also an important component of overall IT business value. Qualitative data illustrated these findings and pointed to possible complex causal relationships in the generation of IT value. The findings have implications for models of IT business value generation and for managerial practice.

**Code(s) de classement:** 001a01f05; 205; 790; 790.vii

**Descripteur(s) anglais:** Survey-; Information-technology; Organizational-change; Enterprise-organization; Profit-; Economic-optimization; Managerial-optimization; Firm-management; Competitive-intelligence

**Descripteur(s) français:** Enquête-; Technologie-information; Changement-organisationnel; Organisation-entreprise; Bénéfice-; Optimisation-économique; Gestion-optimale; Gestion-entreprise; Intelligence-économique

**Mot(s)-clé(s) d'auteur:** Business-value; Information-technology; IT-business-value; Organizational-transformation; Organizational-learning; Informational-benefit; Transactional-benefit; Strategic-benefit; Transformational-benefit

**Localisation:** INIST-CNRS, Shelf Number 20276, INIST No. 354000133503690040

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### 3.109 Resource-based view and competitive strategy: An integrated model of the contribution of information technology to firm performance

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**Source:** The-Journal-of-strategic-information-systems 2006; 15 (1): 29-50

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.

**Résumé:** The contribution of IT to business performance has been studied from two main perspectives: a 'strategy as positioning perspective,' which underlines a market power imperative, and a resource-based view perspective, which conceptualizes the enterprise as a 'bundle of unique resources.' The objective of the present study is to improve our understanding of the contribution of IT to firm performance in building upon the complementarity between the two perspectives. To do so, a model proposed by [Spanos, Y.E., Lioukas, S. 2001. An examination into the causal logic of rent generation: contrasting Porter's competitive strategy framework and the resource-based perspective. Strategic Management Journal 22(10), 907-934], which comprises both a competitive strategy framework and the resource-based perspective was adapted to reflect the role played by IT. More precisely, the model encapsulates the effects of both IT support for business strategy and IT support for firm assets on firm performance. To test the model, a survey of 96 small- and medium-sized enterprises (SME) was conducted.

**Code(s) de classement:** 001a01e04; 205; 790; 790.vi

**Descripteur(s) anglais:** Survey-; Theoretical-model; Small-medium-sized-firm; Competitiveness-; Influence-; Performance-; Firm-strategy; Firm-management; Information-technology

**Descripteur(s) français:** Enquête-; Modèle-théorique; Petite-moyenne-entreprise; Compétitivité-; Influence-; Performance-; Stratégie-entreprise; Gestion-entreprise; Technologie-information

**Mot(s)-clé(s) d'auteur:** Information-technology-and-business-value; Resource-based-view-of-the-firm; Competitive-strategy

**Localisation:** INIST-CNRS, Shelf Number 20276, INIST No. 354000133163290020

**Origine de la notice:** Inist

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### 3.110 The business value of information technology and inputs substitution: The productivity paradox revisited

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**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 39 ref.

**Résumé:** The business value of information technology (IT) is an extremely important but highly controversial issue that has sparked a great deal of research during the past two decades. Closely related to the issue are the productivity paradox of information systems and the substitutability of IT stock for both traditional capital and labor. Numerous studies have been undertaken to either explain or dispel the paradox. This paper represents one significant extension to previous work and is a further effort to jointly investigate the business value issue, the paradox, and the potential of the substitution between IT capital and ordinary capital and labor, by estimating the IT business value in terms of the impact of IT on technical efficiency, based on the constant elasticity of substitution (known as CES) stochastic production frontier model, at three levels: firm, industry, and sector. The major findings include: the relationship between technical efficiency and IT investment is not robust with respect to the specifications of production frontiers; the productivity paradox is still existent, inconsistent with conventional wisdom, IT has substantial impacts on the five parameters associated with the CES production process; IT stock, traditional capital, and traditional labor are not pairwise substitutable; IT stock appears to be as important as capital, but it is not possible to use IT stock to replace the role of labor entirely; decreasing returns to scale are found irrespective of the levels of IT investments, and technical efficiency tends to decrease as IT investments increase; the industry-level analysis suggests that IT capital is more important for the services industries than for the manufacturing industries; and the sector analysis seems to indicate that the services sector is just slightly less technically efficient than the manufacturing sector.

**Code(s) de classement:** 001d01a13; 001d01a14; 001d02b07d

**Descripteur(s) anglais:** Return-to-scale; Multilevel-system; Investment-; Capital-; Complementarity-problem; Manufacturing-industries; Service-industries; Economy-; Stochastic-model; Econometrics-; CES-production-function; Information-system; Productivity-; Substitution-; Information-technology

**Descripteur(s) français:** Rendement-échelle; Système-n-niveaux; Investissement-; Capital-; Problème-complémentarité; Industrie-fabrication; Industrie-service; Economie-; Modèle-stochastique; Économétrie-; Fonction-production-CES; Système-information; Productivité-; Substitution-; Technologie-information

**Mot(s)-clé(s) d'auteur:** Information-technology; IT-investments; Productivity-paradox; Technical-efficiency; CES-production-function; Substitutability-; Complementarity-

**Localisation:** INIST-CNRS, Shelf Number 20864, INIST No. 354000159692400010

**Origine de la notice:** Inist

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### 3.111 On security preparations against possible IS threats across industries

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**Source:** Information-management-&-computer-security 2006; 14 (4): 343-360

**Editeur:** Emerald, Bradford, UNITED-KINGDOM

**ISSN:** 0968-5227

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.3/4

**Résumé:** Purpose - Modernized information systems (IS) have brought enterprises not only enormous benefits, but also linked information threats. Most enterprises solve their IS security-related problems using technical means alone, and focus on technical rather than managerial controls, which may imply potential crises. This study examines whether the security preparation of firms matches the severity of IS threats they perceive in developing countries, especially in issues concerning "people" and "administration". Additionally, this study discusses appropriate threat mitigation strategies for the four sectors as well. Design/methodology/approach - Using an empirical study, this study explores the past and current concerns of IS threats of firms in different industries, and the countermeasures prepared by them to protect themselves from such threats. The empirical data was provided by 109 Taiwanese enterprises from four sectors. Findings - The analytical results revealed the differences in both the IS threats concerned and the security scopes prepared among the four sectors. Moreover, the preparation scopes were not commensurate with the perceived severity of threats. All four industries rated the network as posing the strongest threat, following regulation and personnel issues, while among the countermeasures in use, these three issues have larger application deficiencies. Originality/value - This study concludes that the firms do not well prepare themselves against IS threats entailed to non-technical administration issues and discusses appropriate threat mitigation strategies for the four sectors. Specifically, firms should be aware of IS threats to their business and prepare suitable security protections.

**Code(s) de classement:** 001a01g04; 205; 790; 790.viii

**Descripteur(s) anglais:** Asia-; Information-technology; Taiwan-; Survey-; Industry-; Firm-strategy; Information-protection; Information-system; Computer-security

**Descripteur(s) français:** Asie-; Technologie-information; Taiwan-; Enquête-; Industrie-; Stratégie-entreprise; Protection-information; Système-information; Sécurité-informatique

**Mot(s)-clés d'auteur:** Data-security; Information-systems

**Localisation:** INIST-CNRS, Shelf Number 26605, INIST No. 354000157011480040

**Origine de la notice:** Inist

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### 3.112 The personal computer and entrepreneurship

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**Source:** Management-science 2006; 52 (2): 187-203

**Editeur:** Institute for Operations Research and the Management Sciences, Linthicum, MD, UNITED-STATES

**ISSN:** 0025-1909

**Année de publication:** 2006

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 33 ref.

**Résumé:** In contrast to the large and rapidly growing literature on information technology (IT) investments and firm productivity, we know very little about the role of personal computers in business creation. Using matched data from the 1997-2001 Computer and Internet Usage Supplements to subsequent Outgoing Rotation Group files from the Current Population Survey (CPS), I explore the relationship between computer ownership and entrepreneurship. Trends over the past two decades provide some evidence of a positive relationship between home computers and entrepreneurship rates, but the evidence is not clear. In contrast, an analysis of the relationship between computer ownership and entrepreneurship at the individual level provides evidence that individuals who had access to a home computer are substantially more likely to become entrepreneurs over the following 12-15 months. Probit and bivariate probit regressions also provide evidence of a strong positive relationship between computer ownership and entrepreneurship among women, but only limited evidence for men. Further, estimates from the CPS indicate that entrepreneurs who had prior access to home computers create a large variety of types of businesses and not only those in the IT industry.

**Code(s) de classement:** 001d01a14; 001d01a13

**Descripteur(s) anglais:** Human-; Entrepreneurship-; Employment-; Woman-; Ownership-; Rotation-; Internet-; Productivity-; Firm-; Investment-; Information-technology; Energetic-model; Personal-computer

**Descripteur(s) français:** Homme-; Création-entreprise; Emploi-; Femme-; Droit-à-la-propriété; Rotation-; Internet-; Productivité-; Entreprise-; Investissement-; Technologie-information; Modèle-énergétique; Ordinateur-personnel

**Mot(s)-clé(s) d'auteur:** entrepreneurship-; personal-computer; technology-; self-employment-

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### 3.113 Strategic benefits to SMEs from third party web services: An action research analysis

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** Prior research provides evidence that large organizations can derive strategic benefits from developing new applications with web services. This research contributes to the literature by demonstrating that small and medium enterprises (SMEs) can derive strategic benefits from using publicly available web services, and that SMEs may be best able to take advantage of the inexpensive, user friendly third party web services that are emerging. In this paper we describe how one small golf retailer used web services to achieve strategic benefits including higher profit margins and better competitive positioning relative to a large competitor. Specifically, action research methods were used to devise and implement an innovative strategy for applying the web services offered by eBay in tandem with web services offered by related third party companies. The business and IT strategies, first year results, and key success factors are described followed by a discussion of the generalizability of the strategies employed. In conclusion, possible directions for future research are discussed.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** Use-study; Strategy-; Information-technology; Information-policy; Web-service; Small-medium-sized-firm; Result-

**Descripteur(s) français:** Etude-utilisation; Stratégie-; Technologie-information; Politique-information; Service-web; Petite-moyenne-entreprise; Résultat-

**Mot(s)-clé(s) d'auteur:** Web-services; Third-party; SME-; eBay-; Action-research

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**Origine de la notice:** Inist

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### 3.114 A metadatabase-enabled executive information system. (Part A): A flexible and adaptable architecture

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**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 44 ref.

**Résumé:** Executive information systems (EIS) that are capable of accessing multiple data sources (both online and offline) for on-demand, ad hoc analysis are needed to support the changing needs of corporate executives. A major shortcoming of existing EISs is that their database schema and data content are predetermined, fixed, and hard-coded, which leads to predefined data analysis patterns. In this paper, we propose a new EIS architecture that takes advantage of a knowledge-based mechanism known as the Metadatabase. The architecture enables executives to discover new informational structures, such as critical successful factors and perspectives from which to analyze these factors, that are useful for the analysis of an enterprise's business performance. The novel and on-demand data analysis needs of executives are supported by the online capability of the new EIS architecture, and we argue that the new architecture has better system flexibility and adaptability compared to existing EISs.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Perspective-; Knowledge-base; Pattern-analysis; Multiplicity-; Adaptability-; Data-warehouse; Flexibility-; System-architecture; Firm-; Data-analysis; Database-; Supply-demand-balance; Information-system; Decision-support-system

**Descripteur(s) français:** Perspective-; Base-connaissance; Analyse-forme; Multiplicité-; Adaptabilité-; Entrepôt-donnée; Flexibilité-; Architecture-système; Entreprise-; Analyse-donnée; Base-donnée; Offre-et-demande; Système-information; Système-aide-décision

**Mot(s)-clé(s) d'auteur:** Executive-information-systems; Systems-integration; Metadatabase-management-system; Data-warehouse; Online-analytical-processing

**Localisation:** INIST-CNRS, Shelf Number 20864, INIST No. 354000159694970230

**Origine de la notice:** Inist

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3.115 Research on internet-based system architecture for collaborative product development. Computer Supported Cooperative Work in Design II. 9th international conference, CSCWD 2005, Coventry, UK, May 24-26, 2005 revised selected papers

**Auteur(s):** M. I. Xiaozhen, S. Weiming and Z. Wenzhong

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**Source:** Lecture-notes-in-computer-science 2006: 394-403

**Editeur:** Springer, Berlin, GERMANY

**ISSN:** 0302-9743

**Année de publication:** 2006

**Pays de publication:** Germanygermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 20 ref.

**Résumé:** In the competitive world of the 21 century, companies must improve the way they develop new products. With new technologies continuously emerging, it becomes more and more important for manufacturing enterprises to evaluate and choose appropriate technologies for specific situations and to keep the balance between the advantages of technologies and the feasibility of implementation. This paper proposes an Internet-based solution to facilitate Collaborative Product Development (CPD) in manufacturing enterprises. In the proposed system architecture, an Internet-based collaboration platform provides all participants with basic facilities, including collaboration services and database services. In the middle layer of the architecture, RCM-based (Result-Chain based Modelling) process management module, product structure management module, visualization module, and multimedia conference module work together to support collaboration between participant and no-participant users. Implementation technologies and future work are discussed in the paper.

**Code(s) de classement:** 001d02b04; 001d12a; 001d02b11

**Descripteur(s) anglais:** Team-work; Concurrent-engineering; Computer-aided-design; Modeling-; Product-structure; New-product; Competitiveness-; Multimedia-; Visualization-; Database-; Feasibility-; Firm-; Information-technology; Product-development; Concurrent-engineering; System-architecture; Internet-; Team-work; Computer-aided-design

**Descripteur(s) français:** Travail-équipe; Ingénierie-simultanée; Conception-assistée; Modélisation-; Structure-produit; Produit-nouveau; Compétitivité-; Multimédia-; Visualisation-; Base-donnée; Faisabilité-; Entreprise-; Technologie-information; Développement-produit; Ingénierie-simultanée; Architecture-système; Internet-; Travail-équipe; Conception-assistée

**Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 16343, INIST No. 354000153594830400

**Origine de la notice:** Inist

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### 3.116 Information sharing and control in homogenous and heterogeneous supply networks under different market conditions

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**Source:** International-journal-of-modelling-&-simulation 2006; 26 (2): 160-168

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**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 21 ref.

**Résumé:** A supply network consists of a focal organization and the network of firms that transact with it via goods, services, and information. Advances in information technology give a focal organization an unprecedented capability to communicate with, coordinate with, and even control its suppliers. However, it is unclear how information sharing and control will produce desirable performance and common welfare in the network, and how these factors should be adjusted under different conditions. In this study, we build a simple model of a supply network and run simulation experiments to investigate the effects of information sharing, control, homogeneity, and market conditions. The simulation results show that the best network performance is achieved under a high level of control. In the absence of such control, a supply network can achieve the same performance if the firms in the supply network behave in a homogeneous fashion and information is shared at the global level. In the case where agents behave in a heterogeneous fashion, the best performance is obtained when the agents are allowed to self organize based solely on information local to the agent.

**Code(s) de classement:** 001d01a15; 001d02b07d

**Descripteur(s) anglais:** Experimental-result; Numerical-simulation; Performance-evaluation; Homogeneity-; Agent-; Modeling-; Information-technology; Information-management; Sharing-; Information-control; Supply-chain-management

**Descripteur(s) français:** Résultat-expérimental; Simulation-numérique; Evaluation-performance; Homogénéité-; Agent-; Modélisation-; Technologie-information; Gestion-information; Partage-; Contrôle-information; Gestion-chaîne-logistique

**Mot(s)-clé(s) d'auteur:** Supply-chain-management; information-sharing; control-; agent-based-modelling; and-simulation

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3.117 A Study on the Application of BPM Systems for Implementation of RosettaNet Based e-Logistics. Computational science and its applications. Part I-V: ICCSA 2006: international conference, Glasgow, UK, May 8-11, 2006: proceedings

**Auteur(s):** J. I. Yong Gu, P. Chiwoo and K. I. M. Minsoo

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**Source:** Lecture-notes-in-computer-science 2006: 697-706

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**ISSN:** 0302-9743

**Année de publication:** 2006

**Pays de publication:** Germany, United-Statesgermany

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** 13 ref.

