

Journal of Global Information and Business Strategy

Year : 2014,

Volume: 6,

Issue: 1

First Page: (55)

Last Page: (60)

Print ISSN: 0976-4925

Identifying Perception on ERP Software Development Model For Managing Citizen Services in MCD

(1) Vilender Kumar, (2) Sanjay Kumar Gupta

1. School of Studies in Computer Science & Applications, Jiwaji University, Gwalior. E-Mail: vilenderkumar@gmail.com
2. Professor, School of Studies in Computer Science & Applications, Jiwaji University, Gwalior. E-Mail: sanjaygupta@jiwaji.edu

Published on 2014

Abstract

Responsibility for various services and facilities are increasing radically of service providing organizations because customer would like to get fair, quick and transparent services using new technology. MCD is providing many kinds of services and is in ample need of IT resources to meet the growing demand of increasing population of Delhi. In this work, effort has been made in order to know the insight view of MCD officials about the need of software development model for ERP Implementation in MCD to manage citizen services by getting feedback to MCD officials those who are practically using software applications. The aim of this paper is to emphasize the significance of adopting software development model in advance for ERP Implementation to improve citizen services of MCD by delivering of better quality services for citizen and employees under finger tips in minimum time, effort and money from anywhere at any time.

Keywords

Software Development Model, ERP, Critical Success Factors, Database.