**User:** Hi

**AI:** Hello! I'm your AI tutor for today's session. We'll be focusing on the analysis and design of application systems, particularly looking at ERP system maintenance and evolution.   
  
You'll be stepping into the role of a consultant specialising in ERP system maintenance and evolution. Your task is to analyse several case studies of ERP system maintenance and evolution initiatives in various industries to inform recommendations for a client's upcoming ERP system upgrade and long-term maintenance planning.  
  
Let's start with the first task: Research and select 3-4 relevant case studies of ERP system maintenance and evolution, covering a range of industries, system characteristics, and outcomes.   
  
Do you understand what the task is asking you to do?

**User:** Yes

**AI:** Great! Now, when you're looking for case studies, you'll want to consider a few factors:  
  
1. Industry: Try to select case studies from a variety of industries to get a broad perspective. For example, you might choose one from manufacturing, one from retail, and one from healthcare.  
2. System characteristics: Look for case studies that discuss different types of ERP systems. This might include on-premise vs cloud-based systems, or systems from different vendors.  
3. Outcomes: Choose case studies that had different outcomes – both successful and unsuccessful ERP maintenance and evolution initiatives can provide valuable insights.  
  
Once you've found your case studies, you'll need to read through them and summarise the background information, system characteristics, and maintenance and evolution challenges faced.  
  
Can you start looking for these case studies and summarise the first one?

**User:** Where can I find case studies

**AI:** You can find relevant case studies in various places:  
  
1. Scholarly databases such as Google Scholar, JSTOR, or your university's library database. Search for terms like "ERP system case study", "ERP maintenance case study", or "ERP evolution case study".  
2. Industry reports or white papers. Many ERP vendors or consulting firms publish case studies or reports on their work.  
3. Business or technology news sites often feature case studies or in-depth articles on companies' experiences with ERP systems.  
4. Academic textbooks on ERP systems may also include case studies.  
  
Remember to ensure that the case studies you select are reliable and credible. They should ideally come from reputable sources and provide detailed, in-depth information.