**Résumé:** With the progress of globalization, supply chains of enterprises have expanded to cover the whole world, and in such environment, enterprises have placed various efforts to enhance the efficiency of their supply chains. For efficient management of supply chains, a number of enterprises have implemented VMI processes and have started to employ TPL as a way of strategic outsourcing. There also have been recent efforts to connect VMI processes with TPL via IT technologies to enhance competitiveness. In such e-Logistics programs, international e-commerce standards such as RosettaNet can be used as a means to intensify the control of logistics and inventory information, but still has limitations in that causal relationship between PIPs are not fully described to execute VMI processes with TPL. This study intends to overcome such limitations by implementing a content based document routing function that connect the RosettaNet B2B system to the BPM system. Furthermore, to monitor the PIP instance's causal relationship, a multi-PIP monitoring system has been developed, which in turn will facilitate the management and control of higher level BPM processes. The results of this study are already being applied to e-Logistics programs of a Korean company, and runs successfully in production mode.

**Code(s) de classement:** 001d01a15; 001d02b04; 001d02a05

**Descripteur(s) anglais:** Korean-; Extended-enterprise; Causality-; Inventory-control; Competitiveness-; Outsourcing-; Business-to-business; Globalization-; Logistics-; Surveillance-; Monitoring-; Routing-; Electronic-trade; Information-technology

**Descripteur(s) français:** Coréen-; Entreprise-étendue; Causalité-; Gestion-stock; Compétitivité-; Externalisation-; Entreprise-à-entreprise; Mondialisation-; Logistique-; Surveillance-; Monitoring-; Routage-; Commerce-électronique; Technologie-information

**Mot(s)-clé(s) d'auteur:**

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### 3.118 A resource-based view of electronic commerce

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**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 69 ref.

**Résumé:** A management theory known as the resource-based view of the firm states that resources foster organizational success. Our study of e-commerce retailers applied this theory to examine the effects of human, business, and e-commerce technology resources on firm competitiveness. An e-mail and Web-based survey used 458 responses from site managers. Business and e-commerce technology resources, as well as the individual business resource of process redesign, were found to predict e-commerce performance, whereas human resources did not. E-commerce performance, in turn, predicted firm performance. These findings partially support the resource-based view and coincide with differences between physical and e-commerce retailing.

**Code(s) de classement:** 001a01g02b; 205; 790; 790.viii

**Descripteur(s) anglais:** Information-communication-technology; Competitive-advantage; Survey-; Retail-marketing; Human-capital; Resource-; Firm-; Performance-; Electronic-trade

**Descripteur(s) français:** Technologie-information-communication; Avantage-compétitif; Enquête-; Vente-au-détail; Ressources-humaines; Ressource-; Entreprise-; Performance-; Commerce-électronique

**Mot(s)-clé(s) d'auteur:** Electronic-commerce; Competitive-advantage; Resource-based-view

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000133009680090

**Origine de la notice:** Inist

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### 3.119 Assessment of employees' perceptions of service quality and satisfaction with e-business

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**Source:** International-journal-of-human-computer-studies 2006; 64 (9): 926-938

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** In a competitive environment of frequent and rapid change, electronic business (e-business), whose supply, production, and logistics and distribution networks are enabled digitally, is increasingly dependent on electronic interconnections that are innovative in their functionality. Conceivably, its ability to deliver functions and services is closely associated with and helpful for the completion of employees' tasks and jobs, leading to service quality being critically important for both the employees and e-business (EB). On the other hand, since EB utilizes enterprise applications, user satisfaction, as a surrogate measure of information system (IS) or information technology (IT) effectiveness/success is also important for enterprise applications success. Thus, this research attempts to extrapolate the results of marketing research concerning customers' perceptions of service quality and IS/IT research as to employees' perceptions of service quality with EB. First, we revise the SERVQUAL instrument to fit the new context of EB and measure employees' perceived service quality with EB. Based on a survey of 161 respondents practicing mostly in seven international electronic businesses in Taiwan, a 13-item EB-SERVQUAL instrument is proposed. This can be used to improve and diagnose the service quality of EB. Second, we examine user satisfaction with enterprise applications and its causal link in relation to service quality with EB. The instrument and our findings in this paper will be valuable to researchers and practitioners interested in designing, implementing, and managing EB.

**Code(s) de classement:** 001d04b03; 001d02b04

**Descripteur(s) anglais:** Firm-; Information-measure; Electronic-trade; Service-quality; Information-system; Information-technology; Quality-control; User-service; User-interface

**Descripteur(s) français:** Satisfaction-utilisateur; Entreprise-; Mesure-information; Commerce-électronique; Qualité-service; Système-information; Technologie-information; Contrôle-qualité; Service-utilisateur; Interface-utilisateur

**Mot(s)-clé(s) d'auteur:** E-business-; Enterprise-applications; Service-quality; User-satisfaction

**Localisation:** INIST-CNRS, Shelf Number 14299, INIST No. 354000138950740100

**Origine de la notice:** Inist

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### 3.120 The effect of computer self-efficacy on enterprise resource planning usage

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**Source:** Behaviour-&-information-technology 2006; 25 (5): 407-411

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**ISSN:** 0144-929X

**Année de publication:** 2006

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 34 ref.

**Résumé:** Global competition has impelled numerous organisations to employ enterprise resource planning (ERP) systems, although quite frequently without success. Studies have demonstrated that a major factor for failure is employee resistance in organisations using these systems. Exactly the factors that facilitate ERP adoption among users have seldom been identified. This study examines the usage behaviour of a sample of users of the new technology of ERP system using a technology acceptance model (TAM). Furthermore, this paper incorporates an additional behavioural construct, computer self-efficacy (CSE), to improve the predictive value of the original TAM model, named revised TAM. Additionally, the structural equation model (SEM) is used to verify the causal relationships between variables. Analytical results confirm that not only is the TAM appropriate for explaining the use of ERP, but that incorporating CSE enhances the power of the model.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** Behavior-model; Structural-equation-modeling; Self-efficacy; Self-perception; Acceptance-; User-behavior; User-study; Software-package; Information-system; Firm-management

**Descripteur(s) français:** TAM-(Technology-Acceptance-Model); PGI-(Progiciel-de-Gestion-Intégrée); Modèle-comportement; Modèle-équation-structurale; Efficacité-personnelle; Autoperception-; Acceptation-; Comportement-utilisateur; Etude-utilisateur; Progiciel-; Système-information; Gestion-entreprise

**Mot(s)-clés d'auteur:**

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### 3.121 Evaluating cost taxonomies for information systems management

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**Source:** European-journal-of-operational-research 2006; 173 (3): 1103-1122

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**ISSN:** 0377-2217

**Année de publication:** 2006

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 28 ref.

**Résumé:** The consideration of costs, benefits and risks underpin many Information System (IS) evaluation decisions. Yet, vendors and project-champions alike tend to identify and focus much of their effort on the benefits achievable from the adoption of new technology, as it is often not in the interest of key stakeholders to spend too much time considering the wider cost and risk implications of enterprise-wide technology adoptions. In identifying a void in the literature, the authors of the paper present a critical analysis of IS-cost taxonomies. In doing so, the authors establish that such cost taxonomies tend to be esoteric and difficult to operationalize, as they lack specifics in detail. Therefore, in developing a deeper understanding of IS-related costs, the authors position the need to identify, control and reduce IS-related costs within the information systems evaluation domain, through culminating and then synthesizing the literature into a frame of reference that supports the evaluation of information systems through a deeper understanding of IS-cost taxonomies. The paper then concludes by emphasizing that the total costs associated with IS-adoption can only be determined after having considered the multi-faceted dimensions of information system investments.

**Code(s) de classement:** 001d01

**Descripteur(s) anglais:** Investment-; Cost-analysis; Information-system; Management-information-systems; Taxonomy-

**Descripteur(s) français:** Investissement-; Analyse-coût; Système-information; Système-information-gestion; Systématique-

**Mot(s)-clé(s) d'auteur:** Costs-; Taxonomies-; Evaluation-; Indirect-costs; Hidden-costs

**Localisation:** INIST-CNRS, Shelf Number 17566, INIST No. 354000115715110260

**Origine de la notice:** Inist

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### 3.122 Assessing the impact of information technology on firm performance considering the role of intervening variables: organizational infrastructures and business processes reengineering

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**Source:** International-journal-of-production-research 2007; 45 (12): 2697-2734

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**ISSN:** 0020-7543

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.1/2

**Résumé:** The relationship between the use of information technology (IT) and firm performance has been widely researched over recent years. However, there has been no well-founded empirical research on the role of intervening variables on such a relationship. The current paper aims to present an instrument to be used in such research and to study the role of two intervening variables including organizational infrastructures and business processes reengineering in such a relationship. Data from 200 car part manufacturers were gathered in a field survey. The empirical work indicated that constructed measures demonstrate the key psychometric properties including reliability and validity. The findings also demonstrate moderating effects of organizational infrastructures and mediating role of business processes reengineering on the relationship between the use of information technology and firm performance.

**Code(s) de classement:** 001d01a06; 001d01a13; 001d02b07d

**Descripteur(s) anglais:** Questionnaire-; Reliability-; Psychometrics-; Motor-car; Empirical-method; Information-use; Enterprise-organization; Firm-; Information-technology

**Descripteur(s) français:** Questionnaire-; Fiabilité-; Psychométrie-; Automobile-; Méthode-empirique; Utilisation-information; Organisation-entreprise; Entreprise-; Technologie-information

**Mot(s)-clé(s) d'auteur:** Information-technology; Firm-performance; Organizational-infrastructures; Business-process-reengineering; Empirical-study; Questionnaire-

**Localisation:** INIST-CNRS, Shelf Number 10525, INIST No. 354000149578320040

**Origine de la notice:** Inist

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### 3.123 Artificial intelligence methodologies for agile refining: an overview. Special issue on intelligent computing and knowledge management in industry

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**Source:** Knowledge-and-information-systems 2007; 12 (2): 129-145

**Editeur:** Springer, Godalming, UNITED-KINGDOM

**ISSN: Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 43 ref.

**Résumé:** Agile manufacturing is the capability to prosper in a competitive environment of continuous and unpredictable changes by reacting quickly and effectively to the changing markets and other exogenous factors. Agility of petroleum refineries is determined by two factors - ability to control the process and ability to efficiently manage the supply chain. In this paper, we outline some challenges faced by refineries that seek to be lean, nimble, and proactive. These problems, which arise in supply chain management and operations management are seldom amenable to traditional, monolithic solutions. As discussed here using several examples, methodologies drawn from artificial intelligence - software agents, pattern recognition, expert systems - have a role to play in this path toward agility.

**Code(s) de classement:** 001d02d09; 001d01a15; 001d02c; 001d02b09

**Descripteur(s) anglais:** Expert-system; Supervision-; Optimization-; Oil-industry; Logistics-; Markets-; Competitiveness-; Agile-manufacturing-system; Pattern-recognition; Multiagent-system; Software-development; Intelligent-agent; Software-agents; Proactive-service; Process-control; Refinery-; Exogenous-; Refining-; Agile-programming; Artificial-intelligence

**Descripteur(s) français.-;** Système-expert; Supervision-; Optimisation-; Industrie-pétrolière; Logistique-; Marché-; Compétitivité-; Atelier-agile; Reconnaissance-forme; Système-multiagent; Développement-logiciel; Agent-intelligent; Agent-logiciel; Service-proactif; Commande-processus; Raffinerie-; Exogène-; Raffinage-; Programmation-agile; Intelligence-artificielle

**Mot(s)-clés) d'auteur:** Petroleum-refining; Supply-chain-management; Decision-support; Enterprise-wide-optimization; Process-supervision; Fault-diagnosis; Pattern-recognition

**Localisation:** INIST-CNRS, Shelf Number 27124, INIST No. 354000146736290010

**Origine de la notice:** Inist

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### 3.124 IT enhanced project information management in construction: Pathways to improved performance and strategic competitiveness

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**ISSN:** 0926-5805

**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 28 ref.

**Résumé:** Continuous process improvement via the strategic implementation of innovative information and communication technologies is essential for the long-term survival of construction firms. Some have successfully grasped the opportunities enabled by IT enhanced information management systems to develop new low-cost business models. However, not all proactive construction businesses have been satisfied with their IT investments, largely due to their limited ability to evaluate the degree of IT-induced value added to operational and business performance. This article builds upon recently published work by the author, by empirically investigating the link between 'Construct IT' Balanced Scorecard (BSC) perspectives, utilizing structural equation modeling. Moreover, the validity of developed path equations for predicting IT-induced business performance and strategic competitiveness is reinforced through benchmarking studies, conducted on two large infrastructure projects constructed in Australia, where innovative web-based collaboration platforms were implemented.

**Code(s) de classement:** 001d14a01; 295

**Descripteur(s) anglais:** Case-study; Implementation-; Empirical-method; Structural-equation-modeling; Performance-evaluation; Modeling-; Information-technology; Information-management; Project-management; Construction-industry

**Descripteur(s) français:** Etude-cas; Implémentation-; Méthode-empirique; Modèle-équation-structurale; Evaluation-performance; Modélisation-; Technologie-information; Gestion-information; Gestion-projet; Industrie-construction

**Mot(s)-clé(s) d'auteur:** Information-technology; Structural-equation-modeling; Balanced-scorecard; Project-information-management

**Localisation:** INIST-CNRS, Shelf Number 22616, INIST No. 354000143343700090

**Origine de la notice:** Inist

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### 3.125 Formalisation and use of competencies for industrial performance optimisation: A survey. Competence management in industrial processes

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**Source:** Computers-in-industry 2007; 58 (2): 98-117

**Editeur:** Elsevier, Amsterdam, NETHERLANDS

**ISSN:** 0166-3615

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**Langue:** English

**Type de document:** Serial

**Note:** 121 ref.

**Résumé:** For many years, industrial performance has been implicitly considered as deriving from the optimisation of technological and material resources (machines, inventories, etc.), made possible by centralized organisations. The topical requirements for reactive and flexible industrial systems have progressively reintroduced the human workforce as the main source of industrial performance. Making this paradigm operational requires the identification and careful formalisation of the link between human resource and industrial performance, through concepts like skills, competencies or know-how. This paper provides a general survey of the formalisation and integration of competence-oriented concepts within enterprise information systems and decision systems, aiming at providing new methods and tools for performance management.

**Code(s) de classement:** 001d01a14; 001d02b09; 001d02d09

**Descripteur(s) anglais:** Modeling-; Human-resource-management; Tool-management; Information-system; Business-model; Know-how; Human-capital; Reactive-system

**Descripteur(s) français:** Modélisation-; Gestion-ressources-humaines; Gestion-outil; Système-information; Modèle-entreprise; Savoir-faire; Ressources-humaines; Système-réactif

**Mot(s)-clé(s) d'auteur:** Competence-model; Performance-; Information-and-decision-systems; Entreprise-modelling

**Localisation:** INIST-CNRS, Shelf Number 18275, INIST No. 354000145503480010

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### 3.126 Linking knowledge management and innovation management in e-business

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**Source:** International-journal-of-innovation-and-learning 2007; 4 (2): 145-159

**Editeur:** Inderscience publishers, Genève, SWITZERLAND

**ISSN:** 1471-8197

**Année de publication:** 2007

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.1/4

**Résumé:** Knowledge lies at the very heart of innovation. A firm's ability to create, store and transfer knowledge about technologies, customer needs, and the innovation process itself may well determine success in bringing new products or services to the market. Systemic innovations requiring multiple companies to change in a coordinated fashion include recent advances in supply chain management, increasing use of enterprise resource planning, and the prefabrication of component system. One such conceptualisation is proposed in this paper, a framework for developing organisational knowledge management system for e-business model innovation, including theory framework of knowledge, innovation management, and e-business. It closed with a conclusion with innovative model at enterprise operation.

**Code(s) de classement:**

**Descripteur(s) anglais:** **Descripteur(s) français:** **Mot(s)-clé(s) d'auteur:** knowledge-management;-innovation-management;-e-business; Customer-Relationship-Management;-CRM; Supply-Chain-Management; SCM;-Business-Process-Reengineering;-BPR; Enterprise-Resource-Planning;-ERP

**Localisation:** INIST-CNRS, Shelf Number 27552, INIST No. 354000159932990040

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### 3.127 Evaluating the supply chain performance of IT-based inter-enterprise collaboration

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**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

**ISSN:** 0378-7206

**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 29 ref.

**Résumé:** With the use of IT, the nature of business processes has changed from intra- to cross-enterprise. This has significantly altered enterprise interactions with suppliers and customers. Collaboration is essential for successful supply chain performance. In recent years a variety of initiatives have been adopted by industries. These attempted to create efficiency and effectiveness through integration of the activities and processes. However, enterprises can only gain significant benefits by mass collaboration. Collaborative Planning, Forecasting and Replenishment (CPFR), which result in deeper partnerships, have become an important factor in supply chains. We investigated the performance of CPFR; it possesses formalized guidelines and is a relatively new initiative. By using simulation, we investigated four CPFR alternatives that are used in the adoption of collaboration strategies in industries. Retailers have traditionally played the hub role in supply chains in order to reduce the bullwhip effect, but our simulation confirmed that shifting the retailer (buyer-driven) collaboration to a manufacturer (supplier-driven) approach was a more viable option.

**Code(s) de classement:** 001d01a15; 001d02b07d

**Descripteur(s) anglais:** Bullwhip-effect; Retail-marketing; Supplier-; Business-process; Firm-cooperation; Logistics-; Information-technology; Forecasting-; Planning-; Artificial-intelligence; Multiagent-system; Firm-; Integrated-management; Firm-management

**Descripteur(s) français-:** Effet-coup-fouet; Vente-au-détail; Fournisseur-; Processus-métier; Coopération-entreprise; Logistique-; Technologie-information; Prévision-; Planification-; Intelligence-artificielle; Système-multiagent; Entreprise-; Gestion-intégrée; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** Supply-chain-management; Collaboration-; Information-technology; Collaborative-Planning-Forecasting-and-Replenishment; Simulation-

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000161550390020

**Origine de la notice:** Inist

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### 3.128 The impact of ERP implementation on business performance: an integrated investigation model. Value chain management

**Auteur(s):** E. Chiang-Wen-Chyuan, E. Shang-Jennifer, E. Chen-Jason-C-H, H. S. Yan, L. I. N. C. Wen, W. S. Lee and T. M. Chun

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**Source:** International-journal-of-manufacturing-technology-and-management 2007; 12 (4): 342-359

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**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** This study builds an integrated theoretical model to investigate and explain the impact of Enterprise Resource Planning (ERP) implementation on business performance. This research uses the Data Envelopment Analysis (DEA) approach to assess the technical efficiency of the company's implementation of ERP and applies Structural Equation Modelling (SEM) to test the integrated theoretical model. The empirical results show that ERP implementation can positively affect the process capital of Intellectual Capital (IC); process capital can positively affect customer capital and customer capital ultimately affects business performance. Companies implementing ERP can build process capital to meet the challenges of the competitive market environment. This study builds on past research, which pointed out that ERP had tangible and intangible results, by establishing a comprehensive structure of how ERP implementation affects the company.

**Code(s) de classement:** 001d01a14; 001d02b07d; 001a02h02h

**Descripteur(s) anglais:** Modeling-; Open-market; Capital-; Empirical-method; Non-parametric-estimation; Data-envelopment-analysis; Business-model; Performance-evaluation; Business-process; Resource-management; Integrated-management; Firm-management

**Descripteur(s) français:** Modélisation-; Marché-concurrentiel; Capital-; Méthode-empirique; Estimation-non-paramétrique; Analyse-enveloppement-donnée; Modèle-entreprise; Evaluation-performance; Processus-métier; Gestion-ressources; Gestion-intégrée; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** Enterprise-Resource-Planning:-ERP; Intellectual-Capital; IC-; operation-process:-business-performance; IT-strategy

**Localisation:** INIST-CNRS, Shelf Number 27528, INIST No. 354000162414740030

**Origine de la notice:** Inist

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### 3.129 The use of fuzzy measures in a performance-evaluation model for ERP implementation among Taiwanese semiconductor manufacturers

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**ISSN:** 0020-7543

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.3/4

**Résumé:** Many semiconductor-related manufacturing enterprises in Taiwan have embarked upon the implementation of enterprise resource planning (ERP) to integrate and optimize various business processes across the entire firm. The present study proposes a performance-evaluation model of ERP implementation utilizing fuzzy measures. The paper then presents an empirical study of semiconductor-related manufacturers in Taiwan in which the proposed model is used to: (i) identify the critical implementation items requiring improvement; and (ii) rank the strategies for improving them according to weight value. A systematic approach is thus proposed to: (i) examine the performance of an ERP implementation process; (ii) determine the items to be improved; and (iii) select appropriate and feasible strategies to improve these items. The proposed model can ensure successful implementation of ERP and thus enhance its potential benefits for semiconductor manufacturers.

**Code(s) de classement:** 001d01a14; 001d01a13

**Descripteur(s) anglais:** Modeling-; Empirical-method; Business-process; Microelectronic-fabrication; Semiconductor-materials; Resource-management; Integrated-management; Firm-management; Performance-evaluation; Fuzzy-logic

**Descripteur(s) français.-;** Modélisation-; Méthode-empirique; Processus-métier; Fabrication-microélectronique; Semiconducteur-; Gestion-ressources; Gestion-intégrée; Gestion-entreprise; Evaluation-performance; Logique-floue

**Mot(s)-clé(s) d'auteur:** Entreprise-resource-planning-(ERP); Performance-evaluation-matrix; Fuzzy-measures; Fuzzy-integrals

**Localisation:** INIST-CNRS, Shelf Number 10525, INIST No. 354000162464320040

**Origine de la notice:** Inist

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### 3.130 A path model linking organizational knowledge attributes, information processing capabilities, and perceived usability

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**ISSN:** 0378-7206

**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 38 ref.

**Résumé:** Employees' perceptions of knowledge management (KM) has been of increasing interest to organization researchers who have suggested that the understanding of organization information processing (OIP) capabilities is important in providing KM activities. Yet, there has been little research on the link between OIP capabilities and employees' perceived usability of KM tools in an organization. We developed a path model employing several constructs: teachability, codifiability, information acquisition, information dissemination, organizational memory, information integration, and perceived usability. We then explored the relationships between employees' perception of the effectiveness of KM activities and empirically tested the model using a sample of 157 enterprises from the Taiwanese Information Service Industry. Our results showed that all proposed relationships except a link between codifiability and memory capability were supported by the data. The findings and their implications are discussed.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Modeling-; Usability-; Organizational-models; Information-service; Firm-; Information-integration; Storage-management; Information-extraction; Information-dissemination; Information-organization; Knowledge-engineering; Information-processing

**Descripteur(s) français:** Modélisation-; Utilisabilité-; Modèle-organisation; Service-information; Entreprise-; Intégration-information; Gestion-mémoire; Extraction-information; Diffusion-information; Organisation-information; Ingénierie-connaissances; Traitement-information

**Mot(s)-clés d'auteur:** Teachability-; Codifiability-; Information-acquisition; Information-dissemination; Organizational-memory; Information-integration

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000162942260050

**Origine de la notice:** Inist

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### 3.131 Enterprise of the future: KM and the enterprise of the future

**Auteur(s):** H. Dan

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**Editeur:** Emerald, Bradford, UNITED-KINGDOM

**ISSN:** 0305-5728

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:**

**Résumé:** Purpose - This aim of this paper is to discuss knowledge management's (KM) long-term relationship and support of the enterprise of the future over the next ten to 15 years. Design/methodology/approach - Several topic areas are identified in knowledge management that can provide important support to the enterprise of the future's productivity and growth goals. Findings - Advances in the areas of raising the value of work, advancing workplace/workspace performance, reducing and streamlining work complexity, and early detection of emerging market changes/disruptions are identified as being among some of the leading future KM capabilities needed by future enterprises. Originality/value - The paper contains useful information on directions for development of future KM capabilities.

**Code(s) de classement:**

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:** Knowledge-management; Workplace-

**Localisation:** INIST-CNRS, Shelf Number 17830, INIST No. 354000174262560010

**Origine de la notice:** Inist

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### 3.132 Gaining competitive advantage in a knowledge-based economy through the utilization of open source software

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**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** Purpose - The purpose of this paper is to educate the knowledge worker on the benefits of using open source software, and to demonstrate how open source methodology promotes the collaborative and innovative attributes of knowledge management. Design/methodology/approach - The author lists the open source initiative's definition for open source products, licensing information, the value of open source in a global economy, misconceived barriers to open source adoption, a functional comparison of open source and commercial software products, and web sites where open source products may be obtained. Findings - Open source usage is prevalent throughout the world for governmental, business, educational, military, and space exploration purposes. Notwithstanding, some commercial enterprises such as the Microsoft Corporation have viewed the open source movement as a threat to profitability, citing alleged intellectual property infringement violations. However, other commercial entities such as IBM, Oracle, Novell, and Apple computer have embraced open source technology to conduct business operations as well as satisfy customer needs. Public appeal for open source products has been strong enough for Microsoft, through a recent public statement, to disclose that the firm wishes to "build a bridge" with the open source community, an apparent realization that open source is here to stay. The knowledge worker should understand that commercial and open source applications may coexist in the same IT environment. Originality/value - A knowledge enterprise's total cost of ownership (TCO) can be significantly reduced through the use of open source software, resulting in an improvement to overall performance attributed to the collaborative and innovative nature of the open source model. Enterprises can benefit by taking a closer look at how open source technology helps to meet organizational goals and objectives in the most efficient and effective manner available.

**Code(s) de classement:**

**Descripteur(s) anglais:** **Descripteur(s) français:** **Mot(s)-clé(s) d'auteur:** Intellectual-property; Computer-software; User-interfaces; Standards-; Knowledge-economy; Competitive-advantage

**Localisation:** INIST-CNRS, Shelf Number 17830, INIST No. 354000160843610060

**Origine de la notice:** Inist

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### 3.133 Making use of knowledge sharing technologies

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**ISSN:** 0305-5728

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1/2 p.

**Résumé:** Purpose - The purpose of this paper is to show that collaboration is a vital cog in the "wheel" of knowledge management. The exchange of knowledge between individuals and enterprises is accomplished by knowledge sharing technology, enabling tools that provide communication and knowledge capture in the form of wikis, blogs, online repositories, and instant messaging applications. In order to keep pace with the demands of the ever-changing knowledge economy, organizations must be aware of the knowledge sharing tools that are in use today, customizing the technology to help them maintain a competitive advantage in the global marketplace. This article introduces knowledge sharing products that are readily available in the commercial market. Products distributed by Salesforce.com, BMC Software, DCASoft, and Atlassian are highlighted. An evaluation of Atlassian's Confluence collaboration product is provided. Design/methodology/approach - The paper lists the capabilities of product offerings by several companies, and provides an in-depth product review of a web and database-enabled collaboration application that is fully-installed on a web server. Findings - There have been several success stories in which government, commercial, and academic institutions have improved performance by using knowledge sharing technology. However, organizations must be prepared to identify technical staff and/or hire consultants who can integrate and customize knowledge sharing applications to suit the needs of their environments. These system integrators should have extensive internet development skills using the eXtensible Markup Language (XML), Hyper Text Markup Language (HTML), Really Simple Syndication (RSS), database connectivity, portals, and web programming languages such as Java and Perl. Originality/value - Enterprises can achieve a significant return on investment (ROD) by integrating collaborative technology into their daily operations. Benefits would be measured in terms of increased productivity, improved performance, and profitability.

**Code(s) de classement:**

**Descripteur(s) anglais:** **Descripteur(s) français:** **Mot(s)-clé(s) d'auteur:** Knowledge-sharing; Knowledge-management

**Localisation:** INIST-CNRS, Shelf Number 17830, INIST No. 354000143444600060

**Origine de la notice:** Inist

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### 3.134 Firm performance effects in relations to the implementation and use of knowledge management systems

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**Source:** International-journal-of-innovation-and-learning 2007; 4 (2): 172-185

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**ISSN:** 1471-8197

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**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** Knowledge Management Systems (KMS) are IT-based systems developed to support the organisational processes of knowledge creation, storage, and application. While sizeable investments in KMS are being made, practitioners are struggling to determine whether these expenditures improve the firm performance. The results indicate that not only does the adoption of KMS decrease administrative cost, but it also pays off in profitability. Furthermore, this study also examines the industry effect between manufacturing firms and service firms. Results indicate that administrative costs and profitability are significantly better for manufacturing firms, as compared to service firms. These findings will help both researchers and practitioners.

**Code(s) de classement:**

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:** performance-evaluation:-Knowledge-Management-Systems; KMS:-empirical-investigation

**Localisation:** INIST-CNRS, Shelf Number 27552, INIST No. 354000159932990060

**Origine de la notice:** Inist

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### 3.135      Diagnosability study for quality improvement based on distributed sensing and information technology. IT/IS based best practices to leverage performance of enterprises

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**Source:** International-journal-of-computer-applications-in-technology 2007; 28 (2-3): 117-127

**Editeur:** ISSN: 0952-8091

**Année de publication:** 2007

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Note: Serial

**Résumé:** With rapid innovations in information technology and sensing technology, increasingly less expensive and smart devices with multiple heterogeneous on-board sensors, networked through wireless links and deployable in large numbers, are distributed throughout complex Multistage Manufacturing Systems (MMSs). These technologies provide unprecedented opportunities for quality improvement. If product-sensing data are obtained via certain distributed sensing and information system, the problem of whether the faults of a manufacturing system are diagnosable is of great interest to both academia and industry. In this study, the diagnosability of the process faults in a MMS is defined in a general way using a linear input-output model, which does not depend on specific diagnosis algorithms. The condition of faults diagnosability, the diagnosability matrix and indices are defined and derived. Finally, the methodology is illustrated by a machining process and a hot deformation process.

**Code(s) de classement:** 001d02b07d; 001d02b04

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

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**Origine de la notice:** Inist

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### 3.136 A stage model of knowledge management: An empirical investigation of process and effectiveness

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**Source:** Journal-of-information-science 2007; 33 (6): 643-659

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**ISSN:** 0165-5515

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 52 ref.

**Résumé:** Knowledge management (KM) is now widely recognized to be important to the success or failure of business management. Seeking to better understand the determinants of the evolution of KM, this study focuses on two main problems: (1) whether firms change their KM processes over time to improve KM effectiveness as well as develop their KM practices, and (2) whether socio-technical support results in more mature KM practices. This study draws on the previous literature to identify key dimensions of KM process (knowledge acquisition, knowledge conversion, knowledge application and knowledge protection), KM effectiveness (individual-level and organizational-level KM effectiveness) and socio-technical support (organizational support and information technology diffusion). The evolution of these dimensions is studied in the form of a stage model of KM that includes initiation, development, and mature stages. Data gathered from 141 senior executives in large Taiwanese organizations were employed to test the propositions. The results show that different stages of KM evolution can be distinguished across dimensions of KM process, KM effectiveness, and socio-technical support. Implications for organizations are also discussed.

**Code(s) de classement:**

**Descripteur(s) anglais:** **Descripteur(s) français:** **Mot(s)-clé(s) d'auteur:** Knowledge-management; stage-model; socio-technical-support; empirical-study

**Localisation:** INIST-CNRS, Shelf Number 14165, INIST No. 354000174420220010

**Origine de la notice:** Inist

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### 3.137 Improving enterprise resource planning (ERP) fit to organizational process through knowledge transfer

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**Source:** International-journal-of-information-management 2007; 27 (3): 200-212

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**ISSN:** 0268-4012

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/2

**Résumé:** Critical to enterprise resource planning (ERP) implementation is the fit between the system and the processes in an organization. Knowledge about the ERP system must flow from those implementing the system and those responsible once in production. Effective knowledge transfer is assisted by the absorptive capacity of the learner and the competence of the knowledge holder, as reflected in the client and consultant relationship of this study. A model of transfer is composed from existing theories of learning to explain the roles played by the client through absorptive capacity and the consultant through competence. Survey data of CIOs in Taiwan confirm that transfer is improved with higher levels of capacity and competence, while the transfer process leads to a better fit between ERP systems and organizational processes. Management needs to foster the build-up of their internal knowledge stocks in order to stimulate the flow of knowledge transfer.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** Asia-; Result-; Case-study; Data-analysis; Methodology-; System-management; Knowledge-transfer; Taiwan-

**Descripteur(s) français:** Asie-; Résultat-; Etude-cas; Analyse-donnée; Méthodologie-; Gestion-système; Transfert-connaissance; Taiwan-

**Mot(s)-clé(s) d'auteur:** ERP-implementation; Knowledge-transfer; Absorptive-capacity; Consultant-competence; Process-fit

**Localisation:** INIST-CNRS, Shelf Number 20286, INIST No. 354000149515380050

**Origine de la notice:** Inist

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### 3.138 Knowledge mobilisation in communities through socio-technical systems

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**Source:** Knowledge-management-research-and-practice 2007; 5 (4): 237-247

**Editeur:** Macmillan, Basingstoke, UNITED-KINGDOM

**ISSN:** 1477-8238

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 3/4 p.

