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Foreword IRIS42: Smart Transformation

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SELECTED PAPERS OF THE INFORMATION SYSTEMS RESEARCH SEMINAR IN SCANDINAVIA (IRIS)

IRIS42: Smart Transformation

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Foreword

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1 About Issue 10 (2019)

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2 Foreword

IRIS42 was hosted by Tampere University, and held in Nokia, Finland, 11-14 August 2019. The theme of the seminar was *Smart transformation*. Notably, the theme explored how individuals, organizations, and society at large respond to emerging technologies changing our ways of working, decision making, and living. Thereby, the seminar addressed important questions such as: What is "smartness"? How do new technologies impact our lives and transform organizations as increasing amounts of data are being collected, processed, and utilized across sectors in versatile ways? And how can we foster the required capabilities and understanding of this progression for the benefit of individuals and society?

The 6 papers of this 10th issue of IRIS Selected Papers were nominated by the group leaders at IRIS42. The papers have been subjected to a blind peer-review process prior to and in-depth group discussions during the seminar. Based on the group discussions and review comments, the papers were revised and resubmitted by the authors for publication in the issue. Based on a total of 35 submissions to IRIS42, this issue has an acceptance rate of 23%.

The selected papers of this issue include both literature review and empirical research papers applying a range of qualitative and quantitative methods. The topics span from value creation and life satisfaction in the context of mobile technologies to enterprise architecture as well as questions of organizing, work practices, and contradictory demands and motivations in product design and development. As editors of this 10th issue, we are happy to have had the possibility to read and process this exciting set of papers for publication. We wish the authors all the best with their future research endeavours. The next section introduces each paper.

3 Selected papers

The first paper, *Value of mHealth Apps for Maternal Healthcare Service Delivery*, by Hawa Nyende, examines value co-creation with multiple actors using mHealth apps in maternal healthcare. The question is approached through service-dominant (S-D) logic and a case study investigating two mHealth apps' usage in rural Uganda. Data was collected through interviews and focus group discussions with several types of stakeholders. Qualitative data was analysed by thematic analysis method and through the S-D value co-creation model. The paper provides insight into what and how value and benefits were co-created in several areas in maternal healthcare and beyond, at organisational and individual levels. The study proposes a foundation for planning and scaling up mHealth apps and further contributes to understanding the value co-creation process in healthcare.

Yanqing Lin's paper *How does Nomophobia Impact Life Satisfaction? Exploring the Mediating Effect of Psychological Disorders* presents a big-scale survey study with a sample size of over 9000. The study addresses the relation between nomophobia (derived from "no mobile phobia") and life satisfaction mediated by psychological disorders. By statistical methods and hypotheses testing, the paper argues that among college students, smartphone usage positively contributes to developing nomophobia, and that psychological disorders mediate the relationship of nomophobia and life satisfaction. The study contributes to understanding of smartphone usage related to adverse effects and encourages future studies to a more comprehensive investigation of IS use affecting mechanisms.

The third paper, *Enterprise Architecture: A Perspective on How Far We Have Come, and Directions for the Future*, by Truth Lumor, Mirja Pulkkinen, and Ari Hirvonen investigates the area of Enterprise Architecture (EA) and provides a detailed meta-review of extant EA reviews. In the paper, the authors create a taxonomy of review papers and categorize them into four identified areas. The authors argue that there is inconsistency in the use of EA terminologies and a scarcity of empirical evidence in EA research, which have hindered the maturity of the field. The paper provides an account of how the field has developed over time and identifies gaps within the areas. Firstly, the paper contributes to our understanding of EA research progress. Further, it proposes directions for future research in order to achieve more coherent discipline with theory grounded relevant solutions and rigorous methods.

An Approach to Addressing the Usability and Local Relevance of Generic Enterprise Software authored by Magnus Li, explores the contradictory requirements to the usability of generic products or packaged software: supporting generic level variety on the one hand and meeting local, organizational requirements on the other. The paper reports from an ongoing Action Design Research project within the health information systems and conceptualizes a Generic Software Design Lab to strengthen usability and local relevance in implementation-level design. By this discussion, the paper contributes to exploring design methods and techniques of generic software and provides relevant experiences to practitioners in and around generic software development and implementation.

In the paper *Re-organizing for Digital Product Platforms: The Work of Vehicle Motion Engineers* Charlotte A. Shahlaei, Ulrika Lund Snis, Dick Stenmark, and Rohit Tikekar explore how engineers' work is shifting, when previously established physical products become digitized. The authors approach the question of "how do the characteristics of work for developing digital product platforms impact processes of organizing" through the automotive industry, and the case of developing autonomous cars. This exploratory study provides detailed real-case examples on the relationship of the technological characteristics, resulting new work conditions and the related organizing processes within the problem domain. Along with creating understanding of the shift in work practices, product architecture model,

and arrangement of human competence, the paper contributes to aligning our thinking about organizing with the current phenomena within IS.

Finally, Jon Aaen in *Organizing for Emerging Welfare Technology: Launching a Drug-Dispensing Robot for Independent Living* follows the emergence of a service robot in primary healthcare, from project launch to testing, development, and evaluation. Seeking new ways of organizing emerging technologies, nine Danish municipalities and a consortium of four private companies launched a collaborative project, aiming to develop and implement the use of a drug-dispensing robot for patients living at home. The analysis traces how project managers respond to competing concerns on innovation strategy, testing, coordination, and user mobilization and how these critical decisions shape the project's trajectory. As such, the paper sheds new light on how to understand and manage competing concerns in the cumbersome process of organizing for emerging technologies in primary healthcare.