

Public Abstract

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Title:Enterprise Resource Planning Implementation in Higher Education

Enterprise resource planning (ERP) implementation projects are unique to each institution and yet are expensive, time consuming, and result in change across the institution. Five Midwest public and private 4-year higher education institutions were studied to determine the impact of five specific key factors on the overall success of the ERP implementation project. These factors were, (1) the definition and communication of goals, reasons, and expectations, (2) stakeholders perceptions of values and benefits, (3) investment of the financial and human resources, (4) steps taken to prepare and protect against potential drawbacks, pitfalls, and shortcomings, and (5) measures taken to prepare stakeholders for changes in work functionality. The data indicated each of the ERP implementation projects were highly successful. The definition and communication of goals, visions, and expectations to the campus community was important, even at the level to ensure the success of the project. Value and benefits were achieved with conducting and implementing the outcomes of the business process analysis/re-engineering activities, but did not ensure the success of the projects. The investment in financial and human resources was important to the success of the ERP implementation project. Preparing the campus for the potential drawbacks, pitfalls, and shortcomings was also important, and at a level that ensured the success of an ERP implementation project. Preparing for the many changes associated with an ERP implementation project is important and is a key factor to the success of the project.