

## Editors' Comments

### From the Editor-in-Chief:

Dear Readers,

In continuing with the annual SIM/MISQE pre-ICIS workshop, we are pleased to announce this year's workshop theme: Delivering Business Value through Enterprise Blockchain Applications. The workshop organizers are Mary Lacity, Rajiv Sabherwal, and Carsten Sorensen. And for the third year, we will also offer a HICSS workshop on the same topic. For both workshops, authors are invited to submit abstracts by September 10, 2018 to Rajiv at [RSabherwal@walton.uark.edu](mailto:RSabherwal@walton.uark.edu). Authors may present at either one, or both, workshops. For more information, please see the call for abstracts on the MISQE.org website.

This issue of MISQE features four research papers and a SIM APC report. The first paper is titled "Cognitive Automation as Part of Deakin University's Digital Strategy" by Rens Scheepers, Mary Lacity, and Leslie Willcocks. This paper describes the case of an early adopter of cognitive automation software to automate customer enquiries. A public university in Australia—Deakin University—is at the forefront of large-scale deployment of cognitive automation technology. The paper describes how Deakin selected and implemented IBM Watson and the value derived thereof to the institution, to students, and to staff. The paper offers valuable lessons for those considering cognitive automation, many of which are applicable to the delivery of any large-scale technology deployment.

The second paper, "Implementing an Organization-sponsored Sharing Platform to Build Employee Engagement," is by Anita Bhappu and Ulrike Schultze. This paper is part of the December 2017 special issue on the Sharing Economy. This paper examines how an organization-sponsored sharing platform, in this case Zimride, can help to build employee engagement. Three technology features of organization-sponsored sharing platforms—restricted network access, limited reputation management, and off-platform coordination—are shown to offer both affordances and constraints

toward the development of employee engagement and toward the building of a more meaningful workplace. The authors offer recommendations for how to enhance reputation management within such platforms, how to institute organizational governance of such platforms, how to increase critical mass, and how to reduce negotiation anxiety.

The final two papers are part of the special section based on the ICIS 2016 Practice-Oriented IS Research track. The special section was edited by the ICIS 2016 track chairs, Janis Gogan and Kristine Dery. Below, their editorial describes the special section as well as the final two papers. The other two papers from the special section were published in the September, 2017 issue.

Lastly, this issue features a SIM-APC report on predictive analytics and business intelligence. In this report, Michael Goul develops an Analytics Capability Reference Model. The model provides guidelines for design imperatives needed to ensure effective analytics capability.

Happy Reading!

Dorothy Leidner  
*Editor-in-Chief*