

Contents

ERP Future 2012	1
Felix Piazzolo and Michael Felderer	
 Part I ERP Future	
The Future of ERP: A Critical Outlook	9
Helmut Guembel	
Lean ERP: How ERP Systems and Lean Management Fit Together	13
Martin Adam, Johannes Keckeis, Peter Kostenzer and Heiner Klepzig	
Social Content Management Systems: Challenges and Potential for Organizations	19
Andrea Herbst and Jan vom Brocke	
 Part II ERP Planning Requirements	
ERP-Planning Garbage: Realizing and Preventing	31
Karlheinz Haberlandt	
Enterprise Resource Planning Requirements Process: The Need for Semantic Verification	53
Peter Bollen	
 Part III Human Interaction with ERP Systems	
ERP Clients: Browser-Based or Dedicated: Do We Need Both?—An Evaluation Based on User Perceptions	71
Christian Leyh and Walter Heger	

Critical Success Factors of e-Learning Scenarios for ERP End-User Training	87
Lukas Paa and Nesrin Ates	
 Part IV ERP Implementation and Integration	
Does Predefined ERP Implementation Methodology Work for Public Companies in Transitioning Country?	103
Adnan Kraljić, Denis Delismajlović and Tarik Kraljić	
A Team-Oriented Investigation of ERP Post-Implementation Integration Projects: How Cross-Functional Collaboration Influences ERP Benefits	115
Daphne Rich and Jens Dibbern	
 Part V ERP Landscape	
Analysis Pattern for the Transformation of ERP System Landscapes by SaaS	131
Kurt Porkert and Howard Sutton	
 Part VI ERP: Cost-Benefit Analysis	
Automated Testing of ERP GUI: A Cost-Benefit Analysis	143
Johannes Keckeis, Jan-Peter Eberle, Kurt Promberger and Pascal Erhart	
Utilizing Enterprise Resource Planning in Decision-Making Processes	153
Bahram Bahrami and Ernest Jordan	
 Part VII Critical Success Factors	
Flexibility and Improved Resource Utilization Through Cloud Based ERP Systems: Critical Success Factors of SaaS Solutions in SME	171
Ariane Gerhardter and Wolfgang Ortner	
Analysis of the Critical Success Factors for ERP Systems Implementation in U.S. Federal Offices	183
Asmamaw A. Mengistie, Dennis P. Heaton and Maxwell Rainforth	

Part VIII Business Process

Towards a Framework and Platform for Mobile, Distributed Workflow Enactment Services on a Possible Future of ERP Infrastructure	201
Dagmar Auer, Dirk Draheim, Verena Geist, Theodorich Kopetzky, Josef Küng and Christine Natschläger	

Part IX Quality of ERP Systems

A Business View on Testing ERP Systems with Value-Based Requirements Coverage.	219
Rudolf Ramler, Theodorich Kopetzky and Wolfgang Platz	
A Quality Analysis Procedure for Request Data of ERP Systems.	235
Michael Felderer, Emir Tanriverdi, Sarah Löw and Ruth Breu	

Part X Implementation of Innovative Business Concepts

How to Consider Supply Uncertainty of Renewable Resources in the Basic Data Structures of ERP-Systems	253
Stefan Friedemann and Matthias Schumann	
Towards Total Budgeting and the Interactive Budget Warehouse	271
Dirk Draheim	

Part XI Selection and Customization

Customization of On-Demand ERP Software Using SAP Business ByDesign as an Example	289
Karl Kurbel and Dawid Nowak	
Index	299