

Description

Enterprise resource planning (ERP) is a class of integrated software that uses software technologies to implement real-time management of business processes in an organization. ERPs normally cut across organizations, making them large and complex. Software researchers have for many years established that complexity affects software quality negatively and must therefore be controlled with novel metrics and models of evaluation that can determine when the software is at acceptable levels of quality and when not.

Metrics and Models for Evaluating the Quality and Effectiveness of ERP Software is a critical scholarly publication that examines ERP development, performance, and challenges in business settings to help improve decision making in organizations that have embraced ERPs, improve the efficiency and effectiveness of their activities, and improve their return on investments (ROI). Highlighting a wide range of topics such as data mining, higher education, and security, this book is essential for professionals, software developers, researchers, academicians, and security professionals.

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