Abstract

To increase their performance for adopting ERP (Enterprise Resource Planning) in their Information Systems, many academic institutions around the world are attracted to ERP software packages, it is because they are expected to bring productivity and efficiency gains, particularly through their ability to make the organization more integrated. ERP solutions are very complex software packages. To improve the chance of success, they must be carefully evaluated and selected, needing a proper evaluation and analysis framework. This paper attempts to identify important issues affecting Enterprise Resource Planning (ERP) implementation in Moroccan context. The results presented are based on a case study (action research) in four large Moroccan public universities. This study concerns mainly the new implementation of an ERP. The problems addressed are spread over different phases of the implementation life cycle and discuss several aspects: scope, sponsoring, project management standard versus customizations, resistance to change / resisting forces, cultural aspects, operations and values system.
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