# Strategic Information Systems: Concepts, Methodologies, Tools, and Applications

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Volume I

Information Science

# **INFORMATION SCIENCE REFERENCE**

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# Volume I

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#### Section I. Fundamental Concepts and Theories

This section serves as the foundation for this exhaustive reference tool by addressing crucial theories essential to the understanding of strategic information systems. Chapters found within these pages provide an excellent framework in which to position strategic information systems within the field of information science and technology. Individual contributions provide overviews of strategic intelligence, strategic decision making, and decision support systems, while also exploring critical stumbling blocks of this field. Within this introductory section, the reader can learn and choose from a compendium of expert research on the elemental theories underscoring the research and application of strategic information systems.

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### Section VII. Critical Issues

This section addresses conceptual and theoretical issues related to the field of strategic information systems, which include failures and successes in system implementation. Within these chapters, the reader is presented with analysis of the most current and relevant conceptual inquires within this growing field of study. Particular chapters also address service quality in supply chain management, petri nets, and privacy and security in customer relationship management. Overall, contributions within this section ask unique, often theoretical questions related to the study of strategic information systems and, more often than not, conclude that solutions are both numerous and contradictory.

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### Section VIII. Emerging Trends

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