

Personalized Itinerary Planner and Abstract Book

AMCIS 2009
August 05 - 09, 2009

To make changes to your itinerary or view the full meeting schedule, visit <http://amcis2009.abstractcentral.com:80>



Wednesday, August 05, 2009

You have nothing scheduled for this day

Thursday, August 06, 2009

You have nothing scheduled for this day

Friday, August 07, 2009

You have nothing scheduled for this day

Saturday, August 08, 2009

Time	Session Info
2:00 PM-3:30 PM, Sierra Suite E, Applications of Web 2.0 and Virtual Technologies in the Workplace	
2:00 PM-3:30 PM	532. AMCIS-0668-2009. Web 2.0 and Organizational Learning: Conceptualizing the Link R. Boateng; A. Malik; V. Mbarika
2:30-3:00 PM	533. AMCIS-0360-2009. Enterprise Social Network Platforms as a Management Tool in Complex Technical Systems S. Bente; J. Karla
3:00-3:30 PM	534. AMCIS-0629-2009. Modeling Microblogging Adoption in the Enterprise O. Guenther; H. Krasnova; D. Riehle; V. Schöndienst
4:00 PM-5:30 PM, Sierra Suite E, Implementing and Supporting End-user Technologies	
4:00 PM-5:30 PM	649. AMCIS-0157-2009. On-line Support: A Virtual Treasure Trove for End-User Developers in Small Organisations? H. Korvela; K. Packalén
4:30-5:00 PM	650. AMCIS-0964-2009. A Case of VoIP Implementation at A Financial Services Office R. Roysden; S. Schiller
5:00-5:30 PM	651. AMCIS-0288-2009. The Computing Skills Expected of Business Graduates: A New Zealand Study S. Gibbs

Sunday, August 09, 2009

Time	Session Info
8:30 AM-10:00 AM, Sierra Suite E, Knowledge Management (KM) and Work Group Collaboration and Participation	
8:30 AM-10:00 AM	720. AMCIS-1157-2009. Designing a Knowledge Management System – A Case Study of a Global Telecommunications Company T. San Nicolas-Rocca; D. Rhee; L. Olfman

9:00-9:30 AM	721. AMCIS-0048-2009. Determinants of Partially Distributed Team Performance: A Path Analysis of Socio-Emotional and Behavioral Factors R. Ocker; Y. Zhang; S. Hiltz; M. Rosson
9:30-10:00 AM	722. AMCIS-1169-2009. On the Leverage of User Participation in Business Process Transformation – Learning from Case Studies in the IT-Service Sector J. vom Brocke; B. Thurnher
10:30 AM-12:00 PM, Sierra Suite E, Innovation and Business Process Transformation	
10:30 AM-12:00 PM	795. AMCIS-0681-2009. Has Decreasing Innovation Hurt the Stock Price of Information Security Firms? A Time Series Analysis L. Khansa; D. Liginlal
11:00-11:30 AM	796. AMCIS-0535-2009. The Ideas Competition as Tool of Change Management - Aspects of Triggering Ideas D. Klein; U. Lechner
11:30-12:00 PM	797. AMCIS-0813-2009. Responding to Technology-Enabled Organizational Transformation J. Kuruzovich

Final ID: 532

AMCIS-0668-2009. Web 2.0 and Organizational Learning: Conceptualizing the Link

*R. Boateng*¹; *A. Malik*²; *V. Mbarika*³;

1. International Center for Information Technology and Development, Southern University, Baton Rouge, LA, USA.

2. IDPM, University of Manchester, Manchester, United Kingdom.

3. Management, Marketing, E-Business, Southern University, Baton Rouge, LA, USA.

Abstract: The Internet has brought the next dimension of collaboration to the door steps of organizations, and its name is 'Web 2.0'. While there is a lot of hype around various concepts associated with the term, little academic research has so far been conducted on the implications of this new approach for the domain of organizational learning. This paper seeks to conceptualize the link between Web 2.0 and organizational learning through a framework that assesses its adaptability as a learning tool. The paper provides an integrated perspective on the broader contribution of Web 2.0 to organizational learning. The proposed framework can assist organizations in prioritization, and evaluation of learning tools. Future research may extend its applicability and understanding by the examining the constructs of proposed framework empirically.

Final ID: 533

AMCIS-0360-2009. Enterprise Social Network Platforms as a Management Tool in Complex Technical Systems

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1. DC Duesseldorf, Tata Consultancy Services, Duesseldorf, Germany.