**Résumé:** Enterprises in both the public and private sector undertake knowledge management (KM) initiatives through which they hope to engender a new, more adaptive and flexible culture of learning and innovation in their organisations. Creative activities involving social learning and innovation are, however, more common in less formal entities such as communities of practice at work and community service organisations in civil society. This paper presents the results and implications of collaborative research into the understanding, development and evaluation of socio-technical systems (STS) designed to mobilise collective knowledge in diverse community settings. The research concerns information and communication technologies (ICT)-mediated activities of communities in the broader civil society and also those in formal organisations. The paper describes and critically evaluates a set of three STS that have the potential to support the collective knowledge of innovative groups, teams and networks, which can all be considered forms of community. The findings could be of strategic value to business, government and community service organisations initiating KM programmes aimed at using collective learning to support innovation.

**Code(s) de classement:**

**Descripteur(s) anglais:** **Descripteur(s) français:** **Mot(s)-clé(s) d'auteur:** knowledge-management; knowledge-mobilisation; socio-technical-systems; communities-of-practice; activity-theory

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### 3.139 A flexible information management system for supporting manufacturing activities. IT/IS based best practices to leverage performance of enterprises

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**Source:** International-journal-of-computer-applications-in-technology 2007; 28 (2-3): 190-194

**Editeur:** ISSN: 0952-8091

**Année de publication:** 2007

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Note: Serial

**Résumé:** The lack of seamless information interchange hinders the accomplishment of manufacturing activities, which are related to the efficient bi-directional flow of information, coordination of decisions and enhancement of assimilation of practices within and outside the relevant organisation. In particular, a flexible information management system is essential to play an instrumental role of coping with unexpected changes, which normally occur in actual operational situations. To achieve the distinct feature of managing the 'unpredictables', object technology, which is favourable to the creation of inter-related modularised data objects, is incorporated to form a flexible information management system, which is able to support relevant manufacturing activities even under adverse conditions. This paper covers the underlying framework of this information management system, focusing on the role of object technology in enhancing the flexibility of such a system.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

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**Origine de la notice:** Inist

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### 3.140 Perceived absorptive capacity of individual users in performance of Enterprise Resource Planning (ERP) usage: The case for Korean firms

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**Source:** Information-&-management 2007; 44 (3): 300-312

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**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 67 ref.

**Résumé:** We examined the effect of absorptive capacity of users on their use of ERP in a Korean context. The three components considered were understanding, assimilating, and applying ERP knowledge. We found that the capacities of users to assimilate and apply the knowledge had both direct and indirect effects on its value. The users' ability to understand ERP knowledge was found to influence its performance by their assimilating and applying the knowledge. We also found that organizational support moderated the relationship between their absorptive capacity and performance.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Organizational-models; Korean-; Knowledge-transfer; Integrated-management; Firm-management; Planning-; Firm-

**Descripteur(s) français:** Modèle-organisation; Coréen-; Transfert-connaissance; Gestion-intégrée; Gestion-entreprise; Planification-; Entreprise-

**Mot(s)-clé(s) d'auteur:** Enterprise-Resource-Planning-(ERP); Knowledge-transfer; Users'-absorptive-capacity; Organizational-support; Users'-performance-of-ERP-usage

**Localisation:** INIST-CNRS, Shelf Number 16461, INIST No. 354000162236540070

**Origine de la notice:** Inist

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### 3.141 Reward systems for intra-organizational knowledge sharing

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**ISSN:** 0377-2217

**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.3/4

**Résumé:** Knowledge sharing is one of the most critical steps in knowledge management activities. To achieve effective knowledge sharing, it is important to encourage workers to share their knowledge for the best interests of the firm. However, successfully exerting this encouragement is very challenging. In this paper, we develop a formal model and analyze reward systems for intra-organizational knowledge sharing. Specifically, two common forms of reward systems are considered; individual-based reward which is based on the individual contribution of valuable knowledge, and group-based reward which is based on the contribution of the whole group through knowledge sharing to the firm performance. Through the analysis, we derive a simple optimal individual-based reward system which depends on the amount and the productivity of shared knowledge. The system balances the benefit from knowledge sharing of each worker with the costs related with it. Next, it is found that group-based reward is not only less efficient than individual-based reward, but it also subject to a potential productivity problem, in which workers with more productive knowledge do not participate in knowledge sharing. Finally, it is shown that several organizational factors can complement reward systems in increasing the performance of KM and can mitigate the productivity problem. Insights from our analysis could help managers to understand important considerations in rewarding knowledge sharing, and could provide them with guides to implement reward systems.

**Code(s) de classement:** 001d01a13

**Descripteur(s) anglais:** Cost-benefit-analysis; Economics-; Potential-function; Productivity-; Optimal-systems; Knowledge-base; Formal-specification; Knowledge-management; Sharing-; Reward-

**Descripteur(s) français-:** Analyse-avantage-coût; Sciences-économiques; Fonction-potentiel; Productivité-; Système-optimal; Base-connaissance; Spécification-formelle; Gestion-des-connaissances; Partage-; Récompense-

**Mot(s)-clés) d'auteur:** Economics-; Cost-benefit-analysis; Intra-organizational-knowledge-sharing; Knowledge-management; Reward-system-design

**Localisation:** INIST-CNRS, Shelf Number 17566, INIST No. 354000145563370290

**Origine de la notice:** Inist

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### 3.142 Comparing with your main competitor: the single most important task of knowledge management performance measurement

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**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 53 ref.

**Résumé:** The single most important task of knowledge management (KM) performance measurement is comparing your company with its main rivals. Most of the metrics and methods of knowledge measurement that have been developed are concentrated on measuring the knowledge within the organization, which may be nice to know, but is not critical. In this paper, we propose a methodology for comparing a firm's knowledge management performance with its major rivals using the Analytical Network Process (ANP) to obtain a clear direction of the effort required to gain or maintain a competitive advantage. The ANP approach employed in the present study is a theory of multiple criteria decision making (MCDM), and is good at dealing with tangible and intangible information. Our methodology is designed to make a detailed comparison of a firm's KM performance with that of its main rivals, in order to be able to provide effective information for improving its KM and to increase its decision-making quality. This paper makes three important contributions: (1) it develops a comprehensive model, which incorporates a variety of issues for conducting KM performance measurements in comparison with major rivals; (2) case experience is provided to help us understand the advantages and disadvantages of the methodology for KM performance measurement from a practical point of view, and (3) the results obtained from exploring the case firm present changes that the case firm can make, implying that the case firm must reinforce its knowledge creation and internalization so as to improve its position in comparison with its most competitive rivals. The method proposed by this paper is generic in nature and is applicable to benefit any firm.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** Firm-; Example-; Competitiveness-; Result-; Use-study; Methodology-; Measurement-; Knowledge-management

**Descripteur(s) français:** Entreprise-; Exemple-; Compétitivité-; Résultat-; Etude-utilisation; Méthodologie-; Mesure-; Gestion-des-connaissances

**Mot(s)-clé(s) d'auteur:** competitiveness-; analytical-network-process-(ANP); multi-criteria-decision-making-(MCDM); knowledge-management-(KM); quantitative-modeling

**Localisation:** INIST-CNRS, Shelf Number 14165, INIST No. 354000146742210030

**Origine de la notice:** Inist

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### 3.143 Measuring system performance of an ERP-based supply chain

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**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document: Note:** Serial

**Résumé:** Metrics, the process for capturing, measuring, reporting, and assessing performance of activities, has received attention recently. The development of a metric approach to identifying potential operational problems has become very important, especially for popular enterprise systems. The purpose of this paper is to propose an integrated method, total related cost measurement, to evaluate the performance of a three-echelon enterprise resource planning (ERP) based supply chain system. To establish the validity of this integrated method, a base simulation experiment is conducted to see whether this total cost approach is responsive to such variations in operating environments as lead time variation or cost structure differentiation. Furthermore, separate sets of validation experiments are also conducted to see how sensitive the results are as obtained by the base experiment responding to changes in such parameters as the configuration of a logistics network. Both sets of simulation results are analyzed using Analysis of Variance. Research results show that an integrated approach should be considered to evaluate an ERP-based supply chain. Also, the performance of an ERP-based supply chain is significantly affected by the lot-sizing rule selected. If ordering costs can be effectively reduced, the lot-for-lot lot-sizing rule should be considered to reduce the total related cost. Otherwise, the Silver and Meal rule can be a cost-effective lot-sizing rule in various operating environments. We provide a general guideline to establish such an integrated performance measurement for ERP-based supply chain operators to better capture the system performance attributed to the use of ERP.

**Code(s) de classement:** 001d01a14; 001d01a15; 001d01a13

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

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### 3.144 ERP implementation: a quantitative model for organisational learning. Interactions between people and information technology in the digital age - Part I

**Auteur(s):** E. Koh-S-C-Lenny, E. Chien-Ta-Bruce-Ho, W. U. L. Chuan, H. S. U. Y. Wen and O. N. G. C. Shyong

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**Source:** International-journal-of-information-technology-and-management 2007; 6 (1): 78-91

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**ISSN:** 1461-4111

**Année de publication:** 2007

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** This paper explores the long-term impact of Enterprise Resource Planning (ERP) investment decisions that are costly from an organisational learning perspective. Our objective is to evaluate the interactions between people and ERP implementation, with an emphasis on the learning aspect. We address the gaps between ERP development and its implementation and identify new quantitative approaches for analysing the interactions between people and ERP, using the Real Options concept for modelling. We make three important contributions to the literature. Firstly, we emphasise the importance of organisational learning in ERP implementation and evaluate its strategic value with a quantitative model. Secondly, illustrative data in conjunction with an analytical formula are elaborated on so that companies can easily understand and apply the evaluation method with spreadsheet software. Finally, we demonstrate that option-pricing theory can be applied to ERP projects to capture their real value.

**Code(s) de classement:**

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:** Enterprise-Resource-Planning; ERP-; IT-investment-evaluation; Real-Options

**Localisation:** INIST-CNRS, Shelf Number 27551, INIST No. 354000146536210060

**Origine de la notice:** Inist

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### 3.145 The Role of Pre-Entry Experience, Entry Timing, and Product Technology Strategies in Explaining Firm Survival

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**Pays de publication:** United-States

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**Type de document:** Serial

**Note:** 1 p.1/2

**Résumé:** Studying the U.S. personal computer industry from its inception in 1974 through 1994, we address the following questions. What product technology strategies increase the survival chances of entrants into new, technologically dynamic industries? Does the effectiveness of these strategies differ by pre-entry experience? Does the effectiveness of these strategies differ by when firms enter a new industry? Consistent with the published literature, we find that diversifying entrants have an initial survival advantage over entrepreneurial startups. But, we find the reverse for later entrants: startups that enter later in the industry have a survival advantage over the later entering diversifying entrants. We explain this finding in terms of the firms' product technology strategies (i.e., offering products based on the technology standard and products incorporating the latest technology), pre-entry experience, and entry timing. Our findings highlight that it is crucial to study what firms do after they enter a new industry to more completely understand their ultimate performance.

**Code(s) de classement:** 001d01a14

**Descripteur(s) anglais:** Customer-relationship-management; Marketing-; Innovation-; Personal-computer; Survival-; Firm-strategy; Timing-

**Descripteur(s) français:** Gestion-relation-client; Commercialisation-; Innovation-; Ordinateur-personnel; Survie-; Stratégie-entreprise; Timing-

**Mot(s)-clé(s) d'auteur:** innovation-; industry-evolution; marketing-; diversifying-entrants; entrepreneurial-startups

**Localisation:** INIST-CNRS, Shelf Number 9166, INIST No. 354000174456520050

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### 3.146 IT/IS based best practices to leverage performance of enterprises

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**Source:** International-journal-of-computer-applications-in-technology 2007; 28 (2-3): 116 p

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**Résumé:**

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**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

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### 3.147 Utilising enterprise knowledge with knowledge-based engineering. IT/IS based best practices to leverage performance of enterprises

**Auteur(s):** E. Lau-H-C-W, E. Lee-C-K-M, C. Chapman, S. Preston, M. Pinfold and G. Smith

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**Année de publication:** 2007

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:** 3/4 p.

**Résumé:** The need for enterprises to remain competitive within a growing international market place has seen the use of knowledge-based product development techniques being employed. Techniques such as Knowledge Based Engineering (KBE) allow for the capture, storage and reuse of the enterprises' intellectual property and for reduction in the time to create products by the capture of company product and process knowledge and, more importantly, the use of that knowledge in automated or semi-automated KBE applications. This paper will introduce KBE, review from the literature the four dedicated KBE application development techniques employed, and make suggestions for further development to model a company's best practices and the automation of those best practices allowing for the freeing up of a company's human resource to have the time to consider a greater number of alternatives and search for more innovative solutions.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Integrated-management; Firm-; Information-system; Modelling-language; Adaptive-method; Modeling-; Knowledge-base; Human-resource-management; By-product; Intellectual-property; International-market; Competitiveness-; Automation-; Reuse-; Product-development; Knowledge-engineering; Firm-

**Descripteur(s) français:** Gestion-intégrée; Entreprise-; Système-information.-; Langage-modélisation; Méthode-adaptative; Modélisation-; Base-connaissance; Gestion-ressources-humaines; Sous-produit; Propriété-intellectuelle; Marché-international; Compétitivité-; Automatisation-; Réutilisation-; Développement-produit; Ingénierie-connaissances; Entreprise-

**Mot(s)-clés) d'auteur:** adaptive-modelling-language; AML-; automation-; best-practice; knowledge-based-engineering; ICAD-; KBE-; KCM-; rapid-application-development; knowledge-modelling; KOMPRESSA-; MOKA-; RAD-

**Localisation:** INIST-CNRS, Shelf Number 27542, INIST No. 354000146841880060

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### 3.148 Towards formulating strategy and leveraging performance: a strategic information systems planning approach. IT/IS based best practices to leverage performance of enterprises

**Auteur(s):** E. Lau-H-C-W, E. Lee-C-K-M, P. U. N. K. F, S. C. K and Y. I. U. M. Y. R

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**Source:** International-journal-of-computer-applications-in-technology 2007; 28 (2-3): 128-139

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**Type de document:** Serial

**Note:** 3/4 p.

**Résumé:** Strategic Information Systems (SIS) are computerised information systems that align the use of Information Systems (IS) and Information Technology (IT) strategically with corporate strategies in organisations. This paper reviews the linkage of Strategic Information Systems Planning (SISP) to corporate the strategy formulation and performance measures, incorporating empirical findings acquired from an exploratory study of IS/IT practitioners in Hong Kong. The findings constitute the essential ingredients of the design and building of a generic SISP model and a series of implementation guidelines. Besides, useful data, information, rules and experiences acquired were incorporated into building a knowledge base for a prototype expert system, Expert Strategic Planner (ESP). The prototype system was developed to demonstrate how user organisations could redefine their businesses and leverage performance in the context of SISP. The 'Human/ESP' comparison on strategy choices of a selected firm was presented along with a discussion on the applicability of the SISP model and the possible directions for further research.

**Code(s) de classement:** 001d02b07d; 001d02c

**Descripteur(s) anglais:** Integrated-management; Firm-; Information-system; Leveraging-; Knowledge-base; Modeling-; Acquired-experience; Strategic-planning; Performance-evaluation; Expert-system; Useful-information; Information-technology; Information-use; Information-system

**Descripteur(s) français:** Gestion-intégrée; Entreprise-; Système-information; Effet-levier-; Base-connaissance; Modélisation-; Expérience-acquise; Planification-stratégique; Evaluation-performance; Système-expert; Information-utile; Technologie-information; Utilisation-information; Système-information

**Mot(s)-clé(s) d'auteur:** expert-strategic-planner; IS/IT-; strategic-information-systems-planning; performance-; SISP-; strategic-information-systems; information-technology; strategy-

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### 3.149 Benchmarking of optimisation techniques based on genetic algorithms, tabu search and simulated annealing. IT/IS based best practices to leverage performance of enterprises

**Auteur(s):** E. Lau-H-C-W, E. Lee-C-K-M, H. C. W. Lau, G. T. S. Ho, E. N. M. Cheng, A. Ning and C. K. M. Lee

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**Source:** International-journal-of-computer-applications-in-technology 2007; 28 (2-3): 209-219

**Editeur:** Inderscience, Genève, SWITZERLAND

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**Année de publication:** 2007

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:** 1/2 p.

