Guest Editors' Introduction

Special Issue on PACIS 2010

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The Pacific Asia Conference on Information Systems (PACIS), sponsored by the Association for Information Systems (AIS), is the premier annual information systems conference in the region. It aims to provide a high quality forum for researchers and practitioners to exchange research findings and practices on key issues in information systems and management.

PACIS 2010 was held in Taipei, Taiwan in July 2010 and its theme is "**Service Science in Information Systems Research**." In response to the transition of the global economy from the manufacturing to service-dominated economy, service science is emerging as a new and exciting paradigm. It represents a melding of information technology with an understanding of business processes and human behaviors for improving service operations, delivery, innovation, and ultimate values to customers. At the emerging stage of service science, it is essential for information systems (IS) researchers and practitioners to help shape what service science is by fusing IS research into inquiries of service science. Meanwhile, the service-centric view of service science may open up exciting opportunities and unique challenges to IS research. Hence, PACIS 2010 aims to facilitate the dialogues among IS professionals in academic and industries to exchange insights on issues related to service science in IS research as well as IS research to service science.

The papers accepted by PACIS 2010 address issues specific to the conference theme as well as general IS research, which covers a broad range of empirical, managerial, technical, and economic aspects of IS research. This special issue contains three research articles from PACIS 2010. These papers were selected, extended, further reviewed and revised from those presented at PACIS 2010.

The special issue begins with a paper that examines wikis in the context of collaborative learning project teams. Koh and Lim, in their paper "Effectiveness of Wikis for Team Projects in Edu-

cation," develop a theoretical model using the lens of the functional perspective, proposing wikis to positively affect learning outcomes of academic achievement, self-reported learning, process satisfaction, positive social environment and a sense of community, through the processes of task-related and socio-emotional activities. Tested using two separate wikis (Mediawiki and Confluence) over a protracted period of one semester, the research findings show strong support for wiki effectiveness, contributing to research areas including wikis and small groups.

In the second paper, "Building IT Capability to Increase Organizational Performance: A Path-Oriented Process," Bi, Kam, and Smyrnios conceptualize IT capability as the outcome of a path-specific resource building process, driven by the e-business skills and knowledge of a firm's IT human resources, which the authors refer to as e-business centric IT expertise. The authors posit that through the use of appropriate IT infrastructure, and the development of back-end integration and front-end functionalities, e-business centric IT expertise could be harnessed to provide the right information to the right customers at the right time, giving rise to a firm-specific IT capability. They further contend that IT capability is a source of competitive advantage, offering inimitable differentiation in market responsive agility, which is a key to securing sales in an increasingly customer-centric market. The authors operationalize these conceptualizations as a structural equation model (SEM) and test twelve hypothesized relationships using data drawn from a survey of 310 fast-growth small-to-medium sized companies in Australia.

The special issue ends with the paper, "Delivering Knowledge Across Boundaries: A Case Study of Bankco's Offshoring Projects," by Feng, Ye, and Pan. The authors propose a process framework to demonstrate the actual processes in which knowledge is delivered across boundaries between vendors and clients in the offshoring arrangements. By combining the framework of knowledge boundary and theory of absorptive capacity to analyse the case of BankCo's offshoring project, the stages are identified, through which various types of knowledge are sequentially delivered from clients to vendors by several processes in each stage. In particular, their study reveals that a strategic shift from total global offshoring project to global distributed teamwork renders BankCo an opportunity to overcome the hindrance of pragmatic boundary and insufficient absorptive capacity of the offshoring vendors.

Acknowledgements

About the Guest Editors

Chih-Ping Wei received a BS in Management Science from the National Chiao-Tung University in Taiwan, R.O.C. in 1987 and an MS and a Ph.D. in Management Information Systems from the University of Arizona in 1991 and 1996. He is currently a professor of Department of Information Management at National Taiwan University. Prior to joining National Taiwan University in 2010, he was a professor of Institute of Service Science and Institute of Technology Management at National Tsing Hua University in Taiwan and a professor of Department of Information Management at National Sun Yat-sen University in Taiwan. He was also a visiting scholar at the University of Illinois at Urbana-Champaign in Fall 2001 and the Chinese University of Hong Kong in Summer 2006 and 2007. His papers have appeared in *Journal of Management Infor-*

mation Systems, *European Journal of Information Systems*, *Decision Support Systems*, *IEEE Transactions on Engineering Management*, *IEEE Software*, *IEEE Intelligent Systems*, *IEEE Transactions on Systems, Man, and Cybernetics*, and others. His current research interests include information retrieval and text mining, knowledge discovery and data mining, text mining and information retrieval, knowledge management, and patent analysis and intelligence. He has edited special issues of *Decision Support Systems*, *International Journal of Electronic Commerce*, *Electronic Commerce Research and Applications*, *Information Processing and Management*, and *Pacific Asia Journal of the Association for Information Systems*.

Patrick Y.K. Chau is a Professor in Information Systems at the Faculty of Business and Economics of the University of Hong Kong (HKU). He obtained his doctorate from the Richard Ivey School of Business at the University of Western Ontario, Canada. His research interests are in management of information systems, knowledge management and E-commerce. His work has appeared in leading Information systems journals including *MIS Quarterly*, *Journal of Management Information Systems*, *Journal of the Association for Information Systems*, *Decision Sciences*, *Information & Management*, *Decision Support Systems*, *Omega*, and others.

Han Zhang is the Helen and John Taylor Rhett, Jr. Associate Professor and the Area Coordinator of Information Technology Management at College of Management, Georgia Institute of Technology (Georgia Tech). He received his Ph.D. in Information Systems from the University of Texas at Austin in 2000. His research focuses on economics of information technology, online trust and reputation related issues, trusted third parties or intermediaries, online payment methods, e-services, and the evolution of electronic markets. Dr. Zhang's research work has appeared in various prestigious academic journals such as *Information Systems Research*, *MIS Quarterly*, *Journal of Management Information Systems* and *Decision Support Systems*. He was the inaugural workshop co-chair of the *First China Summer Workshop on Information Management (CSWIM 2007)*, the Program Co-chair of the *Sixth Workshop on e-Business (WeB 2007)*, the workshop co-chair of the *Fourth China Summer Workshop on Information Management (CSWIM 2010)* and the program co-chair of the *14th Pacific Asia Conference on Information Systems (PACIS 2010)*. Dr. Zhang serves on the editorial board of *Decision Support Systems*, *Electronic Commerce Research & Applications*, *Pacific Asia Journal of the Association for Information Systems* and *Journal of Information Systems and E-Business Management*. Dr. Zhang was a 2009 Hesburgh Award Teaching Fellow at Georgia Tech. He received the 2009 Georgia Tech Outstanding Undergraduate Research Mentor Award and the 2010 Brady Family Award for Faculty Teaching Excellence at College of Management, Georgia Tech.