Enterprise Systems For Management Luvai Motiwalla Jeffrey

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This volume provides guidance on how to design, develop and implement service management both as an organisational capability and a strategic asset. It is a guide to a strategic review of ITIL-based service management capabilities, with the aim of improving their alignment with overall business needs. It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies. It is also benefits mangers at other levels, by explaining the logic of senior management decisions.
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For undergraduate and MBA-level Enterprise Systems courses. An approach to understanding and implementing ERP systems for success in today's organizations. Motiwalla teaches students the components of an ERP system, and the process of implementing ERP systems within a corporation to increase the overall success of the organization. This text also places major importance on the strategic role of ERP systems in providing a platform for improved business operations and productivity. The second edition reflects the nature of today's enterprise systems.
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An evolving agenda of Information Technology Auditing is subject of this book. The author presents various current and future issues in the domain of IT Auditing in both scholarly as well as highly practice-driven manner so as to make those issues clear in the mind of an IT auditor. The aim of the book is not to delve deep on the technologies but the impact of these technologies on practices and procedures of IT auditors. Among the topics are complex integrated information systems, enterprise resource planning, databases, complexities of internal controls, and enterprise application integration - all seen from an auditor's perspective. The book will serve a big purpose of support reference for an auditor dealing with the high-tech environment for the first time, but also for experienced auditors.
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