**Résumé:** The airfreight forwarding business requires the application of stochastic search techniques to support the development of the industry. In the workflow of airfreight forwarding, the cargo loading process is believed to be the most probable step to find room for further improvement. How to carry cargoes efficiently needs to be taken into consideration to maximise the profit without any violation of the volume and weight constraints. Among those search techniques, Genetic Algorithms (GA), Tabu Search (TS) and Simulated Annealing (SA) are prevalently used to deal with the optimisation problems. As an illustration of the application of the three search techniques to the cargo loading problem, it is suggested that GA is the most appropriate method to apply in the optimisation of freight forwarding application. This paper begins with a glance at the cargo loading problem and the airfreight forwarding profit model. Then the working procedures of stochastic search techniques, including GA, TS and SA, are described as they are applied to the cargo loading problem. Subsequently, a qualitative comparison among these three approaches is made to suggest a search technique that is found to be suitable for optimising cargo loading plans in the airfreight forwarding business.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Integrated-management; Firm-; Information-system; Modeling-; Stochastic-programming; Simulated-annealing; Search-algorithm; Genetic-algorithm; Freight-; Tabu-search; Performance-evaluation; Workflow-; Groupware-

**Descripteur(s) français:** Gestion-intégrée; Entreprise-; Système-information; Modélisation-; Programmation-stochastique; Recuit-simulé; Algorithme-recherche; Algorithme-génétique; Fret-; Recherche-tabou; Evaluation-performance; Workflow-; Collecticiel-

**Mot(s)-clés d'auteur:** airfreight-forwarding; genetic-algorithms; optimisation-; simulated-annealing; tabu-search

**Localisation:** INIST-CNRS, Shelf Number 27542, INIST No. 354000146841880100

**Origine de la notice:** Inist

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### 3.150 Design and implementation of an object-oriented information management system. IT/IS based best practices to leverage performance of enterprises

**Auteur(s):** E. Lau-H-C-W, E. Lee-C-K-M, H. C. W. Lau, C. X. H. Tang, G. T. S. Ho and C. K. M. Lee

**Affiliation(s):** Department of Industrial and Systems Engineering, The Hong Kong Polytechnic University, Hunghom, HONG-KONG; Department of Industrial and Systems Engineering, The Hong Kong Polytechnic University, Hunghom, HONG-KONG

**Source:** International-journal-of-computer-applications-in-technology 2007; 28 (2-3): 195-208

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**Année de publication:** 2007

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:** 1/2 p.

**Résumé:** Competitive advantage is gained through operational excellence strategy while quality decisions, reviews and plans facilitate the production of quality products through the adoption of best practice as well as reduction of minimal waste and downtime. Efficient data collection with high accuracy is one of the key success factors to generate quality information, which has sufficient ability to transform data into economic value. However, inefficiency and ineffectiveness in the information life-cycle, including activities such as collect, store, use, analyse and share data, are often the common sick symptoms for most organisations. In general, the enterprises spend too much unnecessary resource on data collection and storage, and less on facilitating data analysis and sharing. This paper demonstrates how to analyse, design and develop an object-oriented information management system to re-engineer and improve the existing problems of inefficient data and information flow. In addition, it supports the data and information analysing technique to facilitate the decision-making and manufacturing process improvement. A case study on a manufacturing small and medium-sized enterprise has been conducted with promising results to validate the feasibility of the approach.

**Code(s) de classement:** 001d02b04; 001d02b07d

**Descripteur(s) anglais:** Integrated-management; Firm-; Information-system; Process-improvement; Multidimensional-database; Small-medium-sized-firm; Production-process; Data-flow; Quality-assurance; Q-factor; High-precision; Production-quality; Competitiveness-; Decision-making; Data-flow-processing; Shared-memory; Data-analysis; Data-storage; Firm-; Life-cycle; Economic-value; Economic-data; Database-; Management-information-systems; Object-oriented

**Descripteur(s) français:** Gestion-intégrée; Entreprise-; Système-information.-; Amélioration-procédé; Base-donnée-multidimensionnelle; Petite-moyenne-entreprise; Processus-fabrication; Flux-donnée; Assurance-qualité; Facteur-qualité; Précision-élevée; Qualité-production; Compétitivité-; Prise-décision; Traitement-flux-donnée; Mémoire-partagée; Analyse-donnée; Stockage-donnée; Entreprise-; Cycle-développement; Valeur-économique; Donnée-économique; Base-donnée; Système-information-gestion; Orienté-objet

**Mot(s)-clés(s) d'auteur:** business-intelligent-system; database-management-system; object-oriented-; online-analytical-processing; OLAP-

**Localisation:** INIST-CNRS, Shelf Number 27542, INIST No. 354000146841880090

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### 3.151 Measuring the performance and evaluating the improvements of a fine paper supply chain. IT/IS based best practices to leverage performance of enterprises

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**Source:** International-journal-of-computer-applications-in-technology 2007; 28 (2-3): 220-228

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**Année de publication:** 2007

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:** 1/2 p.

**Résumé:** Increasing competition, more and more complex logistical structures and growing service level standards pose great challenges for companies where aspects other than supply chain management have been traditionally emphasised. However, during the past decade, the supply chain performance has attracted interest and several improvement schemes have been developed. Therefore, in this study we deal with the evaluation of two proposed supply chain concepts, which are targeted to improve the supply chain performance for a fine paper supply chain. In order to evaluate these improvement concepts before implementation, a performance measure needed to be developed. Our primary aim is to show how these concepts have a positive impact on the supply chain performance using the developed measure to evaluate quantitatively the possible effects of the proposed improvement schemes.

**Code(s) de classement:** 001d01a15

**Descripteur(s) anglais:** Integrated-management; Firm-; Information-system; Logistics-; Performance-evaluation

**Descripteur(s) français:** Gestion-intégrée; Entreprise-; Système-information.-; Logistique-; Evaluation-performance

**Mot(s)-clé(s) d'auteur:** improvement-schemes; logistics-; performance-measure; supply-chain-management

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### 3.152 Les systèmes d'information géographiques à SIG Réalizations, expériences et perspectives

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**Affiliation(s):** Innovation et Évolution Système d'Information, Services Industriels de Genève, SWITZERLAND

**Source:** Gaz-d-aujourd'hui 2007; 131 (6): 19-27

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**ISSN:** 0016-5328

**Année de publication:** 2007

**Pays de publication:** France

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**Type de document:** Serial

**Note:**

**Résumé:** Les systèmes d'information géographiques (SIG) des Services industriels de Genève (SIG) répondent parfaitement aux désirs de recherche permanente de la qualité et de la performance pour une entreprise de service public proche de ses 250 000 clients. Avec l'apport des technologies mobiles, nous sommes en mesure de proposer des outils informatiques encore plus efficaces pour les exploitants et les gestionnaires de nos 7 700 km de réseaux d'eau, de gaz, d'électricité, de chaleur et de fibres optiques. En effet, 55 % des 1 700 collaborateurs de SIG assurent un service de proximité directement sur le terrain. Amener l'information géographique, utilisée dans plus de 73 % des activités, à portée de main permet à chacun de s'approprier son métier et de l'exercer en toute indépendance, avec des moyens simples, sans contrainte de lieu ou d'horaire. Grâce aux techniques de communication actuelle, il devient également possible de mettre à jour des bases de données centralisées directement depuis le terrain. Les processus d'intervention sur le terrain voient ainsi leur efficacité augmentée, par une plus grande réactivité dans la prise de décision et un travail collaboratif renforcé.

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### 3.153 Enterprise modeling of a project-oriented fractal company for SMEs networking

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**Source:** Computers-in-industry 2007; 58 (8-9): 794-813

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**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document: Note:** Serial

**Résumé:** To address competitive threats and concentrate in their core competences and strengths networking is the alternative of choice for survival and prosperity of most small and medium enterprises (SMEs) all over the world. For networking advantages to be fully grasped, an enterprise model describing the main organizational structure and relationships, information flows, management roles, actor behavior and constraints in the network is required. This work presents a conceptual model for SMEs networking based on the fractal company approach and concepts like projects, resources, goals, specialized actors, plans, and relationships thereof. The fractal company idea is a conceptual enterprise design that seeks to achieve a high degree of flexibility to react and adapt quickly to environmental changes using decentralized and autonomous organizational units known as fractals. In this work, each fractal management unit is modeled as a project. The fractal company is thus seen as a temporary set of client-server and delegation-to-do relationships among project-managers interacting so as to diversify product portfolio, gain economy of scale and share expensive costs. The proposed enterprise model can be used to specify the requirements of an integrated information and management system for virtual SMEs networking. The enterprise model is exemplified using a case study related to process development of a new pharmaceutical product in a SME network of the specialty chemical sector.

**Code(s) de classement:** 001d01a14; 001d02b11; 001d02b07d; 001d02b09

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### 3.154 Benefits of an item-centric enterprise-data model in logistics services: A case study

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**Source:** Computers-in-industry 2007; 58 (8-9): 814-822

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**ISSN:** 0166-3615

**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 25 ref.

**Résumé:** The paper uses a case example to present a novel way of building enterprise information systems. The objective is to bring forth the benefits of an item-centric systems design in environments that require real-time material visibility, such as in logistics service provision. The methodology employed is case study and metadata modeling. Managers of SE Mäkinen, a Finnish car distribution company were interviewed on the implementation and operation of their award winning enterprise system. The case example was then analyzed using a generic metadata model of item-centric systems. The main finding of the paper is that introducing an item-centric model facilitated responsive service in the distribution of automobiles. The practical implications are that when starting to develop a new enterprise system, managers in logistics services should consider an item-centric design solution as an option to the conventional location-based design for enterprise-data models.

**Code(s) de classement:** 001d02b07d; 001d01a15; 001d01a14

**Descripteur(s) anglais:** Modeling-; Data-models; Finnish-; FORTH-; Tracking(movable-target); Tracking-; Context-aware; Motor-car; Metadata-; Visibility-; Real-time; Information-system; Business-model; Behavioral-analysis; Logistics-

**Descripteur(s) français:** Modélisation-; Modèle-donnée; Finnois-; FORTH-; Poursuite-; Pistage-; Sensibilité-contexte; Automobile-; Métadonnée-; Visibilité-; Temps-réel; Système-information; Modèle-entreprise; Analyse-comportementale; Logistique-

**Mot(s)-clé(s) d'auteur:** Materials-management; Data-model; Tracking-; Logistics-services

**Localisation:** INIST-CNRS, Shelf Number 18275, INIST No. 354000143488340070

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### 3.155 Service quality and ERP implementation: A conceptual and empirical study of semiconductor-related industries in Taiwan

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**Langue:** English

**Type de document: Note:** Serial

**Résumé:** This paper examines the effectiveness of the implementation of enterprise resource planning (ERP) in improving service quality in the Taiwanese semiconductor industry by assessing the expectations and the perceptions of service quality from the perspectives of both upstream manufacturers and downstream customers. The study first establishes a modified service quality gap model incorporating: (i) the downstream customers' expectations and perceptions, and (ii) the upstream manufacturers' perceptions of the customers' expectations and perceptions. An empirical study by questionnaire survey is then undertaken to investigate the gaps proposed in the research model. The results show that service quality gaps do exist in the Taiwanese semiconductor industry between upstream manufacturers that are implementing ERP and their downstream customers. The study shows that the proposed model provides valuable guidance to manufacturers with respect to the prevention, detection, and elimination of the demonstrated service quality gaps. The model thus helps manufacturers to evaluate the contribution of various ERP modules to improved customer satisfaction with service quality and also provides guidance on improvement strategies to enhance service quality by eliminating quality gaps.

**Code(s) de classement:** 001d02b07d

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**Localisation:** INIST, Shelf number 18275, INIST No. 354000143488340100

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### 3.156 Understanding the influence of information systems competencies on process innovation: A resource-based view

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**Source:** The-Journal-of-strategic-information-systems 2007; 16 (4): 353-392

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 5 p.3/4

**Résumé:** The resource based view of firms is used to explore how information system (IS) competencies affect process innovation in an organization. Data was collected through a case study of two process innovations at a healthcare firm in the United States. The findings illustrate how six IS competencies - Knowledge Management, Collaboration, Project Management, Ambidexterity, IT/Innovation Governance, Business-IS Linkages - can differentially affect the conception, development and implementation of process innovations. Implications for researchers and practitioners are drawn from these conclusions and suggestions for further research are proposed.

**Code(s) de classement:**

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:** Process-innovation; Resource-based-theory; Information-systems-competencies; Case-study; Healthcare-

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### 3.157 Enhancing knowledge transfer in multinational corporations: a dynamic capabilities driven model

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**Source:** Knowledge-management-research-and-practice-Print 2007; 5 (1): 34-43

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**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Note: Serial

**Résumé:** While the possession of knowledge-based assets endows a firm with the potential to benefit following internationalization, a distinct ability to transfer knowledge efficiently is also required. The application of social capital theory has contributed important insights into the processes underlying knowledge transfer within the MNC. However, from a practitioner stand point this perspective needs to be supplemented in two ways. First, there is a need to take into account the influence of the external environment and second a need to incorporate the role dynamic capabilities, in the form of management-initiated practices, can play in enhancing levels of social capital. The latter include transmission channels, socialization mechanisms and motivational mechanisms. It is these mechanisms that represent the key modifiable elements in facilitating knowledge flows. The paper concludes with a conceptual model for the study of intra-MNC knowledge transfers that embraces the various facets of social capital, the influence of the external environment and modifiable practices.

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### 3.158 IT support in manufacturing firms for a knowledge management dynamic capability link to performance. Knowledge and information technology management in supply chain integration

**Auteur(s):** E. Ngai-Eric-W-T, E. Gunasekaran-Angappa, W. Eric, K. Gary and J. J. J

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**Type de document:** Serial

**Note:** 1 p.1/2

**Résumé:** Information technology (IT) is applied in many settings of knowledge management (KM) under the premise that a manufacturing organization will gain direct benefit from the investment. However, direct links from investment in IT to organizational performance have always been elusive. Strategic management research presents a concept of dynamic capabilities to model the ability of an organization to respond effectively to changes in the environment and leverage performance. By using this capability as a mediating variable, IT support of KM is shown to indirectly benefit manufacturing organizations in a sample of managers from 500 manufacturing firms in Taiwan. This link indicates firms must carefully align the IT support to strategic needs.

**Code(s) de classement:** 001d01a13; 001d02b07d

**Descripteur(s) anglais:** Dynamic-model; Information-system; Economy-; Investment-; Information-technology; Knowledge-engineering; Knowledge-management; Firm-management

**Descripteur(s) français:** Modèle-dynamique; Système-information; Economie-; Investissement-; Technologie-information; Ingénierie-connaissances; Gestion-des-connaissances; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** Knowledge-management; Dynamic-capability; IT-support

**Localisation:** INIST-CNRS, Shelf Number 10525, INIST No. 354000149518920020

**Origine de la notice:** Inist

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### 3.159 The productivity impact of information technology across competitive regimes: The role of industry concentration and dynamism

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**Affiliation(s):** Stephen M. Ross School of Business, University of Michigan, 701 Tappan St, Ann Arbor, MI, 48109-1234, UNITED-STATES; Paul Merage School of Business, UC Irvine, UNITED-STATES

**Source:** Decision-support-systems 2007; 43 (1): 229-242

**Editeur:** Elsevier Science, Amsterdam, NETHERLANDS

**ISSN:** 0167-9236

**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 81 ref.

**Résumé:** Empirical research has revealed differences in the economic impact of information technology (IT) across industries. However, the source of these differences is unclear. In this study we analyze the role of the competitive environment in moderating the productive impact of information technology and regular capital. We focus on two important features of an industry's competitive environment: industry concentration and industry dynamism. Industry concentration is the degree to which the output of an entire industry is produced by a few firms and is considered an inverse proxy for industry competitiveness. Industry dynamism denotes change that is difficult to predict, measured as the deviation of industry sales from a trend line. We analyze the moderating impact of concentration and dynamism on the output elasticity of information technology and regular capital by estimating a production function using 5211 firm-year observations spanning the years 1987 to 1994. We find that the marginal product of IT is lower in more concentrated industries, while the opposite is true for regular capital. There is limited evidence that the marginal product of IT is higher in more dynamic industries, and strong evidence that the marginal product of regular capital is lower in more dynamic industries. Taken together, our results suggest that IT provides enhanced productivity impacts to firms in more competitive industries without any productivity loss in dynamic industries, in contrast to regular capital. The findings underscore the salience of inclusion of the competitive environment in studies of the productive impacts of information technology.

