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## Editorial

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In the past, project success has been defined narrowly as simply meeting time and cost constraints for a given scope of work. However, to make an IT project completely successful and sustain the information systems adopted, basic definition of success needs to be extended to include meeting return on investment expectations, product quality, stakeholder satisfaction, security, maintainability and adaptability. As the increasing numbers of companies are integrating electronic business into their strategic activities, project management and evaluation of information systems are increasingly important to the business success.

Benefits of this approach are a reduction in the problems encountered and success of an electronic business project at each of the adoption stages. There are many key issues to be explored and identified in IS project management such as a full set of project plans, including milestones, tasks, schedules, staffing, deliverables, and costs foreseen. It can also be analysing a specific organisational setting with the needs of critical software and the performance measurement/post-adoption considerations of the plans. This special issue explores the effective and innovative use of project management and evaluation mechanisms in the adoption of electronic business systems.

This special issue of IJEB includes six papers, which reflect the current climate of movement towards an electronic corporate environment by which business continues its attempt to reduce cost and at the same time provide superior service to remain competitive. Each of the papers has been peer-reviewed by two independent referees and the comments were provided to the authors for revising and updating their papers. The papers cover the application of a variety of methods and frameworks used in monitoring IS projects. This includes both qualitative and quantitative approaches. We hope that you will find these studies interesting and stimulating and further contribute to the sector of this special issue in the IS disciplines.

Chad Lin develops an integrated framework for electronic customer relationships as viewed from the aspects of evaluation in his paper 'An integrated framework for managing eCRM evaluation process'. Primary consideration is given to characteristics of the integrated framework and the necessity of adaptation in managing the decision-making, business strategic alignment, evaluation and implementation to attain competitive advantage. A review of the current literature and an analysis of multi-case study in changing global markets emphasise the relative importance of key issues and factors surrounding the implementation of eCRM. By adapting a model to incorporate business strategy, IT strategy, business operation, and IT execution, the model is expected to greatly benefit customer satisfaction levels and thus enhance the performance of the firm with a more realistic insight into the impact of their investment on their business.

'Heightened expectations for Information Systems project success: an exploratory study by a semi-structured approach' by Sorin Gudea suggests that the role played by personal expectations influences significantly the overall expectations of IS project success. This ground theory based study has the sound records from the industrial participants that are presented in the context of the paper. Four aspects including behaviour, organisation, technology, and management are further explored to form the interrelationships between the factors that yield the implications and discussions. The paper concludes that the effect borne by these factors cannot, and should not be, discounted and the IS project success expectations should be grounded in the project reality as the evaluation mechanism to ensure the satisfaction of project stakeholders.

Chien-Sing Lee proposes a weighted layered methodology to assess diverse workflow to form best practices, which are consequently expected to increase the value of managed information and to enable update, reuse and refinement of codified knowledge as they are also the keys to ensure the success of IS development and implementation. Titled 'Layered and weighted methodology to Workflow evaluation', this paper justifies the use of the WaLwFA methodology in the steps of workflow encompassing the analysis, design, evaluation, and mapping phases that can facilitate to form the meta-models and the reference meta-models for evaluation criteria across various information systems.

Grey Situation Decision-Making Method (GSDM) has been applied as one of the most influential methods for evaluation and decision-making in the literature and in the practical fields. Aiming to extend its applicability, Che-Wei Chang proposes a combined method of GSDM and perceived and expected gap to evaluate the quality of software used in supply chain management in his paper 'Constructing a perceived and expected quality model between system supplier and end user to evaluate supply chain system'. Adapting the figures from a case study, this paper used ISO/IEC 9126 as the standard to evaluate the differences between users' expectations and actual software provided in order to ensure software quality.

In his paper 'The measurement of performance in IT projects', Elmar Kutsch presents the results of an empirical study investigating the criteria of a successful IT project. The research data were gathered through a survey of IT project managers in the UK. The data were used to test the three outcome factors adapted from the literature, namely project efficiency, stakeholder satisfaction, and business direct success. The major contribution of this study is to suggest that the project managers are more concerned with the satisfaction of stakeholders, achievement of the purpose of the projects, and provision of the benefits to the owners; rather than the achievement of quality, cost, and time objectives as traditionally defined in the literature. The paper also provides a foundation for future researches, which intend to explore the reasons for the differences of perceived success and failure between this study and the literature.

The paper 'Multi-agent-oriented approach to supply chain planning and scheduling in make-to-order manufacturing' introduces a Supply Chain Multi-agent Systems (SCMAS) framework integrating Bilateral Negotiation (BiNeg), Proactive Order Monitoring Multi-Agent System (POMMAS), and Production Planning and Scheduling of Multi-Agent System (PPS\_MAS) modules on the basis of different agent platforms to address the monitoring events in a supply chain context. This study can benefit the evaluation of scheduling sequent process by using the fuzzy value in fuzzy logic transfers linguistic value into the same scale.

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The Referee Board of this special issue includes: Aurelio Ravarini, Carol Hsu, Chaochang Chiu, Chian-Hsueng Chao, Chun-Che Huang, Elizabeth Smith, Hin Kai Chan, I-Cin Wu, Jason C.H. Chen, Jo Hanisch, Kanike Nagaraju, Koong Lin, L.H. Chen, Nguyen Manh Tho, Romano Nicholas, Steven D. Sheetz, Stockdale Rosemary and Yousef Amer.