
Volume 11: Number 2 / Volume 11: Número 2	2014
Content / Índice	207-208
Editorial	209-210
1 IDENTIFYING OPERATIONAL REQUIREMENTS TO SELECT SUITABLE DECISION MODELS FOR A PUBLIC SECTOR E-PROCUREMENT DECISION SUPPORT SYSTEM Mohamed Adil, Information School, University of Sheffield, Sheffield, UK Miguel Baptista Nunes, Information School, University of Sheffield, Sheffield, UK Guo Chao Peng, Information School, University of Sheffield, Sheffield, UK	211-228
2 THE USEFULNESS OF USER TESTING METHODS IN IDENTIFYING PROBLEMS ON UNIVERSITY WEBSITES Layla Hasan, Department of Computer Information Systems, Zarqa University, Jordan	229-256
3 A FUZZY MULTICRITERIA APPROACH FOR IT GOVERNANCE EVALUATION Angel Cobo, University of Cantabria, Santander, Spain Adolfo Alberto Vanti, University of Vale do Rio dos Sinos, São Leopoldo, RS, Brazil Rocío Rocha, University of Cantabria, Santander, Spain	257-276
4 USING ANALYTIC NETWORK FOR SELECTION OF ENTERPRISE RESOURCE PLANNING (ERP) ALIGNED TO BUSINESS STRATEGY <i>UTILIZAÇÃO DA REDE ANALÍTICA PARA A SELEÇÃO DE SISTEMAS INTEGRADOS DE GESTÃO (ERP) ALINHADOS À ESTRATÉGIA DE NEGÓCIO</i> Alberto de Medeiros Jr., Mackenzie Presbyterian University, São Paulo, SP, Brazil Gilberto Perez, Mackenzie Presbyterian University, São Paulo, SP, Brazil Sérgio Lex, Mackenzie Presbyterian University, São Paulo, SP, Brazil	277-296
5 INFORMATION TECHNOLOGY GOVERNANCE IN PUBLIC ORGANIZATIONS: HOW PERCEIVED EFFECTIVENESS RELATES TO THREE CLASSICAL MECHANISMS <i>GOVERNANÇA DE TI EM ORGANIZAÇÕES PÚBLICAS: COMO A EFETIVIDADE PERCEBIDA SE RELACIONA COM TRÊS MECANISMOS CLÁSSICOS</i> Gelson Heindrickson, Tribunal de Contas da União, Brasília, DF, Brazil Carlos D Santos Jr., University of Brasília, Brasília, DF, Brazil	297-326
6 THE EFFECT OF THE INTERNET ON THE PATIENT-DOCTOR RELATIONSHIP IN A HOSPITAL IN THE CITY OF SÃO PAULO Jayr Figueiredo de Oliveira, EAESP-FGV – Getúlio Vargas Foundation, São Paulo, SP, Brazil	327-344
7 STATE OF THE ART: INTEGRATING SERVICES FOR MEGA EVENTS Jorge R. B. Garay, University of São Paulo, São Paulo, SP, Brazil, Gustavo M. Calixto, University of São Paulo, São Paulo, SP, Brazil,	345-360

	Alexandre M. De Oliveira University of São Paulo, São Paulo, SP, Brazil, Marcelo K. Zuffo, University of São Paulo, São Paulo, SP, Brazil,	
8	USING THE BSC FOR STRATEGIC PLANNING OF IT (INFORMATION TECHNOLOGY) IN BRAZILIAN ORGANIZATIONS Adriano Olímpio Tonelli, Instituto Federal de Educação, Ciência e Tecnologia de Minas Gerais, Formiga, MG, Brazil Paulo Henrique de Souza Bermejo, Federal University of Lavras, Lavras/MG, Brazil André Luiz Zambalde, Federal University of Lavras, Lavras/MG, Brazil	361-378
9	CREDIT ANALYSIS USING DATA MINING: APPLICATION IN THE CASE OF A CREDIT UNION <i>ANÁLISE DE CRÉDITO POR MEIO DE MINERAÇÃO DE DADOS: APLICAÇÃO EM COOPERATIVA DE CRÉDITO</i> Marcos de Moraes Sousa, Instituto Federal Goiano Campus Ceres, GO, Brazil Reginaldo Santana Figueiredo, Federal University of Goiás, GO, Brazil	379-396
10	PERFORMANCE MEASUREMENT OF INFORMATION TECHNOLOGY GOVERNANCE IN BRAZILIAN FINANCIAL INSTITUTIONS Sara C. Boni Barbosa, University of Sao Paulo, USP/FEARP, Ribeirão Preto, SP, Brazil Ildeberto Aparecido Rodello, USP/FEARP, Ribeirão Preto, SP, Brazil Silvia Inês Dallavalle de Pádua, USP/FEARP, Ribeirão Preto, SP, Brazil	397-414
11	AUTOMATED TEXT CLUSTERING OF NEWSPAPER AND SCIENTIFIC TEXTS IN BRAZILIAN PORTUGUESE: ANALYSIS AND COMPARISON OF METHODS Alexandre Ribeiro Afonso, University of Brasília/UnB, Brasília - DF, Brazil Cláudio Gottschalg Duque, University of Brasília/UnB, Brasília - DF, Brazil	415-436
12	AUDITORIA CONTÍNUA DE DADOS COMO INSTRUMENTO DE AUTOMAÇÃO DO CONTROLE EMPRESARIAL Washington Lopes da Silva, TecBan S/A, São Paulo, SP, Brazil Jorge Rady de Almeida Jr., University of São Paulo, São Paulo, SP, Brazil	437-460
	RESULTADOS DO 11º CONTECSI – CONGRESSO INTERNACIONAL DE GESTÃO DA TECNOLOGIA E SISTEMAS DE INFORMAÇÃO <i>OUTCOMES OF THE 11th CONTECSI – INTERNATIONAL CONFERENCE ON INFORMATION SYSTEMS AND TECHNOLOGY MANAGEMENT</i> Edson Luiz Riccio, University of São Paulo, São Paulo, SP, Brazil Marici Cristine G. Sakata, TECSI FEA USP, University of São Paulo, São Paulo, SP, Brazil Nelma Terezinha Zubek Valente, Universidade Estadual de Ponta Grossa, Paraná, Brasil Ligia Capobianco, TECSI University of São Paulo, São Paulo, SP, Brazil	461-510
	<i>Events / Eventos</i>	511
	<i>Contributions / Submissão de Artigos</i>	512-513