Editorial
Edson Luiz Riccio
Editor

JISTEM's initiative to promote the inclusion of its authors in the international scene presents results in this first volume of 2011. Nine out of the eleven articles presented are in English. This means that readers who access JISTEM through the ProQuest, Gale Infotrac, Dialnet, Ebsco, CLASE, DOAJ, SciELO and other international libraries can access the full articles and not only the abstracts. We would like to remind you that the articles can still be submitted in Portuguese and Spanish and the translation done at the end of the process.

With great satisfaction we also inform that all issues of JISTEM are already available in the SciELO scientific journal collection.

The 8th CONTECSI - International Conference on Information Systems and Technology Management - will be held between June 1st and 3rd, 2011 at the USP´s FEA - School of Economics, Business and Accountancy, Sao Paulo, Brazil. Around 200 papers will be presented in the following categories: parallel session, research forum, research communication and doctoral consortium. It is also confirmed the presence of Prof. Dr. Joey George, president of the Association for Information Systems - AIS. Since the first edition of the CONTECSI, we have had the honor of hosting the President of AIS to open the conference. The best papers will be invited to be submitted to JISTEM as usual. For more information visit www.tecsi.fea.usp.br/eventos/contecsi

In this issue we have authors from Sao Paulo, Rio Grande do Sul, Santa Catarina, Rio de Janeiro and Colombia. The articles address important themes such as: Enterprise Resource Planning ERP, BI - Business Intelligence, Social Network, UML - Unified Modeling Language, CRM-Customer Relationship Management, Internet, Health Information Systems, E-learning, COBIT and Knowledge Management.

This first issue of volume 8 of JISTEM brings great contributions to the theory and practice of Technology Management and Information Systems.

We wish everyone good reading.