**Code(s) de classement:** 001d01a13; 001d02b07d

**Descripteur(s) anglais:** Sales-; Competitiveness-; Capital-; Impact-study; Production-function; Elasticity-; Cache-memory; Computer-server; Information-industry; Economic-impact; Economic-information; Empirical-method; Information-technology; Productivity-

**Descripteur(s) français:** Vente-; Compétitivité-; Capital-; Etude-impact; Fonction-production; Élasticité-; Antémémoire-; Serveur-informatique; Industrie-information; Impact-économique; Information-économique; Méthode-empirique; Technologie-information; Productivité-

**Mot(s)-clé(s) d'auteur:** Competitiveness-; Concentration-; Dynamic-capabilities; Dynamism-; Industry-structure; Information-technology; IT-business-value; Productivity-

**Localisation:** INIST-CNRS, Shelf Number 20864, INIST No. 354000159573510170

**Origine de la notice:** Inist

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### 3.160 Does IT pay to focus? An analysis of IT business value under single and multi-focused business strategies

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**Source:** The-Journal-of-strategic-information-systems 2007; 16 (3): 278-300

**Editeur:** Elsevier Science, Oxford, UNITED-KINGDOM

**ISSN:** 0963-8687

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.1/4

**Résumé:** Previous research finds that firm performance is highest when firms maintain a singular strategic focus as opposed to a multi-focused strategy. Yet, from an IT perspective, here is still some debate as to whether IT business value or the contribution of IT to firm performance is also maximized when firms maintain a single-focused strategy. Using the notion of value disciplines to model strategic foci, we find in a matched survey of executives in 241 firms that IT business value is highest in firms with a multi-focused business strategy and lowest in those with a single focus. We also find a relationship between strategic foci and the primary locus of IT value within the value chain for all focus-types except those emphasizing operational excellence. If all firms are using IT to reduce operating expenses, operationally excellent firms may find it increasingly difficult to sustain a low-cost advantage over time through IT.

**Code(s) de classement:** 001a01a05; 790b05; 790ii

**Descripteur(s) anglais:** Data-analysis; Firm-strategy; Economy-; Value-; Economic-analysis; Information-technology

**Descripteur(s) français:** Analyse-donnée; Stratégie-entreprise; Economie-; Valeur-; Analyse-économique; Technologie-information

**Mot(s)-clé(s) d'auteur:** Value-disciplines; IT-Business-value; Strategic-focus; Stuck-in-the-middle; Value-chain

**Localisation:** INIST-CNRS, Shelf Number 20276, INIST No. 354000149710640030

**Origine de la notice:** Inist

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### 3.161 Assessing the strategic value of Information Technology: An analysis on the insurance sector

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**Source:** Information-and-management 2007; 44 (6): 568-582

**Editeur:** ISSN: 0378-7206

**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Note: Serial

**Résumé:** Even though companies today are well aware of the pitfalls in making IT investments and that many IT applications have become commodities, IT projects still fail. Obviously IT has a strategic value to firms but they have not determined how IT management capabilities and IT governance schemes explain commonalities and differences in their use of IT. We analyzed the insurance industry in the US and Europe through case studies and an analysis of 30 Italian firms. Twenty case studies carried out between 1998 and 2003 led us to conclude that technological and business path dependencies, along with time compression diseconomies, resulted in diversities in IT adoption dynamics due to their differences in IT governance and management practice. Our analysis showed that most of the firms in the Italian insurance sector increased their productivity through IT regardless of their IT management capabilities. It also showed that competitive advantages were not correlated with IT spending levels nor with the kind of IT investments that made general productivity growth in the industry possible.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST, Shelf number 16461, INIST No. 354000161550390050

**Origine de la notice:** Inist

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### 3.162 e-Business strategy and firm performance: a latent class assessment of the drivers and impediments to success

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**Source:** Journal-of-information-technology 2007; 22 (2): 87-101

**Editeur:** Taylor & Francis, Oxford, UNITED-KINGDOM

**ISSN:** 0268-3962

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.1/4

**Résumé:** Among many leading organizations, in all sectors of industry, commerce and government, there is considerable evidence of e-business being deployed to achieve strategic goals. Where this deployment has been most successful, there is a strong case that the organization has taken an integrated approach that both builds on the organization's strengths and pays careful attention to the process of change within the organization. However, in the literature most empirical work has either studied e-business strategy and performance from the perspective of strategy content - which highlights positioning and/ or unique bundles of resources - or from the perspective of strategy process - which captures human influence and e-business implementation. In this study, we integrate these two perspectives to develop a more holistic understanding of the underlying drivers of e-business performance. Further, latent class modeling techniques are used to show that the variables in our study are heavily influenced by the unobservable heterogeneity across firms. Four distinct types of firms populate our data, and the relationship between performance and its underlying determinants varies greatly between them. The implication is that a single model cannot explain the relationship between environment, structure, feasibility, managerial beliefs and performance. This is critical to our understanding of e-business as it implies that there is far less homogeneity at the individual firm level than is normally assumed in the literature.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** Result-; Questionnaire-; Use-study; Information-system; Firm-management; Models-; Information-technology; Evaluation-; Performance-; Firm-strategy; Electronic-trade

**Descripteur(s) français:** Résultat-; Questionnaire-; Etude-utilisation; Système-information; Gestion-entreprise; Modèle-; Technologie-information; Evaluation-; Performance-; Stratégie-entreprise; Commerce-électronique

**Mot(s)-clé(s) d'auteur:** e-business-strategy; information-technology; performance-; latent-class-models

**Localisation:** INIST-CNRS, Shelf Number 21339, INIST No. 354000146809700010

**Origine de la notice:** Inist

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### 3.163 Optimal customer relationship management using bayesian decision theory: An application for customer selection

**Auteur(s):** V. Rajkumar, V. Kumar and B. Timothy

**Affiliation(s):**

**Source:** Journal-of-marketing-research 2007; 44 (4): 579-594

**Editeur:** American Marketing Association, Chicago, IL, UNITED-STATES

**ISSN:** 0022-2437

**Année de publication:** 2007

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:**

**Résumé:** This study addresses significant challenges that practitioners face when using customer lifetime value (CLV) for customer selection. First, the authors propose a Bayesian decision theory-based customer selection framework that accommodates the uncertainty inherent in predicting customer behavior. They develop a joint model of purchase timing and quantity that is amenable for selecting customers using CLV. Second, the authors compare performance of the proposed customer selection framework (1) with the current customer selection procedure in the collaborating firm and (2) with different customer-level cost allocation rules that are necessary for computing CLV. The study finds that given a budget constraint, customers selected by means of a Bayesian decision theory-based framework (i.e., using the maximized expected CLV of a customer and the corresponding optimal marketing costs as an estimate of future costs) provide the highest profits. The study provides guidelines for implementation and illustrates how the proposed customer selection framework can aid managers in enhancing marketing productivity and estimating return on marketing actions.

**Code(s) de classement:**

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 26116, INIST No. 354000162082260040

**Origine de la notice:** Inist

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### 3.164 Assessment of the knowledge management systems in public administrations of Southern Italy

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**Source:** Vine 2007; 37 (3): 331-347

**Editeur:** Emerald, Bradford, UNITED-KINGDOM

**ISSN:** 0305-5728

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 2 p.1/4

**Résumé:** Purpose - The aim of this paper is to present a developing scheme to assess the efficiency of the knowledge-management systems (KMS) and provide a quantitative-based estimate of its performances. Design/methodology/approach - Defined in previous researches the theoretical scheme presented here to assess the efficiency of the KMS is based on a combination of a structured set of indicators of the intellectual capital (IC) and the balanced scorecard (BSC). To test such a scheme a small sample of relatively homogeneous subjects was used in order to obtain a reliable estimate generated by applying the scheme. The test was mainly conducted by questionnaires used to collect the data elaborated to obtain the discussed estimates; on the other hand, a number of interviews were conducted with the officers in charge of the information systems units of each organization involved in the test in order to verify the appropriateness of the indicators selected in each case to address the IC and outline a qualitative reference point to compare with the estimates generated by the assessment scheme. Findings - The estimates generated by the test proved that a low-level efficiency characterizes the KMS operating at the public administrations of Southern Italy (i.e. the subjects constitute three high-level representatives). No significant positive effects were found to be generated by such systems to the IC of the subjects, which should have led them to attain good performances. Research limitations/implications - The test reported here was conducted on a very limited sample of subjects characterized by specific features, which do not apply to a large number of other organizations (e.g. private firms), so that the validity of the outcomes is to be considered relatively limited and further tests are needed to be conducted on different subjects in order both to verify the validity of the basics of the scheme, and to distinguish indicators and parameters that could be considered general and valid for a large class of subjects and those that have to be considered specific for small classes of subjects. Practical implications - The main implication of the paper is probably related to the need for leading further researches on the measurement of the performances of the KMS not only towards more strictly connected sets of indicators and parameters, addressing the efficiency of the activities directly supported by such systems, but also towards the impact of such support on the achievement of the objectives and aims of any organizational unit which is directly or indirectly connected through the different functions of a KMS. Originality/value - The value of this paper stems from the innovative way it proposes to match an analysis scheme related to the structure of the IC of one organization with a performance-oriented assessment scheme which is the BSC. This allows one to produce a reliable quantitative-based estimate of the very difficult and widely debated performances of the KMS, and further it provides a useful insight regarding the status quo of the level of development and use of knowledge-management throughout the Italian Public Administration.

**Code(s) de classement:**

**Descripteur(s) anglais:** **Descripteur(s) français:** **Mot(s)-clé(s) d'auteur:** Knowledge-management-systems; Intellectual-capital; Business-performance

**Localisation:** INIST-CNRS, Shelf Number 17830, INIST No. 354000160843610090

**Origine de la notice:** Inist

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### 3.165 The triad of paradigms in globalization, ICT, and knowledge management interplay

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**Source:** Vine 2007; 37 (2): 100-122

**Editeur:** Emerald, Bradford, UNITED-KINGDOM

**ISSN:** 0305-5728

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 3 p.

**Résumé:** Purpose - The paper aims to investigate the synergetic effects of knowledge management (KM) and information and communication technologies (ICT) on globalization progression. Then the article seeks to portray how this synergy can be employed in various KM activities and processes to transubstantiate a national company into an effective boundaryless global knowledge-based enterprise (GKBE). Design/methodology/approach - The article reviews and interprets the relevant literature on both globalization and knowledge management technology. The resultant insights are used to reveal the synergy and to develop a butterfly model that shows the interconnectedness and the domino effects of KM activities on globalization advancement. Findings - Owing to the significant differences between the national and the global knowledge-based enterprise (GKBE) the butterfly framework has been proposed, utilizing the benefits from the synergy of the major globalization components. The call for implementing KM practices to improve globalization efficiency came as a result of the unknown parameters within the new global market competition. Practical implications - Globalization has become increasingly complex and challenging for many multinational companies. This article will help these companies to solve the problem using KM strategy as facilitated by ICT and human cognitive efforts. Owing to the complexity of the issue, the solution is in turn multifaceted and can only be achieved through a consistent system thinking. Originality/value - The model presents a road-map for multinational global operations managers and KM practitioners when developing their strategy for competitive advantage.

**Code(s) de classement:**

**Descripteur(s) anglais: Descripteur(s) français: Mot(s)-clé(s) d'auteur:** Globalization-; Knowledge-management; Communication-technologies; Explicit-knowledge; Tacit-knowledge

**Localisation:** INIST-CNRS, Shelf Number 17830, INIST No. 354000159411400020

**Origine de la notice:** Inist

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### 3.166 An examination of the trade-off between internal and external IT capabilities

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**Source:** Journal-of-strategic-information-systems 2007; 16 (1): 5-23

**Editeur:** ISSN: 0963-8687

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Note: Serial

**Résumé:** The business case for hiring external IT consultants is compelling. Consultants can represent a rich source of valuable, short-term capabilities. From a resource-based perspective, however, the fungible nature of these capabilities argues against their long-term strategic value. Furthermore, IT consultants may be at odds with existing internal capabilities. Institutional theory suggests that external consultants may not share the same norms and beliefs held by the internal staff and consequently their efforts in achieving organizational goals may be diluted or compromised. This paper explores the tension between internal and external IT capabilities on the realization of enhanced IT productivity. Drawing on telephone survey data on the adoption of Internet business solutions, the results of the study show that firms see tangible benefits from using external IT consultants, but these benefits are moderated by the level of existing internal IT capabilities.

**Code(s) de classement:** 001a01a05

**Descripteur(s) anglais:** Descripteur(s) français: Mot(s)-clé(s) d'auteur:

**Localisation:** INIST, Shelf number 20276, INIST No. 354000147064030010

**Origine de la notice:** Inist

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### 3.167 Investigating the Risk-Return Relationship of Information Technology Investment: Firm-Level Empirical Analysis

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**Source:** Management-science 2007; 53 (12): 1829-1842

**Editeur:** Institute for Operations Research and the Management Sciences, Linthicum, MD, UNITED-STATES

**ISSN:** 0025-1909

**Année de publication:** 2007

**Pays de publication:** United-States

**Langue:** English

**Type de document:** Serial

**Note:** 1 p.

**Résumé:** This paper develops empirical proxy measures of information technology (IT) risk and incorporates them into the usual empirical models for analyzing IT returns: production function and market value specifications. The results suggest that IT capital investments make a substantially larger contribution to overall firm risk than non-IT capital investments. Further, firms with higher IT risk have a higher marginal product of IT relative to firms with low IT risk. In the market value specification, the impact of IT risk is positive and significant, and inclusion of the IT risk term substantially reduces the coefficient on IT capital. We estimate that about 30% of the gross return on IT investment corresponds to the risk premium associated with IT risk. Taken together, our results show that IT risk provides part of the explanation for the unusually high valuations of IT capital investment in recent research.

**Code(s) de classement:** 001d01a13

**Descripteur(s) anglais:** Real-option; Productivity-; Capital-; Value-function; Production-function; Empirical-model; Information-measure; Cache-memory; Empirical-method; Investment-; Information-technology

**Descripteur(s) français:** Option-réelle; Productivité-; Capital-; Fonction-valeur; Fonction-production; Modèle-empirique; Mesure-information; Antémémoire-; Méthode-empirique; Investissement-; Technologie-information

**Mot(s)-clé(s) d'auteur:** IT-capital; productivity-paradox; IT-returns; IT-risk; IT-investment; IT-value; real-options

**Localisation:** INIST-CNRS, Shelf Number 9166, INIST No. 354000174456520010

**Origine de la notice:** Inist

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### 3.168 An exploration of key information models and their relationships in global manufacturing decision support

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**Affiliation(s):** Computer Aided Design Centre, University of Strathclyde, Glasgow, UNITED-KINGDOM; Wolfson School of Mechanical and Manufacturing Engineering, Loughborough University, Loughborough, UNITED-KINGDOM

**Source:** Proceedings-of-the-Institution-of-Mechanical-Engineers -Part-B -Journal-of-engineering-manufacture 2007; 221 (4): 711-724

**Editeur:** Mechanical Engineering Publications, London, UNITED-KINGDOM

**ISSN:** 0954-4054

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 34 ref.

**Résumé:** Global manufacturing businesses are beginning to benefit from the information and knowledge support provided by modern IT tools such as Product Lifecycle Management (PLM), Enterprise Resource Planning (ERP), and Customer Relations Management (CRM). Many types of information and knowledge, from customer requirements through product information to global enterprise manufacturing capability are involved in global manufacturing decisions. Understanding the appropriate structures and relationships for this information and knowledge is a significant issue if effective wide-ranging support is to be provided. This paper focuses on global manufacturing decision support and explores three key types of information and knowledge relationship: (a) relationships between information and knowledge elements within a single information and knowledge model; (b) relationships between different information and knowledge models at one organizational level; (c) relationships between different information and knowledge models at different organizational levels. The corresponding information and knowledge structures have been presented with Unified Modelling Language (UML) to show the multiplicity of relationship required, and these are explored with an experimental system based on Rational Unified Process, Visual C++, and object-oriented DBMS ObjectStore. A case study has been pursued to explore the application of the information and knowledge models to a real industry environment.

