Number	T - 21
Name	Managing Organizational and IS/IT Competencies in the Enterprise Systems Environment
Co-Chairs	

Redouane EL Amrani **(primary contact)** Neoma Business School, France	Simon K. Poon University of Sydney, Australia	Duane Truex Georgia State University, USA
http://www.neoma-bs.fr/thematiques/faculte-et-recherche/departements-academiques/systemes-d-information-supply-chain-et-aide-a-la-decision	http://sydney.edu.au/engineering/it/~spoon/	http://robinson.gsu.edu/profile/duane-p-truex-iii/

Descripton

Information Technology, although improving, relatively less expensive and pervasive in the modern organization, continues to offer significant challenges to organizations. Achieving proper organizational 'fit' and alignment with strategic and tactical goals, and the longstanding goal of affecting inter and intra organizational process, data and operational integration, remain commonly voiced concerns from within the practitioner and research communities.

In the Enterprise Systems arena, the convergence of ERP and BI systems is considered crucial; BI is frequently tightly coupled with the ERP systems integration upon, or shortly after, the ERP implementation. But even once ERP and BI systems have been implemented, unless proper organizational governance and technical support structures are in place, firms may only see limited benefits from these systems. How can companies consistently drive value from their ES? To provide enduring value, companies must rely on integrated and high-quality systems as well as on a current and context-rich organizational competency.

It is posited that to enhance and support ES performance, organizations need to tap the individually held skills of expert system users and managers and organize them as diverse 'competency' teams. Researchers have called for the cultivation of technical and organizational expertise to leverage and derive increased value from currently deployed ES. This track aims to promote contributions dealing with a managerial, an economic, a methodological or a technical perspective on managing competencies in ES environment.

The track will provide a forum for examining and discussing the current state of ongoing research and sharing theoretical and practical experiences. The track may be of interest for the broader Information Systems community interested in extending/complementing Enterprise Systems with more reactive capabilities and to get closer look on the requirements of the convergence between ERP, BI and new governance structures.

The goal of this track is to create awareness about the role of new governance structure (ERP and BI Competency Centers for example) in managing a hybrid of functional, technical and managerial competencies in order to improve enterprise and business units' performance. The list of topics that are relevant to this track includes the following, but is not limited to:

- Organizational issues related to the integration and the convergence of ERP and BI systems
- Emerging trends in post-implementation ES: challenges, issues and critical success factors
- The role Competency centers structure in stabilizing organization and improving Business Units performances
- Managing ES maintenance and upgrade
- Using Knowledge Management principles in Enterprise Systems Integration
- Role of IT-based knowledge and/or decision making resources for competitive action

	• Integrating Business Process Modeling Tools to Enterprise Systems • Management of knowledge and business process improvement While much research has been conducted on ES implementation, the interaction between IT expertise and organizational competencies during post-implementation continues to perplex us and offer challenges to researchers and practitioners alike. Yet, there is much that remains to be understood about those issues. This track focuses on these challenges, at both individual and group levels of analysis. We particularly welcome controversial pieces that will challenge the audience's thinking regarding taken-for-granted assumptions, models, and research practices.
Track Associate Editors	List of Track Associate Editors