Contribution ID: **25**                                                                        Type: **Research Paper**

# A CONCEPTUAL FRAMEWORK FOR IMPLEMENTING CLOUD ERP SYSTEM IN A DEVELOPING COUNTRY LOCAL GOVERNMENT: A CASE OF UGANDA

Increased demand for efficiency and effectiveness in service delivery has made the implementation of information systems and the demand for access to real time information no longer a requirement unique to private sector or large public sector entities. Local government entities like municipalities are also challenged to provide services with similar efficiency and effectiveness. Successful implementation of an ERP system depend on a number of factors, the framework adopted when implementing the ERP is one of the factors that is critical. Implementing ERP system in local governments in developing countries should also take into account the fact that developing countries lack sufficient technological infrastructure, ERP implementing skills, adequate funds, and have unique political influences unlike developed countries. Cloud ERP provides a platform where local governments in developing countries could successfully implement ERP within prevailing constraints. An exploratory methodology involving focus groups was used to understand the information systems context of municipalities in a developing country, Uganda. Existing ERP implementing frameworks were reviewed, and a conceptual framework to successfully implement a cloud ERP system in a developing country local government is proposed. The understanding of ERP implementing framework/methodology will enable decision makers and ERP vendors reduce on total or partial failure rate of ERP implementation in developing country local governments.

Key words: ERP, Cloud ERP, ERP implementing framework, Local government ERP, ERP implementation

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**Session Classification:**   Emerging Technologies

**Track Classification:**   Emerging Technologies