**Code(s) de classement:** 001d02b07d; 001d12a

**Descripteur(s) anglais:** Engineering-design; Experimental-study; Knowledge-engineering; Object-oriented; Modeling-; Multiplicity-; Organizational-models; User-need; Life-cycle; Database-management-system; Unified-modelling-language; Information-structure; Customer-relationship-management; Resource-management; Integrated-management; Firm-management; Planning-; Firm-; Product-data-management-PDM; Decision-support-system

**Descripteur(s) français:** Conception-ingénierie; Etude-expérimentale; Ingénierie-connaissances; Orienté-objet; Modélisation-; Multiplicité-; Modèle-organisation; Besoin-de-l'utilisateur; Cycle-développement; Système-gestion-base-donnée; Langage-modélisation-unifié; Structure-information; Gestion-relation-client; Gestion-ressources; Gestion-intégrée; Gestion-entreprise; Planification-; Entreprise-; Système-gestion-donnée-technique-SGDT; Système-aide-décision

**Mot(s)-clé(s) d'auteur:** information-and-knowledge-modelling; Product-Lifecycle-Management; multiple-relationships; global-manufacturing; decision-support

**Localisation:** INIST-CNRS, Shelf Number 6044 A2, INIST No. 354000162893660160

**Origine de la notice:** Inist

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### 3.169 Global technology and Knowledge Management: product development in Brazilian car industry. Managing knowledge in the auto industry: pathway to excellence?

**Auteur(s):** E. Stocchetti-Andrea, B. Giovanni and C. F. L

**Affiliation(s):** Department of Business Economics and Management, Ca' Foscari University, S. Giobbe - Cannaregio 873, 30121 Venezia, ITALY; Department of Economics 'Cognetti de Martiis', University of Turin, viaPo 53, 10125 Torino, ITALY; Department of Sociology, University of Sao Paulo (USP), Av. Professor Luciano Gualberto, 315, Butanta, CEP 05508.010, BRAZIL

**Source:** International-journal-of-automotive-technology-and-management 2007; 7 (2-3): 135-152

**Editeur:** Inderscience, Genève, SWITZERLAND

**ISSN:** 1470-9511

**Année de publication:** 2007

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:** 1/4 p.

**Résumé:** Multinational innovative and Knowledge Management strategies are likely to reflect the interaction of industry-specific technological characteristics, firm-specific advantages, strategies and context-specific factors. Two different types of strategies are discussed: Adaptive knowledge-exploiting activities, mainly oriented to adapt products/processes to the specific features of local markets; and Knowledge-seeking activities, oriented to develop distinctive knowledge assets and technological capabilities. This paper discuss the limits of the knowledge seeking vs. adaptive category, as the empirical evidence suggests that the multinational organisation of knowledge transfer is much more complex. An evolutionary approach is proposed to appreciate the different trajectories of foreign affiliates.

**Code(s) de classement:** 001d02b07d; 001d01a14

**Descripteur(s) anglais:** Automobile-industry; Evolutionary-algorithm; Adaptive-method; Innovation-; Markets-; Firm-strategy; Developing-countries; Trajectory-; Knowledge-transfer; Empirical-method; Automobile-industry; Product-development; Knowledge-management; Knowledge-engineering

**Descripteur(s) français:** Industrie-automobile; Algorithme-évolutionniste; Méthode-adaptative; Innovation-; Marché-; Stratégie-entreprise; Pays-en-développement; Trajectoire-; Transfert-connaissance; Méthode-empirique; Industrie-automobile; Développement-produit; Gestion-des-connaissances; Ingénierie-connaissances

**Mot(s)-clé(s) d'auteur:** automotive-industry; emerging-economies; product-development; innovation-; knowledge-management; KM-

**Localisation:** INIST-CNRS, Shelf Number 27538, INIST No. 354000162592860020

**Origine de la notice:** Inist

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3.170 Orchestrating and optimizing multi-source ISR assets.  
Defense transformation and net-centric systems. 9-12 April  
2007, Orlando, Florida, USA

**Auteur(s):** E. Suresh-Raja and L. M. G

**Affiliation(s):** General Dynamics AIS, 112 Lakeview Canyon Road, Thousand Oaks, CA, 91362, UNITED-STATES

**Source:** Proceedings-of-SPIE-The-International-Society-for-Optical-Engineering 2007: 657818 1-657818 8

**Editeur:** Society of Photo-Optical Instrumentation Engineers, Bellingham, WA, UNITED-STATES

**ISSN:** 0277-786X

**Année de publication:** 2007

**Pays de publication:** United-Statesunited-States

**Langue:** English

**Type de document:** Conference-Meeting

**Note:** Society-of-Photo-optical-Instrumentation-Engineers, UNITED-STATES, Organiser-of-meeting  
7 ref.

**Résumé:** The application of commercial Business Process Management (BPM) techniques alongside traditional systems management architectures for intelligence creation chains such as TCPED (Task, Collection, Processing, Exploitation and Dissemination) and TPPU (Task, Post, Process, Use) offers the potential for optimized and adaptive enterprise Netcentric Intelligence, Surveillance and Reconnaissance (ISR). Computing platforms, assets and their agents can and should cooperate via enterprise resource management infrastructure and middleware. Baseline BPM can further be augmented with non-invasive agent-based machine-learning techniques which can, overall, contribute to roll-up views of enterprise performance and will, therefore, be used to further refine the TCPED/TPPU execution strategy. This paper presents an overarching architecture framework which combines these features and operational drivers under a unifying system perspective.

**Code(s) de classement:** 001d04a03

**Descripteur(s) anglais:** Remote-sensing; Safety-; Military-application; Remote-supervision; Information-processing; Safety-; Knowledge-management; Performance-evaluation; Learning-; Multiagent-system; Non-invasive-method; Middleware-; Resource-management; Monitoring-; System-architecture; Optimization-

**Descripteur(s) français:** Télédétection-; Sécurité-; Application-militaire; Télésurveillance-; Traitement-information; Sécurité-; Gestion-des-connaissances; Evaluation-performance; Apprentissage-; Système-multiagent; Méthode-non-invasive; Intergiciel-; Gestion-ressources; Monitoring-; Architecture-système; Optimisation-

**Mot(s)-clés d'auteur:**

**Localisation:** INIST-CNRS, Shelf Number 21760, INIST No. 354000153616790370

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### 3.171 ERP systems as an enabler of sustained business process innovation: A knowledge-based view

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**Source:** The-Journal-of-strategic-information-systems 2007; 16 (1): 51-69

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**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 3 p.1/4

**Résumé:** This research examines the relationship between ERP systems and innovation from a knowledge-based perspective. Building upon the multi-dimensional conceptualization of absorptive capacity by Zahra and George [Zahra, S.A., George, G., 2002. Absorptive capacity: a review, reconceptualization, and extension. *Academy of Management Journal* 27 (2), 185-203], a theoretical framework is developed to specify the relationships between ERP-related knowledge impacts and potential/realized absorptive capacity for business process innovation. The implication of the knowledge-based analysis in this paper is that ERP systems present dialectical contradictions, both enabling and constraining business process innovation. The model highlights areas where active management has potential to enhance the capabilities of a firm for sustained innovation of its business processes. Future research directions are also outlined.

**Code(s) de classement:** 001a01a05; 790b05; 790ii

**Descripteur(s) anglais:** Business-process; Use-study; Knowledge-; Innovation-process; Business-process; Computer-system; Software-package

**Descripteur(s) français:** Processus-entreprise; PGI-(Progiciel-de-Gestion-Intégrée); Etude-utilisation; Connaissance-; Processus-innovation; Processus-métier; Système-informatique; Progiciel-

**Mot(s)-clé(s) d'auteur:** Enterprise-resource-planning-systems; Absorptive-capacity; Business-process-innovation

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**Origine de la notice:** Inist

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### 3.172 Comparison and evaluation of business process modelling and management tools

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**Source:** International-journal-of-services-and-standards 2007; 3 (2): 249-261

**Editeur:** Inderscience, Grenève, UNITED-KINGDOM

**ISSN:** 1740-8849

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 3/47 p.

**Résumé:** Business Process Modelling (BPM) and management are becoming an essential part of today's enterprises. This paper compares and evaluates several BPM tools against the criteria that are critical to an enterprises' business process optimisation, and its adoption of emerging technologies and methodologies including Enterprise Resource Planning (ERP) and Enterprise Architectures (EAs).

**Code(s) de classement:** 001d01a14; 001d02b07d

**Descripteur(s) anglais:** Modeling-; Business-model; Business-process; System-architecture; Reengineering-; Process-engineering; Resource-management; Firm-; Integrated-management; Firm-management

**Descripteur(s) français:** Modélisation-; Modèle-entreprise; Processus-métier; Architecture-système; Réingénierie-; Génie-des-procédés; Gestion-ressources; Entreprise-; Gestion-intégrée; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** ARIS-; business-process-modelling; business-process-re-engineering; entreprise-architectures; ERP-; services-; standards-

**Localisation:** INIST-CNRS, Shelf Number 27771, INIST No. 354000146867610080

**Origine de la notice:** Inist

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### 3.173 Information technology architecture as a competitive advantage-yielding resource: a theoretical perspective

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**Source:** International-journal-of-networking-and-virtual-organisations 2007; 4 (1): 1-19

**Editeur:** Inderscience, Genève, SWITZERLAND

**ISSN:** 1470-9503

**Année de publication:** 2007

**Pays de publication:** Switzerland

**Langue:** English

**Type de document:** Serial

**Note:** 4 p.3/4

**Résumé:** The implementation and utilisation of an organisational architecture, specifically Information Technology Architecture (ITA), can enable better management of Information Technology (IT) resources. Whereas predecessors of the ITA tend to focus more on systems development, data sharing, and systems integration efforts within the organisation, this particular organisational architecture tends to focus more on the governance of IT resources within the organisation. We propose that the ITA is an IT resource that enables firms to achieve competitive advantage. Therefore, we endeavour to theoretically analyse the ITA's ability to yield a competitive advantage through the mediation of IT resources. We establish the ITA as competitive advantage-yielding IT resource. Additionally, this study applies the theories of complementarities and resource-based view. Ten propositions are advanced to help guide future research.

**Code(s) de classement:** 001d02b07d

**Descripteur(s) anglais:** Perspective-; Firm-strategy; Mediation-; Integrated-management; Shared-memory; Information-integration; Information-system; Information-management; Information-technology; Virtual-enterprise

**Descripteur(s) français:** Perspective-; Stratégie-entreprise; Médiation-; Gestion-intégrée; Mémoire-partagée; Intégration-information; Système-information; Gestion-information; Technologie-information; Entreprise-virtuelle

**Mot(s)-clé(s) d'auteur:** Information-technology-architecture; ITA-; uncertainty-; resource-based-view; strategic-alignment

**Localisation:** INIST-CNRS, Shelf Number 27531, INIST No. 354000145549020010

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### 3.174 Investigating the success of ERP systems: Case studies in three Taiwanese high-tech industries

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**Source:** Computers-in-industry 2007; 58 (8-9): 783-793

**Editeur:** Elsevier, Amsterdam, NETHERLANDS

**ISSN:** 0166-3615

**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 89 ref.

**Résumé:** The measurement of enterprise resource planning (ERP) systems success or effectiveness is critical to our understanding of the value and efficacy of ERP investment and managerial actions. Whether traditional information systems success models can be extended to investigating ERP systems success is yet to be investigated. This paper proposes a partial extension and respecification of the DeLone and MacLean model of IS success to ERP systems. The purpose of the present research is to re-examine the updated DeLone and McLean model [W. DeLone, E. McLean, The DeLone McLean model of information system success: a ten-year update, Journal of Management Information Systems 19 (4) (2003) 3-9] of ERP systems success. The updated DeLone and McLean model was applied to collect data from the questionnaires answered by 204 users of ERP systems at three high-tech firms in Taiwan. Finally, this study suggests that system quality, service quality, and information quality are most important successful factors.

**Code(s) de classement:** 001d02b07d; 001d02b09; 001d02d09

**Descripteur(s) anglais:** Model-matching; Modeling-; Quality-assurance; Investment-; Information-service; Service-quality; Management-information-systems; Updating-; Information-system; Economy-; Planning-; Firm-; Integrated-management; Firm-management

**Descripteur(s) français:** Ajustement-modèle; Modélisation-; Assurance-qualité; Investissement-; Service-information; Qualité-service; Système-information-gestion; Mise-à-jour; Système-information; Economie-; Planification-; Entreprise-; Gestion-intégrée; Gestion-entreprise

**Mot(s)-clé(s) d'auteur:** ERP-success-model; DeLone-and-McLean-model; High-tech-firms

**Localisation:** INIST-CNRS, Shelf Number 18275, INIST No. 354000143488340050

**Origine de la notice:** Inist

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### 3.175 A contingency approach to incorporate human, emotional and social influence into a TAM for KM programs

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**Source:** Journal-of-information-science 2007; 33 (3): 275-297

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**ISSN:** 0165-5515

**Année de publication:** 2007

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 114 ref.

**Résumé:** In our dynamic environment with its accelerating technological progress, knowledge has become a very important asset through which firms can acquire competitive advantages. Most previous studies have focused on the influence of the technological perspective of knowledge management (KM) programs, neglecting the influence of the human side of the situation. The study aims to incorporate human, emotional and social influence variables into a technology acceptance model (TAM) and then to empirically test the model's feasibility. Through a series of expert interviews in conjunction with a questionnaire survey, our study results yield three conclusions. First, a contingency fit between KM orientation and emotional factors will enhance employees' intrinsic and extrinsic motivation toward using a specific KM program. Second, intrinsic motivation will not only serve as a mediation variable to influence perceived usefulness, but also a direct influential variable on attitude and intention toward using a KM program. Third, the social influence factors, including internalization and identification, will serve as both direct and moderating effects on employees' attitude and intention toward using a KM program. Since none of the previous studies have simultaneously incorporated human, emotional and social influence factors into a TAM, the results of this study have provided a very useful reference for scholars and managers to identify the relevant issues of KM program implementation.

**Code(s) de classement:** 001a01a05; 205; 790; 790.ii

**Descripteur(s) anglais:** Information-system; Recommendation-; Result-; Use-study; Knowledge-management; Data-analysis; Models-; Information-technology

**Descripteur(s) français:** Système-information; Recommandation-; Résultat-; Etude-utilisation; Gestion-des-connaissances; Analyse-donnée; Modèle-; Technologie-information

**Mot(s)-clé(s) d'auteur:** emotion-; attitude-; behavior-intention; social-influence; TAM-

**Localisation:** INIST-CNRS, Shelf Number 14165, INIST No. 354000149619330030

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### 3.176 The value of IT to firms in a developing country in the catch-up process: An empirical comparison of China and the United States

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**Année de publication:** 2007

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 46 ref.

**Résumé:** This study seeks to better understand the role of information technology (IT) to firms in a developing country in the catch-up process. Using the event study methodology, we empirically compare the value of IT investments to firms in China and those in the United States. Three factors that may affect the value of IT (industry, firm size, and firm type) are considered. We find that IT investment announcements significantly increase firms' market value in China but not in the US. This may be evidence that IT brings more benefits to firms in China, helping them to catch up with leader firms in the US. Furthermore, we find that the positive effects of IT investments are more easily observed in IT-using firms than in IT-producing firms in China. Our findings offer further insight into the catch-up theory and the value of IT investments.

**Code(s) de classement:** 001d01a14; 001d02b07d

**Descripteur(s) anglais:** Firm-size; Developing-countries; Value-theory; Information-system; Information-technology; Empirical-method; Investment-; Business-model

**Descripteur(s) français:** Taille-entreprise.-; Pays-en-développement; Théorie-valeur; Système-information; Technologie-information; Méthode-empirique; Investissement-; Modèle-entreprise

**Mot(s)-clé(s) d'auteur:** IT-value; Catch-up-process; Developing-countries; Event-study

**Localisation:** INIST-CNRS, Shelf Number 20864, INIST No. 354000145737530050

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### 3.177 Responsive supply chain: A competitive strategy in a networked economy

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**ISSN:** 0305-0483

**Année de publication:** 2008

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 63 ref.

