Editor's Comments

By the time our June 2014 issue is printed, some of you will be heading to Tel Aviv for the 22nd European Conference on Information Systems. Three of our editorial team members will be present: senior editors Bill Kettinger and Philip Yetton and senior editor and former editor-in-chief, Carol Brown. Bill will be representing *MISQE* at the Meet the Editors panel session. I hope that some of you will have the opportunity to talk to Bill, Philip or Carol about your research and its possible fit with *MISQE*'s mission.

On the subject of conferences, please consider presenting some of your research in the Practice-based Research Minitrack at HICSS 2015 on the lovely island of Kauai in January. The submission deadline is June 15. For instructions, visit http://www.hicss.hawaii.edu/hicss_48/apahome48.htm or feel free to e-mail me with questions.

Our partnership with SIM is highly visible in this June issue, with two of the papers stemming from research sponsored by the SIM Advanced Practices Council (APC). One of these papers provides four tactics that organizations can use to generate capital from the chaos that is social media. Munir Mandviwalla from Temple University and Rick Watson from the University of Georgia develop a strategic framework comprising the four tactics of Listening and Branding, Mining and Deciding, Conversing and Sharing, and Co-creating and Innovating. The proper tactic depends upon an organization's strategy and capital-creation goals. The paper is a must-read for anyone thinking about what they need to do, and avoid, with organizational social media uses.

The second paper sponsored by the APC is about the use of IT, and in particular, idea generation and evaluation systems, to aid collaborative engineering and innovative problem solving. Written by Gert-Jan de Vreede of the University of Nebraska at Omaha, the paper provides evidence and analysis from two organizations that sought to improve collaborative engineering with IT. Vreede details the ideation innovation processes in both organizations and makes suggestions to others interested in applying collaboration engineering processes.

This issue also includes two research articles accepted from our regular submission pipeline. In the article, "Embracing System Complexity in a Shared Service Center Collaboration," authors Arthur Tomasino, Jane Fedorowicz, and Christine Williams from Bentley University and August Gentner and Todd Hughes from Winnebago County, Illinois, describe how a local government was able to embrace the complexity of aligning the processes of independent departments in the development of a criminal court and case management system. The root of the system complexity was in the shared services spanning multiple independent departments. The lessons from their case study have implications well beyond the boundaries of government agencies, for any organizations wishing to manage complexity in order to achieve performance gain through shared services.

The second research article, by Sabine Matook from the University of Queensland and Likoebe Maruping from the University of Louisville, presents a competency model for customer representatives in agile software development projects. With the rise in agile methods has come the concomitant need for customer representatives with both explicit and implicit responsibilities for helping ensure that customer needs are met in a timely manner. Matook and Maruping's CR competency model, derived from 31 interviews with developers, testers, business analysis, project managers and customer representatives, provides a tool for organizations to improve the agile development process.

In closing, I would like to send out a special thanks to Leslie Willcocks, who is stepping down after over seven years of service as Senior Editor. Leslie's service has been of great value to *MISQE* and to the many authors whose papers he helped shape for publication. We hope that he will continue to serve as an author of outstanding *MISQE* papers and wish him the best of success with his many editorial responsibilities.

Dorothy E. Leidner
Editor-in-Chief
(Dorothy_Leidner@baylor.edu)