2. Institute of Business Information Systems, RWTH Aachen University, Aachen, Germany.

Abstract: Technical systems like communication networks or IT systems tend to grow more and more large and complex. Their management is handled by a workforce divided into different locations and responsibility areas, adding to the system vulnerability towards misconfiguration and hidden side effects of administrative actions. Web 2.0 social network platforms are a canonical tool to increase information flow and transparency. This paper proposes a custom-tailored social network platform to be used as a tool in managing such systems. A prototype for such a platform has been implemented and, as a thought experiment, applied to the operation support system of a mobile communication network. This experiment shows the strengths of this idea, together with a number of caveats to be aware of.

Final ID: 534

AMCIS-0629-2009. Modeling Microblogging Adoption in the Enterprise

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1. Institute of Information Systems, Humboldt-Universität zu Berlin, Berlin, Germany.

2. Institute of Information Systems, Humboldt-Universität zu Berlin, Berlin, Germany.

3. SAP Research, Palo Alto, CA, USA.

Abstract: Despite a broad range of collaboration tools already available, enterprises continue to look for ways to improve internal and external communication. Microblogging is such a new communication channel with some considerable potential to improve intra-firm transparency and knowledge sharing. However, the adoption of such social software presents certain challenges to enterprises. Based on the results of four focus group sessions, we identified several new constructs to play an important role in the microblogging adoption decision. Examples include privacy concerns, communication benefits, perceptions regarding signal-to-noise ratio, as well codification effort. Integrating these findings with common views on technology acceptance, we formulate a model to predict the adoption of a microblogging system in the workspace. Our findings serve as an important guideline for managers seeking to realize the potential of microblogging in their company.

Final ID: 649

AMCIS-0157-2009. On-line Support: A Virtual Treasure Trove for End-User Developers in Small Organisations?

*H. Korvela*¹; *K. Packalén*¹;

1. TkF/IS, Åbo Akademi, Åbo, Finland.

Abstract: End-user development of spreadsheet applications or models is both a problem and opportunity for small organisations. In an educational programme aimed at small-business owners, we have observed the problems end-user developers in small organisations are facing. They lack essential basic computer skills, yet when they have been taught these they will soon find that their ideas for further development outstrip their actual skills. The problems are similar to those that other end-user developers face with one additional factor: in small organisations access to the traditional sources of support are limited or even nonexistent. In an explorative study we try to pinpoint what, if anything, the participants feel about on-line support and if they use it to solve problems. It seems that in this case while Internet is recognized as a source of information for work related problems this does not extend to computer related problems.

Final ID: 650

AMCIS-0964-2009. A Case of VoIP Implementation at A Financial Services Office

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1. Department of Information Systems & Operations Management, Wright State University, Dayton, OH, USA.

2. Typan Consultants, Inc. , Dayton, OH, USA.

Abstract: Customer service and customer retention are critical to an organization's success in the service sector. In the Midwest retail office of Anthem Consultants, the old PBX system was incapable of handling customer inquiries during the busy tax return season. The inefficient systems exposed the organization to missed and delayed calls, which lead to a considerable number of customer complaints and lost revenue. This paper presents a case for implementing a VoIP PBX system at Anthem Consultants. Several VoIP systems were tested to determine the suitability of VoIP as the replacement telecommunications platform. The new system increases the availability, speed, and reliability of the information provided to customers and at the same time reduces the staff load. The system implementation also fosters an updated IT plan that will help this organization chart its business strategy for future years.

Final ID: 651

AMCIS-0288-2009. The Computing Skills Expected of Business Graduates: A New Zealand Study

S. Gibbs;¹;

1. Applied Computing, Lincoln University, Christchurch, Canterbury, New Zealand.

Abstract: A survey of employers in New Zealand was undertaken. The intention of this survey was to test the expectation that new graduate employees will possess a good level of computing skills given they have completed a university qualification. We are now in a time where a series of generic skills are required of any graduate entering the workforce. These generic type skills include good communication skills, problem solving abilities and the often not asked for but assumed computer literacy. There is evidence from literature to suggest that these assumptions are not exclusive to New Zealand. Results indicate that employers are finding they have to lower their expectations to fit with the computing skills university graduates are bringing to the workforce. This gap in skills is seen by some as handicapping the ability for employers to recruit suitable graduates

Final ID: 720

AMCIS-1157-2009. Designing a Knowledge Management System – A Case Study of a Global Telecommunications Company

*T. San Nicolas-Rocca*¹; *D. Rhee*¹; *L. Olfman*¹;

1. School of Information Systems and Technology, Claremont Graduate University, Claremont, CA, USA.

Abstract: This paper focuses on the challenges a global telecommunication company faces in managing their existing knowledge management systems and planning for a new enterprise-wide knowledge management system (KMS). Data was collected from six user roles using three disparate knowledge repositories. The design requirements for a new enterprise-wide knowledge management system are presented. This paper offers a contribution to the study of information science by providing empirical evidence to the design requirements of an enterprise-wide knowledge management system.

Final ID: 721

AMCIS-0048-2009. Determinants of Partially Distributed Team Performance: A Path Analysis of Socio-Emotional and Behavioral Factors

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1. Penn State University, McKeesport, USA.

2. ISDS, California State University, Fullerton, Fullerton, CA, USA.

3. IS, NJIT, Randolph, NJ, USA.

Abstract: Distributed teams and their variant, globally distributed teams, are an increasingly common means of accomplishing work. A common team configuration is the partially distributed team (PDT), which has a hybrid structure consisting of two or more subgroups of geographically separated team members. Using partial least squares, we test a path model of the relationships among determinants of between-subgroup perceptions of PDT performance. The data are from a series of quasi-experimental field studies involving nearly 700 students working in PDTs that varied in distance between two subgroups separated by a few hundred miles to international distances that spanned cultures and multiple time zones. The factors examined in the model were shared identity, trust, competence, and conflict; the overall model explains 34% of the variance in perceived team performance.

Final ID: 722

AMCIS-1169-2009. On the Leverage of User Participation in Business Process Transformation – Learning from Case Studies in the IT-Service Sector

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1. Institute of Information Systems, University of Liechtenstein, Vaduz, Liechtenstein.

Abstract: The working environment is facing phases of turbulent change. Changing and increased global competition forces a company to foster an ongoing adaptation of working procedures and processes. Achieving changes to long-established business processes not only requires innovative information technology and process management skills – end-user participation at all levels of the process change is success critical. This paper presents practice reports from the IT-Service sector where a former paper-based business process was transferred into a mobile technology supported process. This contribution investigates how user participation in the development process of a mobile tool contributes to change acceptance and thereby impact on business metrics.

Final ID: 795

AMCIS-0681-2009. Has Decreasing Innovation Hurt the Stock Price of Information Security Firms? A Time Series Analysis

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1. Business Information Technology, Virginia Polytechnic Institute & State University, Blacksburg, VA, USA.

2. University of South Alabama, Mobile, AL, USA.

Abstract: Prior research showed that information security breaches have been beneficial to the stock price of information security firms, around the time that these security breaches were announced. We, however, show that the overall trend in the market value of information security firms has actually been stagnating despite the exponentially growing trends of malicious attacks and IT vulnerabilities. We attribute this decrease in the stock price of information security firms, after controlling for overall market conditions, to insufficient innovation on the part of information security firms, despite growing demand for their products and services. We apply time series regression methods to analyze the relationship between R&D intensity and the market value of information security firms. This work constitutes the first empirical evidence that finds a plausible explanation for the decrease in the stock price of information security firms despite high demand for their products and services, after controlling for market conditions.

Final ID: 796

AMCIS-0535-2009. The Ideas Competition as Tool of Change Management - Aspects of Triggering Ideas

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1. Professur für Wirtschaftsinformatik, Universität der Bundeswehr München, Munich, Germany.

Abstract: With our action research approach at BMW Group Financial Services we explore the correlations between an Ideas Competition and Change Management, with the competition being used as tool to help accomplish organizational change. In this paper, we examine the nature of ideas being forwarded in the Ideas Competition, the influence the Ideas Competition has on the creation and contribution of ideas and the role of awards from an employees' perspective in the context of the change situation. Using predominantly the results of an online survey, we find an importance of the function of awards different from our expectations, we discover the trigger-effect of the competition on the development of ideas and we specify this effect in respect to the ideas' origin being within or without the employees' actual fields of function. Furthermore we hint at the high probability of certain kind of ideas getting lost in the corporate environment.

Final ID: 797

AMCIS-0813-2009. Responding to Technology-Enabled Organizational Transformation

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1. Management Information Systems, Rensselaer Polytechnic Institute, Troy, NY, USA.

Abstract: As a result of the emergence of the Internet and net-enabled business processes, many industries have experienced a period of IT-enabled transformation in which organizations and business operations changed very rapidly. A natural question that arises is how can firms survive and even thrive during such transformations? In addressing this question, we show how a firm's strategic change orientation—a meta-construct consisting of technological opportunism, market orientation, and entrepreneurial orientation—can influence the assimilation of IT and the resulting performance of business processes. We identify and examine two separate change enablers through which this influence occurs: (1) the development of IT capabilities; (2) the creation of a positive climate for IT use. These two change enablers influence the assimilation of technology within the organization and the resulting business process performance. We test the proposed model using a survey of 153 organizations in the retail auto industry, a compelling example of an industry that has undergone an IT-enabled transformation. Results explain 34% of the variance in process performance, and 34% of the variance in financial performance.