

GUEST EDITORIAL PREFACE

Special issue of Selected Papers from CENTERIS 2011

Maria Manuela Cruz-Cunha, Polytechnic Institute of Cávado and Ave, CGIT Research Centre, Frescainha S. Martinho, Portugal

Ricardo Martinho, Polytechnic Institute of Leiria, Leiria, Portugal

This issue of the *Information Resources Management Journal* integrates adapted and enhanced versions of five papers selected among the 120 papers presented at the International Conference CENTERIS'2011 – Conference on ENTERprise Information Systems: aligning technology, organizations and people, held in Vilamoura, Algarve, Portugal, last October 2011. CENTERIS'2011 gathered academics, researchers, IT/IS professionals, managers and solution providers from 30 different countries representing the five continents, to share experiences, bring new ideas, debate issues and introduce the latest developments in Enterprise Information Systems.

INSIDE THIS ISSUE

This special issue includes five contributions to the discussion of the main issues, challenges, opportunities and developments related with EIS as tools for competitiveness. Written by twelve internationally renowned and experienced researchers in the EIS field, these

contributions represent six different countries, assuring also a cross-cultural dimension.

In the first paper, “ERP Lifecycle: A Retirement Case Study,” Haddara and Elragal focused their attention on the Enterprise Resource Planning (ERP) systems retirement phase and discuss why and when should organizations discontinue their systems. A convenience case study of an SME has been selected from Egypt, which has retired their local ERP system and replaced it with an SAP-based ERP. Results of the authors’ analysis indicated that the reasons of retirement were related to wrong selection (users were not involved in the selection process) and lack of an official implementation methodology. This is a relevant finding, since mainstream literature is mainly focused on retirement after maturity.

In “Why a Partner Ecosystem Results in Superior Value: A Comparative Analysis of the Business Models of Two ERP Vendors,” Antero and Bjørn-Andersen carry out a historical analysis of business conducted over 25 years by two ERP software vendors in Denmark, each employing its own business model. Using the Resource Based View, the authors compared

and contrasted the capabilities and resources of the two companies. They concluded that technology will lead to more intermediation and the inclusion of more economic units in the traditional value chain or value network. This is due to lower transaction costs and increased focus on core competences, contrarily to the general belief of the heyday of e-commerce/e-business which states that technology would dis-intermediate the value chain and promote further direct sales to customers.

There are several motivations for Customer Relationship Management (CRM) systems use, some of them aligned with the results of CRM adoption. These are the main findings presented in the third paper, "Motivations and Results for CRM Adoption in Large Companies in Portugal," where Cruz-Cunha, Varajão, and Santana concluded that the results of CRM adoption generally reflect those motivations. The study also allows CRM systems vendors and consultants to better address the needs of their potential clients.

Draghici and Draghici's paper, "Cross-Disciplinary Approach for the Risk Assessment Ontology Design," describe a cross-disciplinary approach to support the risk assessment process through an integrative tool based on a global ontology. The designed global ontology covers risk identification and characterization, the related potential work accidents and/or diseases, and decides for appropriate preventive/corrective measures. The global ontology structure follows a matrix model with two dimensions: one related to the work system structure/components and the other related to the risk assessment logical chain. For the integrative tools, solutions for risk assessment process modeling have been developed, with the purpose of better explain and understand the relations in the risk assessment logical chain. In addition, a concept model was developed and implemented for the global ontology complete definition, and an expert system and web platform are presented as integrative tools for the risk assessment.

In "Optimization of Anti-Spam Systems with Multiobjective Evolutionary Algorithms," Basto-Fernandes, Yevseyeva, and Méndez present anti-spam filtering as a cumbersome service, under a software product perspective. Choosing the best importance scores for the spam filters is essential for the accuracy of any rule-based anti-spam system, and is also one of the major challenges in this research area. Authors present a survey on single/multi-objective optimization research in this area, and present a study for filters score setting using multi-objective optimization based on two most representative evolutionary algorithms: NSGA II and SPEA2. Problem description, simulation and results analysis is done for SpamAssassin public mail corpus which is widely used for benchmarking purposes.

ACKNOWLEDGMENT

We express our gratitude to IGI Global and to Dr. Khosrow-Pour and Ms. Jan Travers for the opportunity to edit this special issue of IRMJ, and for the excellent support of their team of professionals. We would like to thank all the members of the Scientific Committee of CENTERIS 2011, for their commitment and for sharing their knowledge and experience in the support of the decision-making processes. Finally, we would like to express our appreciation and gratitude to the authors for their excellent contributions: this special issue sheds some light of their relevant work and deep knowledge on the Enterprise Information Systems domain.

Maria Manuela Cruz-Cunha

Ricardo Martinho

Guest Editors

IRMJ

Maria Manuela Cruz-Cunha is currently an Associate Professor in the School of Technology at the Polytechnic Institute of Cavado and Ave, Portugal. She holds a Dipl. Eng. in the field of Systems and Informatics Engineering, an MSc in the field of Computer Integrated Manufacturing and a Dr. Sci in the field of Production Systems Engineering. She teaches subjects related with Information Systems, Information Technologies and Organizational Models to undergraduate and post-graduate studies. She supervises several PhD projects in the domain of Virtual Enterprises and Information Systems and Technologies. She regularly publishes in international peer-reviewed journals and participates on international scientific conferences. She serves as a member of editorial board and associate editor for several international journals and for several scientific committees of international conferences. She has authored and edited several books and her work appears in more than 120 papers published in journals, book chapters and conference proceedings. She is the co-founder and co-chair of the international conferences: CENTERIS – Conference on ENTERprise Information Systems and ViNOrg - International Conference on Virtual and Networked Organizations: Emergent Technologies and Tools.

Ricardo Martinho is an Assistant Professor at School of Technology and Management of the Polytechnic Institute of Leiria. He has a BSc in Electrotechnic and Computers Engineering from University of Coimbra, and a Masters degree in Computer Science from Technical University of Lisboa. He is currently a member and researcher of the LASIGE laboratory at the University of Lisboa, and a PhD student at the University of Trás-os-Montes e Alto Douro. His main research areas include process modelling languages, process-aware information systems and flexibility in software development processes.