

Message From SIM

This issue of *MISQE* addresses a number of innovative IT management challenges, including the Shared Services approach, social media, collaborative work practices, and agile software development projects. *MISQE* research seeks to propose frameworks and concepts that will enable practitioners to understand best practices and lessons learned with respect to these innovative applications of information technology. Research that impacts practice can be of value to both academic professionals and IT industry leaders.

In their paper, “Embracing System Complexity in a Shared Service Center Collaboration,” Tomasino, Fedorowicz, Williams, Gentner, and Hughes provide a case study of how a local government developed a criminal justice court and case management system as a shared service. Using this case, the authors describe how shared services supporting multiple functional areas can be effectively managed.

Agile software development is an emerging methodology which promises to facilitate the development of software that meets the evolving needs of end-users. Customer representatives play a key role in defining requirements for agile development. Based upon interviews with customer representatives, authors Sabine Matook and Likoebe Maruping propose a model with competencies which are grouped into three areas. These three areas include Business, Socio-Relational, and Systems. IT leaders can use this model to communicate, educate, and train participants in the agile development process.

Social media continues to be a significant challenge and opportunity. In their article, “Generating Capital from Social Media,” Mandviwalla and Watson provide a roadmap for understanding social media strategy. They describe four tactics, including Listening and Branding, Mining and Deciding, Conversing and Sharing, and Co-creating and Innovating.

Collaboration Engineering enables organizations to streamline collaborative work practices. In the article entitled, “Two Case Studies of Achieving Repeatable Team Performance through Collaboration Engineering,” Gert-Jan de Vreede describes two pilot collaboration engineering projects. In both projects, participants found collaborative work to be more effective than traditional work. The

article provides insight into how to deploy collaboration engineering successfully.

Highlights from SIM

Each year, the Society for Information Management recognizes research describing IT initiatives that drive measurable results. If you have researched an important and successful IT-related business initiative, the SIM 2014 Paper Competition Committee invites you to submit an abstract and a paper describing this initiative. Winning papers will be a collaboration between academics and practitioners. Since SIM’s focus is toward executive management, the work should describe an initiative of interest to senior IS executives.

Recognition will be given to up to two papers at SIMposium 2014 in Denver and all winning papers will be featured on SIMnet. All winning papers will also be considered for publication in *MIS Quarterly Executive*. Papers will be due August 1, 2014. Please submit an abstract in advance to SIM VP for Academic Affairs, Mary Sumner (msumner@siue.edu) and to Paper Competition Coordinator, Butler Cooper (bcooper@simnet.org). Evaluation criteria will include:

Innovation: Are any new strategies and/or approaches described? Do they add to leading practices?

Impact: Does the paper address the real problem? Is the problem solved or diminished? Is it a managerial (not technical) issue? Is a significant part of the organization impacted? What performance measures reflect success? Do principles exist that could enhance that body of information management knowledge?

Implementation: Is the innovation operational? What is the breadth of the implementation? Does the organization plan to extend the innovation?

Re-applicability: Is the approach applicable to others? Can knowledge be transferred to others?

Appeal and Readability: Is there broad interest in the problem across industries and cultures? Will the paper appeal to SIM membership? Is the paper brief, clear, and to the point? Is the paper written with empathy for the reader?

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We also want to extend an invitation to SIMposium 2014, to be held in Denver, November 2-4, 2014. See www.simnet.org for registration details. SIMposium is the premier practitioner-driven conference designed for and by CIOs for peer-to-peer exchange on technology and business integration best practices. Highly influential CIOs, CTOs and senior IT executives gather to discuss, learn and engage with each other on their current business issues and identify industry best practices.

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