Chapter 11_ Implementation Evaluation Metrics for ERP Solution: A Case of Kibabii University

Most institution of higher learning are implementing enterprise resource planning (ERP) in automating various activities. The architecture of most of the ERP is based on the service-oriented architecture (SOA) where each module can be called as service. In most of the contracts signed between the vendor and the university, payment is tied to the level of implementation. The question is how to then measure the level of implementation. This chapter proposes a metric that could be used. The metric was derived based on an acceptance test on each of functionality of module as per terms of reference. The result of a test was rated as a fail; the result was then coded such that a fail was assigned a zero (0), pass one (1), and query a half (½), from which a metric was derived which measures the level implementation.