A Survey on Performance Modelling and Simulation of SAP Enterprise Resource Planning Systems

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Abstract:
IT industry faces the need of a robust, reliable and scalable architecture to support enterprise-scale IT systems. One of such complex systems are enterprise resource planning (ERP) systems. ERP systems support company-wide processes and are considered as a critical success factor for a reliable business operation. Despite the importance of performance prediction of IT systems shown in literature, there is not much work done in the context of ERP systems. This paper presents the results of an online survey conducted in December 2010. 36 IT decision makers of various industries and company sizes took part in this survey, which contained questions about whether and to which degree performance modelling and simulation is currently implemented in companies, which tools are used to measure the performance of ERP systems, and which requirements are expected.

Intellectual Contribution: Discipline-based Research

Kongress- / Buchtitel: