

3rd European Conference on Information Management and Evaluation
University of Gothenburg, Sweden
17-18 September 2009

Wednesday 16 September 2009					
18:30	Pre-conference reception and registration (Until 19:30) at the Hotel Eggers				
Thursday 17 September 2009					
09:00	Registration and coffee				
09:30	Room: Torg 2 Welcome from the Conference Co-Chairs: Kalevi Pessi and Elisabeth Frisk, University of Gothenburg, Sweden				
09:45	Keynote Address: Olle Höglblom, Volvo Information Technology, AB Challenges for Volvo Information Technology in a Turbulent Automotive Industry				
10:30	Conference splits into parallel streams				
	Stream A: Government applications Chair - Peter Flensburg Room: Torg 2	Stream B: Enterprise issues Chair – Yvonne Lagrosen Room: Steve Jobs	Stream C: Mini track on ICT issues as they specifically affect SMEs Chair: David Barnes Room: Vin Cerf	Stream D: Mini track on Determinants of information technology adoption Chairs: Tiago Oliveira and Maria Martins Room: Java	Stream E: Mini track on Evaluation of Information Management for Social Development Chairs: Eduardo Diniz and Tania Christoupolos Room: Mark
10:45	Proposing a Tool for the Measurement of e-Government Giannakopoulos Dionisios and Panagiotis Manolitzas , Technological Institute of Piraeus, Greece	Learning to Understand what the ERP System is all about: A Literature Review Myreteg Gunilla, Uppsala University, Sweden	Understanding IT Management in SMEs Cragg Paul and Annette Mills , University of Canterbury, Christchurch, New Zealand	Firms Patterns of e-Business Adoption: Evidence for the European Union-27 Oliveira Tiago and Maria Fraga Martins , ISEGI, Universidade Nova de Lisboa, Portugal	A Proposed Risk Management Framework for Securing Confidential Information Held by Government Departments in the United Kingdom Brock Robert and Robert Benyon , Rhodes University, Grahamstown, South Africa
11:15	e-Government Initiatives in India Walia Paramjeet, University of Delhi, India (Case study)	Moving ERP Research Forward: The Future Directions of ERP Research Uppatumwichian Wipawee, Lund University, Sweden	Technical Criteria for the Comparison of Modern ERP Systems for Usage in Orchestra Companies Gall Michael, Christian Sterba and Thomas Grechenig , TU Vienna, Austria	Implementation of Discrete and Integrated IT: The Role of Organisational Structure and Culture Burns Colm and Nola Hewitt-Dundas , Queen's University, Belfast, UK (Case study)	When Institutionalized Behaviours Create Obstacles to Democratic Debate: Analyzing the Silence in Brazilian Environmental-Education Virtual Communities Hercheui Magda David, Westminster Business School, London, UK
11:45	Evaluation of Customer Centres and e-Services in a Swedish Municipality with Focus on the Citizens' Perspective Bernhard Iréne, University West, Trollhattan, Sweden (Case study)	Aspects on Implementing RUP in Organisations - An Implementor Perspective Fagerstrom-Kareld Birgitta, Vaxjo University, Sweden	How a Medium Sized Enterprise Applies the CRM Approach in its Marketing Wahlberg Olof, Christer Strandberg , Karl W Sandberg , Karen Anderson , Erik Borglund , Mid Sweden University, Sweden and Seppo Sirkemaa , Turku University, Finland	Towards a Model for Determining the Scope of ICT Integration in the Enterprise - The Case of Enterprise Resource Planning (ERP) Systems Carton Fergal and Frederic Adam , University College Cork, Ireland	Governance Implications of Vertical Health Interventions on Health Information Systems Policy Implementation in Nigeria Anifalaje Adebusey, London School of Economics and Political Science, UK (Research in progress)
12:15	Awareness and Acceptability Evaluation of using e-Government Services in Developing Countries: The Case of Jordan Al-Jaghoub Saheer, Mou'ath Al-Hourani and Hussein Al-Yaseen , Al-Ahliyya Amman University, Jordan	Measuring ERP Systems Usage Hedman Jonas and Björn Johansson , CAICT, Copenhagen Business School, Denmark	IT Governance in SMEs: A Theoretical Framework Based on the Outsourced Information Systems Failure Devos Jan, Hendrik Van Landeghem and Dirk Deschoolmeester , Ghent University, Belgium	The Determinants of e-Commerce Adoption by Small Firms in Portugal Martins Maria and Tiago Oliveira , ISEGI, New University of Lisbon, Portugal	Monitoring and Evaluating Microfinance Delivery Through ICT Based Correspondent Banking Diniz Eduardo, Martin Jayo , Fundacao Getulio Vargas, Sao Paulo and Tania Christopoulos , University of Sao Paulo, Brazil
12:45	Lunch				

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	Stream A: Management and Leadership Chair – Eric Borglund Room: Torg 2	Stream B: Evaluation Issues Chair – John O'Donoghue Room: Steve Jobs	Stream C: Mini track on ICT issues as they specifically affect SMEs Chair: David Barnes Room: Vin Cerf	Stream D: Mini track on Determinants of information technology adoption Chairs: Tiago Oliveira and Maria Martins Room: Java	Stream E: Mini track on Evaluation of Information Management for Social Development Chairs: Eduardo Diniz and Tania Christoupolos Room: Mark
14:00	Corporate Blogs Evaluation Using Corporate Leadership Discourse and Followers' Characteristics Bohorquez Victor, Margarita Mayo and Jose Manuel Esteves Sousa, IE Business School, Madrid, Spain	A Theoretical Framework for Evaluating Web 2 Cronk Reet, Harding University, Searcy, USA	Actual vs Planned ERP System Implementation: Costs in European SMEs Johansson Björn and Frantisek Sudzina , Copenhagen Business School, Denmark	Testing of a Model Evaluating e-Government Portal's Acceptance and Satisfaction Lai Cora Sio Kuan, Macao Polytechnic Institute, PRC and Guilherme Pires , Newcastle Graduate School of Business, Australia	Technical and Social Implementation of ICT-Based Performance Recording at a University of Arts Lothaller Harald, University of Music and Performing Arts, Graz, Austria
14:30	Can Positive Psychology Provide Some Guidance to ICT Professionals as they Provide Leadership in the Ethical use of ICT? Grant Candace, Ryerson University, Toronto, Canada, Bernd Carlsen Stahl and Simon Rogerson , De Montfort University, UK	MOA - An Evaluation Model for the Implementation and Use of IT in Organisations Grundén Kerstin, University West, Trollhattan, Sweden	Complementary IS and BP changes in SMEs Makna Janis and Marite Kirikova , Riga Technical University, Latvia (Research in progress)	Radio Frequency Identification (RFID) Adoption in the South African Retail Sector: An Investigation of Peceptions held by Members of the Retail Sector Regarding the Adoption Constraints Upfold Christopher and Haidi Liu , Rhodes University, