EDITOR'S COMMENTS

As we publish the first 2010 *MISQE* issue, we have several reasons to celebrate.

1. This journal has been selected for inclusion in the Thomson Reuters database, which means that the contribution of our *MISQE* articles to a given line of research will be more evident; only 10-12% of journals that apply are accepted.

2. This year's SIM-sponsored Academic Workshop prior to the 30th ICIS conference in Phoenix included 9 research papers on Enterprise and Industry Applications of Web 2.0. Program chairs Ann Majchrzak, Jerry Kane, and Blake Ives will also be the editors for the Dec. 2010 *MISQE* issue on this topic.

3. This issue includes an interview with Peter Keen on "Engaging in CIO-CxO Conversations that Matter" that was conducted after his invited talk at the 30th ICIS conference. Peter has been an inspiration to academics and practitioners alike for decades.

The articles in this issue also demonstrate useful knowledge generated from collaborations between the academic and practitioner IS communities. The first research article, "Telematics at UPS" by Rick Watson, Marie-Claude Boudreau and Seth Li of the University of Georgia in collaboration with Jack Levis of UPS, is a revised version of a case study selected as the first place winner for the 2009 SIM Best Paper Award competition. The paper provides detailed examples of informatics projects that have provided measurable business value to this company. The academic authors also relate the UPS initiative to an "energy informatics" framework based on their field research into "green" information systems initiatives in other organizations.

The next two research articles provide insights about challenges faced by today's IS managers in increasingly common work environments in which external IS personnel play critical application development and/or support service roles. Based on two sets of field interviews, Wilfred Wu and Bob Zmud identify several practices for managing temporary contract personnel that yield not only short-term IS project benefits, but also benefits related to developing an organization's own software development and knowledge transfer capabilities.

In the article "Switching IT Outsourcing Suppliers: Enhancing Transition Readiness," Sia Siew Kien, Lim Wee Kiat, and Kanapaty Pelly Periasamy build on the "painful" lessons learned by a government unit in Singapore that chose to not renew a contract with a vendor that had developed an online portal and provided call center support over a 5-year period. The authors provide guidelines for ensuring readiness for transitions to a different supplier by taking actions prior to signing an outsourcing contract and during the contract, as well as lessons learned about minimizing the disruptions during the transition between old and new suppliers.

This March 2010 issue also includes another SIM-APC forum report highlighting an APC member initiative as well as two SIM-sponsored reports by academic researchers. Rudy Hirschheim, Richard Welke, and Andrew Schwarz share the key findings from their APC-sponsored research on Service-Oriented Architecture (SOA) implementations. In addition to providing a brief tutorial, they compare their interview findings with what they perceive to be the "espoused view" and propose an SOA maturity model in which they describe six IT and business dimensions for five stages of maturity.

The results of the 2009 survey of the SIM membership on the importance of key IS management issues and technology trends is also published in this issue. Not unexpectedly, the authors (Jerry Luftman and Tal Ben-Zvi) found some major differences with prior year results, which they primarily attribute to the "difficult" economic environment their respondents were facing by mid-2009. Some high-level comparisons with small managerial samples from Europe and China are also provided in this report for the first time.

As we go to press with this issue, we are hopeful that 2010 will be a brighter year for IT investments!

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