**Résumé:** Supply chain management (SCM) has been considered as the most popular operations strategy for improving organizational competitiveness in the twenty-first century. In the early 1990s, agile manufacturing (AM) gained momentum and received due attention from both researchers and practitioners. In the mid-1990s, SCM began to attract interest. Both AM and SCM appear to differ in philosophical emphasis, but each complements the other in objectives for improving organizational competitiveness. For example, AM relies more on strategic alliances/partnerships (virtual enterprise environment) to achieve speed and flexibility. But the issues of cost and the integration of suppliers and customers have not been given due consideration in AM. By contrast, cost is given a great deal of attention in SCM, which focuses on the integration of suppliers and customers to achieve an integrated value chain with the help of information technologies and systems. Considering the significance of both AM and SCM for firms to improve their performance, an attempt has been made in this paper to analyze both AM and SCM with the objective of developing a framework for responsive supply chain (RSC). We compare their characteristics and objectives, review the selected literature, and analyze some case experiences on AM and SCM, and develop an integrated framework for a RSC. The proposed framework can be employed as a competitive strategy in a networked economy in which customized products/services are produced with virtual organizations and exchanged using e-commerce.

**Code(s) de classement:** 001d01a15; 001d01a14; 001d02b07d; 001d02b04

**Descripteur(s) anglais:** Electronic-trade; Customization-; Performance-evaluation; Firm-management; Information-technology; Information-system; Added-value; Supplier-; Philosophy-; Flexibility-; Extended-enterprise; Virtual-reality; Virtual-enterprise; Partnership-; Momentum-; Agile-manufacturing-system; Economy-; Network-; Competitiveness-; Firm-strategy; Logistics-

**Descripteur(s) français-:** Commerce-électronique; Personnalisation-; Evaluation-performance; Gestion-entreprise; Technologie-information; Système-information; Valeur-ajoutée; Fournisseur-; Philosophie-; Flexibilité-; Entreprise-étendue; Réalité-virtuelle; Entreprise-virtuelle; Partenariat-; Quantité-mouvement; Atelier-agile; Economie-; Réseau-; Compétitivité-; Stratégie-entreprise; Logistique-

**Mot(s)-clés d'auteur:** Responsive-supply-chain; Scope-; Definition-; Cases-; Framework-

**Localisation:** INIST-CNRS, Shelf Number 16060, INIST No. 354000173963270040

**Origine de la notice:** Inist

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### 3.178 Effects of knowledge management strategy on organizational performance: A complementarity theory-based approach.: Knowledge Management and Organizational Learning

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**Année de publication:** 2008

**Pays de publication:** United-Kingdom

**Langue:** English

**Type de document:** Serial

**Note:** 49 ref.

**Résumé:** The extant research investigating the relationship between knowledge management (KM) strategies and organizational performance has yielded inconclusive results. Our paper revisits this research problem by drawing on complementarity theory from Economics. The empirical segment of our work is based on data on KM strategies and organizational performance from a sample of 131 Korean firms. Our results suggest three types of relationship among KM strategies: non-complementarity, and non-critical symmetric complementarity, and asymmetric complementarity. Integrating explicit-oriented with tacit-oriented KM strategies showed non-complementarity, which suggests a drag on obtaining higher levels of organizational performance. Our analysis of KM strategies based on KM source shows that companies could benefit from KM by implementing external-oriented or internal-oriented strategy. Combining the tacit-internal-oriented and explicit-external-oriented KM strategies indicates a complementarity relationship, which implies synergistic effects of KM strategies on performance.

**Code(s) de classement:** 001d02b07d; 001d01a14

**Descripteur(s) anglais:** Korean-; Drag-; Asymmetry-; Empirical-method; Economic-theory; Complementarity-problem; Business-model; Knowledge-engineering; Knowledge-management

**Descripteur(s) français:** Coréen-; Traînée-; Asymétrie-; Méthode-empirique; Théorie-économique; Problème-complémentarité; Modèle-entreprise; Ingénierie-connaissances; Gestion-des-connaissances

**Mot(s)-clé(s) d'auteur:** Knowledge-management; Knowledge-management-strategies; Complementarity-theory; Association-analysis; Supermodularity-

**Localisation:** INIST-CNRS, Shelf Number 16060, INIST No. 354000162761990050

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### 3.179 Customer-centric marketing with Internet coupons

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**Année de publication:** 2008

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial

**Note:** 33 ref.

**Résumé:** We develop an analytical framework to examine customer-centric marketing with Internet coupons. We show that mass distribution of Internet coupons without a customer-centric information system to identify customers' profile will have adverse consequences that defeat the price discrimination effect of couponing. We analyze alternative strategies including distributing Internet coupons to targeted customers with perfect and imperfect profile information of customers. The targeted coupons with perfect information case amounts to dynamic pricing, but without customers' backlash. In the targeted customers with imperfect information scenario, we consider Internet coupons with fixed face value as well as changing face value cases. We derive the condition under which the firm should opt for the changing face value Internet coupons. As the firm's customer-centric information system improves in terms of enhanced targeting accuracy at a lower cost, the changing face value Internet coupons will become more prevalent.

**Code(s) de classement:** 001d01a14; 001d02b04; 001d01a08

**Descripteur(s) anglais:** Prices-schedule; Mechanical-clearance; Coupon-; Marketing-; Electronic-trade; Targeting-; Script-; Dynamic-programming; Imperfect-information; Tariffication-; Pricing-; Information-system; Artificial-intelligence; Multiagent-system; Internet-; Customer-relationship-management

**Descripteur(s) français-:** Barème-prix; Jeu-mécanique; Bon-réduction; Commercialisation-; Commerce-électronique; Ciblage-; Scénario-; Programmation-dynamique; Information-imparfaite; Tarification-; Fixation-prix; Système-information; Intelligence-artificielle; Système-multiagent; Internet-; Gestion-relation-client

**Mot(s)-clé(s) d'auteur:** Customer-centric-information-systems; Customer-centric-marketing; Internet-coupons; Electronic-commerce

**Localisation:** INIST-CNRS, Shelf Number 20864, INIST No. 354000174563940040

**Origine de la notice:** Inist

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### 3.180 Manufacturing strategies and financial performance-The effect of advanced information technology: CAD/CAM systems

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**Langue:** English

**Type de document:** Serial

**Note:** 86 ref.

**Résumé:** Nowadays, the business environment is characterized by great uncertainty and variability. In this environment, information technology (IT) has proved to be an important strategic ingredient for the creation of competitive advantage. This role of IT has been widely accepted during the past few years [Feeny D. Creating and sustaining competitive advantage with IT. In: Earl M, editor. Information management the strategic direction. Oxford, 1990; Ives B. Wingtip Couriers, Southern Methodist University Case Study #SMY/MIS/90-01, Edwin L. Cox School of Business, Dallas, TX, January 1990]. In the new era of production, strategic priorities rather than a cost contained focus have proved to be important for competition, namely: quality, dependability, flexibility, customer service, after sale service, supply chain management, etc. IT proved to be vital for successful competition as it can facilitate the attainment of these strategic targets. In this paper, the impact of IT on financial performance for the different types and levels of business strategy is examined. After the clustering of firms according to their strategic priorities, the effect of IT on financial performance is estimated. To do this a cross-sectional study was held in the field of Greek manufacturing firms that apply advanced IT, in order to explore which, how and in what level manufacturing priorities have been adopted. For that purpose, cluster analysis and VACOR algorithm were used, to distinguish clusters of firms and estimate the effect of IT on financial performance, for each type and level of strategic choice. Return on invested capital (ROIC) has been used as a criterion of performance in order to incorporate the effect of cost, revenues and profits. It was found that the effect of IT on financial performance was observed to be greater for firms which emphasize the higher level of flexibility strategy and the middle level of cost strategy. On the contrary, the effect of IT on performance was observed to be greater for firms which emphasize a lower level of quality and innovation strategy. Further discussion of these results and conclusions were drawn.

**Code(s) de classement:** 001d02b07d; 001d02b11; 001d01a15; 001d01a14

**Descripteur(s) anglais:** Income-; Cost-benefit-analysis; Probabilistic-approach; Statistical-analysis; Flexible-manufacturing-system; Innovation-; Profit-; Return-rate; Cluster-; Algorithm-analysis; Greek-; Cross-sectional-study; Cluster-analysis; Classification-; Firm-strategy; Logistics-; After-sale-service; University-; User-service; Flexibility-; Dependability-; Service-quality; Priority-; Information-management; Competitiveness-; Variability-; Uncertain-system; Information-technology; Information-system; Advanced-technology

**Descripteur(s) français.-;** Revenu-économique; Analyse-avantage-coût; Approche-probabiliste; Analyse-statistique; Atelier-flexible; Innovation-; Bénéfice-; Taux-profit; Amas-; Analyse-algorithme; Grec-; Etude-transversale; Analyse-amas; Classification-; Stratégie-entreprise; Logistique-; Service-après-vente; Université-; Service-utilisateur; Flexibilité-; Sécurité-fonctionnement; Qualité-service; Priorité-; Gestion-information; Compétitivité-; Variabilité-; Système-incertain; Technologie-information; Système-information; Technologie-avancée

**Mot(s)-clés(s) d'auteur:** Information-systems; MIS-; Flexible-manufacturing; Statistics-; Cost-benefit-analysis

**Localisation:** INIST-CNRS, Shelf Number 16060, INIST No. 354000161658710080

**Origine de la notice:** Inist

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### 3.181 A Web-based ERP system for business services and supply chain management: Application to real-world process scheduling.: OR and the management of electronic services

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**Source:** European-journal-of-operational-research 2008; 187 (3): 1310-1326

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**ISSN:** 0377-2217

**Année de publication:** 2008

**Pays de publication:** Netherlands

**Langue:** English

**Type de document:** Serial; Conference-Meeting

**Note:** 16 ref.

**Résumé:** A Web-based ERP system developed for attacking business problems and managing real-world business processes ranging from simple office automation procedures to complicated supply chain planning is presented. The system's Web-aspect provides significant advantages, as the system is distributed through interoperable, cross-platform and highly pluggable Web-service components. The system involves a powerful workflow engine that manages the entire process event flow within the enterprise increasing efficiency and control at the same time. Business processes, when needed, are controlled by the enterprise quality management system and consequently the ISO directives are accurately followed. A real-world process scheduling system developed for the specific needs of Greek Construction Manufacturing Enterprises is illustrated as a detailed paradigm of the system's capabilities. The problem was formulated to assign project tasks in form of lots to enterprise resources in order that resources idle time and delays in project preparation time were minimized. The problem was solved by a simple and effective heuristic algorithm.

**Code(s) de classement:** 001d02b04; 001d01a14; 001d02b07d; 001d01a15

**Descripteur(s) anglais:** Firm-; Project-management; Construction-management; Heuristic-method; Minimum-time; Delayed-time; Delay-time; Idle-time; Greek-; ISO-standard; ISO-; Quality-management; Business-model; Workflow-; Information-flow; Groupware-; Web-service; Distributed-system; Planning-; Office-automation; Business-process; Safety-; Scheduling-; Logistics-; Resource-management; Integrated-management; Firm-management; World-wide-web; Internet-

**Descripteur(s) français:** Entreprise-; Gestion-projet; Contrôle-travaux; Méthode-heuristique; Temps-minimal; Temps-différé; Temps-retard; Temps-inoccupation; Grec-; Norme-ISO; ISO-; Gestion-de-la-qualité; Modèle-entreprise; Workflow-; Flux-information; Collecticiel-; Service-web; Système-réparti; Planification-; Bureautique-; Processus-métier; Sécurité-; Ordonnancement-; Logistique-; Gestion-ressources; Gestion-intégrée; Gestion-entreprise; Réseau-web; Internet-

**Mot(s)-clés d'auteur:** ERP-; Electronic-services; Web-based-supply-chain-management; Construction-project-management; Business-process-management

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### 3.182 The cross-functional coordination between operations, marketing, purchasing and engineering and the impact on performance. Interface between manufacturing and other fields

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**Résumé:** This paper is a study of the coordination capability between operations and other functional areas within the firm. The paper examines a number of relationships with respect to cross-functional coordination and performance. Using a random sample of 231 firms, five hypotheses are tested. Structural equation modelling is used to test the relationships depicted in the research model. The results indicate that firms can benefit from the cross-functional coordination between operations, marketing, engineering and purchasing.

**Code(s) de classement:** 001d01a14; 001d12

**Descripteur(s) anglais:** Probabilistic-approach; Modeling-; Performance-evaluation; Firm-management; Hypothesis-test; Firm-; Purchasing-; Purchases-; Customer-relationship-management; Marketing-; Coordination-

**Descripteur(s) français:** Approche-probabiliste; Modélisation-; Evaluation-performance; Gestion-entreprise; Test-hypothèse; Entreprise-; Acquisition-titre-onéreux; Achat-; Gestion-relation-client; Commercialisation-; Coordination-

**Mot(s)-clé(s) d'auteur:** functional-interfaces; cross-functional-coordination; firm's-performance

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### 3.183 Modelling information sharing to improve just-in-time purchasing vendor evaluation. Interface between manufacturing and other fields

**Auteur(s):** E. Urban-Timothy-L, D. J. T and K. R. J

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**Résumé:** Vendor evaluation is an important step for a manufacturer's purchasing operation. For firms adopting Just-In-Time Purchasing (JITP) strategy, vendor evaluation is critical in quality improvement and cost reduction. In this paper, we examine the value of information sharing in improving vendor evaluation. We build stochastic models for three different scenarios of information sharing to illustrate the advantages for JITP vendor evaluation under the Assemble-To-Order (ATO) manufacturing environment. We show how integrating statistical and analytical tools with Enterprise Resource Planning (ERP) packages can help achieve efficient and effective managerial decision-making in JITP.

**Code(s) de classement:** 001d01a13; 001d12a; 001d01a14; 001d01a08

**Descripteur(s) anglais:** Quality-control; Quality-assurance; Probabilistic-approach; Statistical-analysis; Modeling-; Just-in-time; Decision-support-system; Decision-making; Resource-management; Integrated-management; Firm-management; Make-to-order; Script-; Stochastic-model; Information-value; Cost-lowering; Firm-; Purchasing-; Purchases-; Information-system

**Descripteur(s) français.-;** Contrôle-qualité; Assurance-qualité; Approche-probabiliste; Analyse-statistique; Modélisation-; Juste-à-temps; Système-aide-décision; Prise-de-décision; Gestion-ressources; Gestion-intégrée; Gestion-entreprise; Production-à-la-commande; Scénario-; Modèle-stochastique; Valeur-d'information; Diminution-coût; Entreprise-; Acquisition-titre-onéreux; Achat-; Système-information

**Mot(s)-clé(s) d'auteur:** assemble-to-order-manufacturing; ATO-; entreprise-resource-planning; ERP-; information-sharing; just-in-time-purchasing; JITP-; quality-control; QC-; vendor-evaluation

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### 3.184 Queueing analysis of a server node in transaction processing middleware systems.: Queues in practice

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**Résumé:** Quantitative performance modeling of complex information systems is of immense importance for designing enterprise e-business infrastructures and applications. In this paper, we present a traffic model of a server node in a typical transaction processing middleware system as well as a quantitative framework to model and analyze its performance. A multi-class open queueing network model is presented in which multi-class jobs are admitted to a number of server processes sharing hardware resources including the CPU and the disk. We have developed a viable approximation method, which decomposes the dependent components into their independent counterparts while preserving their relevant characteristics. We have conducted queueing-theoretic delay analyses and verified the approach using simulation. Results demonstrate the strength of our approach in predicting delays, elapsed times and other system performance measures.

**Code(s) de classement:** 001d01a05; 001d02b04

**Descripteur(s) anglais:** Modeling-; Delay-system; Performance-evaluation; Delay-; Approximation-method; Resource-sharing; Multiserver-queue; Queueing-network; Electronic-trade; Firm-; Information-system; Quantitative-analysis; Middleware-; Transaction-processing; Queue-

**Descripteur(s) français.-;** Modélisation-; Système-à-retard; Evaluation-performance; Retard-; Méthode-approximation; Partage-des-ressources; File-n-serveurs; Réseau-file-attente; Commerce-électronique; Entreprise-; Système-information; Analyse-quantitative; Intergiciel-; Traitement-transaction; File-attente

**Mot(s)-clé(s) d'auteur:** Performance-analysis; Queueing-theory; Transaction-processing; TP-monitor; Server-processes

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