

# Preface

Information technology has reformed and restructured the inner workings of companies, organizations and government agencies over the past several decades, and will continue to do so well into the future. Managers and administrators are constantly in search of new tools to be used in support of greater utilization and management of information technology applications in their prospective organizations. *Cases on Information Technology Planning, Design and Implementation*, part of Idea Group Inc.'s *Cases on Information Technology Series*, brings together a variety of real-life experiences of how other companies and organizations have successfully, or not so successfully, planned, designed, and implemented different applications using information technology. Cases included in this publication present a wide range of issues related to systems development, design and analysis of modern information systems applications without pitfalls.

The cases included in this volume cover many topics, such as volunteer center information systems' design, ERP implementation in a global company, the procurement of a integrated applications suite, a learning organization-oriented information technology planning and management process, an information kiosk's development, a paradigm shift in technology and higher education at a university, the analysis of a Web application, systems requirements and prototyping, implementing a planning module at a company, effective computer systems for a large paper mill, developing sales and marketing IS/IT infrastructures, a new technology platform for motor vehicle registrations, implementing IT in developing nations, mobile technology, public registries technological modernization, information systems and technology outsourcing, enterprise information portals in small to medium sized businesses, the evolution of a small software company, IT adoption in the Chinese banking system, and systems for telecommunications enterprises.