Dear authors and readers of our journal.

In this issue you can find articles dealing with broad spectrum of contemporary managerial problems of ICT and business services management, business process management, enterprise information systems and database systems.

You can find answer for question how to effectively integrate different types of ICT services, potentially sourced from a number of external providers, in environment of the cloud computing, characterized by use of externally sourced services. To solve this problem is necessary to identify the requirements for a service management framework with particular focus on definition and categorization of ICT services that facilitates the development of a service catalogue. The idea of service process-managed organization states that any process in the organization should be linked to the customer needs, as directly as possible. For solving this task you can be inspired by the “Theory of services” and „Service-oriented thinking“ in different areas of possible application such as software development, process management, outsourcing, etc.

Managing economic processes successfully and correctly is still substantive a decisive criteria for evaluation and implementation of enterprise information systems (ERP). Research made in the Czech Republic has shown that economic function is currently an essential and important component of ERP systems offered and delivered to the Czech market. The implementation of ERP system leads especially to reductions in costs, increased speed and quality, increased use of the invested assets and, at the end, increased value-added for the customers.

I hope this issue will bring you many new interesting and useful findings again.

Zdenek Molnar
Editor in Chief

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