Chapter III

Systems and Processes Framework in Global Business Transition

In this chapter we discuss:

- The systems and processes framework for global enterprise transition.
- Global transition factors in business perspective.
- Global transition factors in human resources perspective.
- Global transition factors in end user perspective.
- Global transition factors in cultural perspective.
- Global transition factors in environmental perspective.
- Global transition factors in technology perspective.

Global Enterprise Transition Framework

Having argued for and created a vision of the global entity, we now consider the system and process framework for GET. During global transition, organizations often face many explicit as well as implicit factors that could delay or, in the worst cases, even destroy the globalization process. In order to eliminate
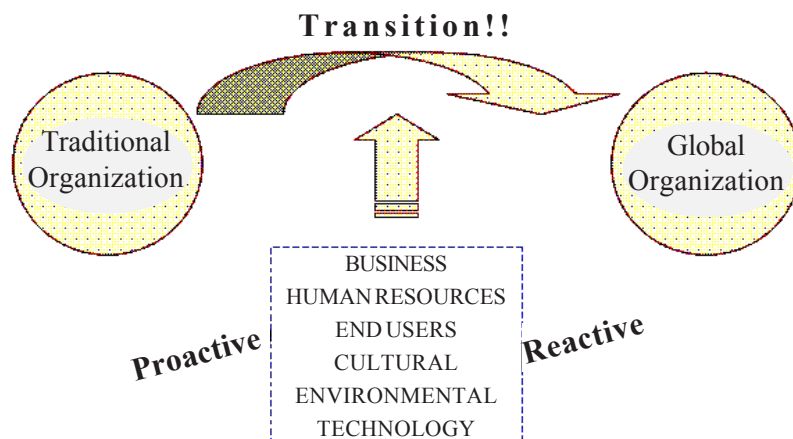
these unnecessary incidents, enterprises need to identify, document and follow the activities of the process of GET.

In the past decade, researchers have made significant efforts to identify the global information systems management (GISM) activities. Most notable are Senn's six key information technology issues (Senn, 1992), and the eight multinational categories of global information technology challenges by Palvia and Saraswat (1992). Based on the implication of activities on the process of globalization, six categories are identified to facilitate classification and collation of the GISM activities (Figure 3.1). The core concept of categorization intends to provide the organizations with an abstract overview of concerns in relation to the transition to globalization. These categories are labeled as:

- Business
- Human Resources
- End User
- Cultural
- Environmental
- Technology

This chapter provides a detailed discussion of each activity and its underlying factors in relation to the global transition process.

Figure 3.1. Global transition factors

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