Where is the Wisdom We Have Lost in Technology?

Panel

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ABSTRACT
Wisdom has been at the heart of practical, philosophical, and theological interest since antiquity but is now attracting interdisciplinary scientific interest from academic researchers in diverse disciplines. Practical wisdom is important from the IS perspective because we have built information tools and technologies that can harm or benefit us in various ways and it is important that we understand the implications of these technologies. The purpose of this panel is to start and stimulate conversations with the IS community on a broad array of individual, organizational and societal issues at the intersection of wisdom and technology. The hope is to take the first steps to bring together disparate notions on wisdom in an IS context and to explore new frameworks to advance research in this emerging area representing wisdom-based IS. Broadly, this panel will explore topics relating to extending knowledge management concepts for wisdom; making meaningful distinctions between knowledge, wisdom, ethics, and other related concepts in the context of information systems teaching, research, and practice; the design, management, use, and implications of technologies for consciously discovering, creating, sharing, and supporting wisdom in individuals, organizations, and societies; interdisciplinary or transdisciplinary understanding of the nature of wisdom in a technology-driven world; and mindful living with and connected by technologies for personal, professional, and societal well-being.

Keywords
Wisdom, technology, information systems, knowledge management

INTRODUCTION
Wisdom has been at the heart of practical, philosophical, and theological interest since antiquity. It is clear that wisdom is critical to our survival. We have built tools and technologies that can destroy us. “If there is anything the world needs, it is wisdom. Without it, I exaggerate not at all in saying that very soon, there may be no world. . .” warns Robert J. Sternberg, 2003 President of the American Psychological Association (Sternberg, 2003). Hence, in recent decades, wisdom is increasingly attracting interdisciplinary interest from other academic fields that include psychology, sociology, gerontology, biology, neurosciences, management, marketing, health, and medicine among others. In the IS field, many leading researchers [e.g., Ackoff (1989)] among several others has called for a real need to progress from data, information, and knowledge to understanding and intelligence and ultimately to wisdom as implied by the DIKW hierarchy. While wisdom may be seen as the pinnacle of the DIKW pyramid, there are others who have argued that the pyramid is itself problematic because wisdom is different and does not fall in the same progression or plane as data, information, and knowledge. Regardless of how we view wisdom, upon looking closely, wisdom seems intricately connected to many aspects of computing and information systems such as knowledge management, problem finding in the face of uncertainty, problem solving, systems thinking, judgment and decision making, group support, analytics, modeling, social networks, symbolic representations, and artificial intelligence among others (Dalal, 2012). The dramatic recent advances in information
technologies have also created new interesting questions and concerns for practical wisdom in the face of new technologies, the issues being of great relevance to the IS community.

PANEL OVERVIEW AND OBJECTIVES

The purpose of this panel is to start and stimulate conversations with the IS community on a broad array of individual, organizational and societal issues at the intersection of wisdom and technology. The hope is to take the first steps to bring together disparate notions on wisdom in an IS context and to explore new frameworks to advance research in this emerging area representing wisdom-based IS. Broadly, the panel as a whole will touch upon one or more topics falling into the following themes:

- Drawing upon and extending knowledge management concepts for wisdom (e.g., learning organizations, inquiring organizations, personal knowledge management)
- Meaningful distinctions between knowledge, wisdom, ethics, and other related concepts in the context of information systems teaching, research, and practice
- Design, management, use, and implications of technologies for consciously discovering, creating, sharing, and supporting wisdom in individuals, organizations, and societies
- Interdisciplinary or transdisciplinary understanding of the nature of wisdom in a technology-driven world
- Mindful living with and connected by technologies for personal, professional, and societal well being
- Philosophy of technology and applications of philosophies to a technology-based world

PANEL LAYOUT AND DESIGN

The select group of panel members are IS researchers who responded to an international call for members of this panel and/or those who have expertise in one or more of the above themes based on past publications and other academic work. The panelists are representative of diverse emerging issues at the intersection of wisdom and technology in the IS community.

The panel will start with a short introduction after which each panelist will very briefly and broadly explore the diversity of topics touching upon their theme of expertise. The floor will be then opened for discussion between the panelists and the audience ending with a summary of emerging themes by the moderator. The panelists believe there will be considerable interest in these topics so sufficient time will be allocated for audience interactions.

PANELISTS AND TOPICS

The following section describes briefly the panelists and the themes and topics they will explore.

David J. Pauleen (PhD) is an associate professor in the School of Management at Massey University, Albany, New Zealand. His work has involved knowledge management research at the intersection of wisdom and management (Kupers & Pauleen, 2013), wisdom and education (Intezari & Pauleen 2012, 2013 & f/c) and wisdom and research (Lien, Pauleen, Kuo, & Wang, 2012). His work has appeared in such journals as the Journal of Management Information Systems, Sloan Management Review, Business Insight (Wall Street Journal & Sloan Management Review), CAIS, Journal of Knowledge Management, Journal of Information Technology, and Internet Research. He is also editor of the books, Virtual Teams: Projects, Protocols and Processes (2004) and Cross-Cultural Perspectives on Knowledge Management (2007), and co-editor of Personal Knowledge Management: Individual, Organizational and Social Perspectives (2010) and Handbook of Practical Wisdom: Leadership, organization and integral business practice (2013). He has recently been invited to co-edit a series of books, the Gower Series on Wise Management and Organization.

