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Section VII. Critical Issues

This section addresses conceptual and theoretical issues related to the field of business information systems, which include issues related to customer relationship management, critical success factors and the business strategies. Within these chapters, the reader is presented with analysis of the most current and relevant conceptual inquiries within this growing field of study. Particular chapters address the successes of customer relationship management through technology, the role of Business Intelligence in developing countries, and system development lifecycles. Overall, contributions within this section ask unique, often theoretical questions related to the study of business information systems and, more often than not, conclude that solutions are both numerous and contradictory.

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Section VIII. Emerging Trends
This section highlights research potential within the field of business information systems while exploring uncharted areas of study for the advancement of the discipline. Chapters within this section highlight new trends in international e-business collaboration, as well as simulation systems for business process enhancement. These contributions, which conclude this exhaustive, multi-volume set, provide emerging trends and suggestions for future research within this rapidly expanding discipline.

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