
ÍNDICE / Content	1-2
Editorial / Editorial	3-4
1 The Development of an Enterprise Resource Planning System (ERP) for a Research and Technology Institute: the case of the IPEN Willy Hoppe de Sousa, Institute of Nuclear and Energy Research (IPEN), São Paulo, Brazil. Adriano Giardino, Institute of Nuclear and Energy Research (IPEN), São Paulo, Brazil. Maria Aparecida H. Trezza, Institute of Nuclear and Energy Research (IPEN), São Paulo, Brazil.	5-24
2 Business Intelligence (BI) Implementation from the Perspective of Individual Change Maria Amélia de Mesquita Fetzner, Federal University of Rio Grande do Sul, Brazil. Henrique Freitas, Federal University of Rio Grande do Sul, Brazil.	25-50
3 A Vision of Orkut's Users: Studying this Phenomenon Through Cognitive Absorption Mauri Leodir Löbler, Federal University of Rio Grande do Sul, Brazil. Monize Sâmara Visentini, Federal University of Rio Grande do Sul, Brazil Vania de Fátima Barros Estivalete, Federal University of Santa Maria, Brazil.	51-72
4 Data Information System to Promote the Organization Data Collections – Modeling Considerations by the Unified Modeling Language (UML) Eduardo Batista de Moraes Barbosa, National Institute for Space Research (INPE), Brazil. Galeno José de Sena, Paulista State University, Brazil.	73-86
5 CRM as a Support for Knowledge Management and Customer Relationship Silvana Toriani, University of Southern Santa Catarina, Brazil Maria Terezinha Angeloni, Pierre Mendès France University, France	87-108
6 Evaluation of the perceived Quality of the Website of an Online Bookstore: an Empirical Application of the Carnes and Vidgen Model Ueliton da Costa Leonidio, Catholic University of Petrópolis, Brazil Roberto Marcos da Silva Montezano, Faculty IBMEC, Brazil Frederico A. de Carvalho, Federal University of Rio de Janeiro, Brazil	109-130
7 Hospital Information Systems: a Study of Electronic Patient Records Pedro Luiz Côrtes, University Nove de Julho, Brazil. Eliana Goffette de Paula Côrtes, University Gama Filho, Brazil	131-154
8 Use and Development of Health Information Systems: The Experience of an Organizational Unit Responsible for the Technological Services at	155-178

Public Hospitals

Sonia Valle W. Borges de Oliveira, University of São Paulo, Brazil.

Cristiane Sonia Arroyo, University of São Paulo, Brazil.

Marcio Mattos Borges de Oliveira, University of São Paulo, Brazil

Alessandra Henriques Ferreira, University of São Paulo, Brazil

- | | | |
|----|---|----------------|
| 9 | Teach-me: implementation of mobile environments to the teach – learning | 179-212 |
| | Luis Eduardo Pérez Peregrino, Corporación Universitaria Minuto de Dios, Colombia. | |
| | Adriana Maritza Matallana, Corporación Universitaria Minuto de Dios, Colombia. | |
| | Frey Rodríguez Pérez, Corporación Universitaria Minuto de Dios, Colombia. | |
| | Alejandro Moreno Pinilla, Corporación Universitaria Minuto de Dios, Colombia. | |
| 10 | Gestão do conhecimento em transnacionais: o ambiente organizacional como instrumento disseminador | 213-236 |
| | <i>Knowledge Management in Transnational Organizations: The Organizational Environment as a Scatter Instrument</i> | |
| | Julio Araújo Carneiro da Cunha, School of Economics, Business and Accounting, Brazil. | |
| | Cesar Akira Yokomizo, School of Economics, Business and Accounting, Brazil. | |
| | Gustavo de Almeida Capellini, School of Economics, Business and Accounting, Brazil. | |
| 11 | Controles de Governança de Tecnologia da Informação para a terceirização de processos de negócio: Uma proposta a partir do COBIT | 237-262 |
| | <i>Controls of Information Technology management for business processes outsourcing based on COBIT</i> | |
| | Edmara Mezzomo Luciano, Pontifical Catholic University of Rio Grande do Sul, Brazil. | |
| | Mauricio Gregianin Testa, Pontifical Catholic University of Rio Grande do Sul, Brazil. | |
| | Eventos/ Events | 263 |
| | Submissão de Artigos / Contributions | 264-265 |