David Pauleen will explore topics relating to holistic understanding of KM and Personal Knowledge Management (Pauleen 2009; Pauleen & Gorman, 2011), which may be described as the skills and knowledge needed for individuals to survive and thrive in turbulent environments in the context of practical wisdom.

Murray E. Jennex is an associate professor at San Diego State University, editor in chief of the International Journal of Knowledge Management, co-editor in chief of the International Journal of Information Systems for Crisis Response and Management, and president of the Foundation for Knowledge Management (LLC). Dr. Jennex specializes in knowledge management, crisis response, system analysis and design, IS security, e-commerce, and organizational effectiveness. Dr. Jennex serves as the Knowledge Systems Track co-chair at the Hawaii International Conference on System Sciences. He is the author of over 150 journal articles, book chapters, and conference proceedings on knowledge management, crisis
response, end user computing, international information systems, organizational memory systems, e-commerce, cyber security, and software outsourcing. Dr. Jennex is a former US Navy Nuclear Power Propulsion officer and holds a B.A. in chemistry and physics from William Jewell College, an M.B.A. and an M.S. in software engineering from National University, an M.S. in telecommunications management and a Ph.D. in information systems from the Claremont Graduate University. Dr. Jennex is also a registered professional mechanical engineer in the state of California and a Certified Information Systems Security Professional (CISSP), a Certified Secure Software Lifecycle Professional (CSSLP), and a Project Management Professional (PMP).

Murray Jennex will introduce distinctions between wisdom and actionable intelligence, challenge notions of wisdom in the IS context, and propose extensions to the DIKW hierarchy that organizations may use to guide decision making and competitive strategy.

**Jon W. Beard**, Ph.D., is an Associate Professor in Information Systems and Operations Management in the School of Management at George Mason University. He has worked as an IT and Systems Engineering consultant. His research interests are on the design of technology and work environments, IT strategy, and Information Technology and Design Science. He has published in IEEE Transactions on Engineering Management, Communications of the Association of Information Systems, the Journal of Strategic Information Systems, Journal of Information Systems Education, Research in Organizational Change and Development, and Organization Development. He is the Editor of two books on impression management and information technology.

Jon Beard will raise key questions for individuals and organizations such as: can information technology help us achieve wisdom? Or, might technology, in fact, be more of a hindrance? Can the fact that we can so easily capture and process so much data actually distract us from achieving wisdom? He will explore a design science approach that builds on the concepts of knowledge management for inquiring organizations and organizational learning.

**Peter A. Rosen** is an Associate Professor of Management Information Systems at the University of Evansville. His research interests include the areas of social media use, crowdsourcing, and sports analytics. His recent research on crowdsourcing has appeared in the Journal of Decision Systems and AMCIS 2012, and his work on social media use in the job selection process has appeared in the Journal of Applied Social Psychology and Journal of Managerial Psychology.

Peter will explore topics in the design and use of group wisdom support systems such as systems for dynamic crowdsourcing to tap the wisdom of the crowds.

**Wenli Wang** is an Associate Professor of Computer Information Systems at Robert Morris University. She received a Ph.D. in MIS from University of Texas at Austin, and a B.S. in Computer Science from Beijing University of Posts and Telecommunications, China. Her research interests are economics of IS, IS assurance, electronic commerce, and information services. She has published in journals such as Journal of Economic Theory, Decision Support Systems, and IEEE Computer. She now extends her interdisciplinary research to the field of contemplative studies as she is an avid meditator.

Wenli Wang will explore issues relating to meaning, presence and mindfulness in the design, implementation, and use of information technologies.

**Nikunj Dalal (moderator)** is Professor of Management Science and Information Systems in the Spears School of Business at Oklahoma State University. He has participated in and facilitated meaningful dialogues among individuals and groups and he is personally and professionally interested in raising awareness of wisdom issues in the IS community and beyond. He has presented and published research on dialogues, wisdom computing, and online learning. His recent research is largely interdisciplinary and in the areas of wisdom, learning, rapid computer game creation, philosophical issues in information systems, modeling, dialogues, and Web perception. He has chaired or co-chaired a minitrack on transdisciplinary wisdom in IS, which focuses on issues at the intersection of wisdom and technology, at AMCIS 2012 and 2013. His past work has been published in the Communications of the ACM, Communications of the AIS, European Journal of Information Systems, Decision Sciences, International Journal of Human-Computer Studies and other journals.

Nikunj Dalal will moderate the panel discussion and will explore emerging themes at the intersection of wisdom and technology as they arise during the discussion.
SELECTED ILLUSTRATIVE REFERENCES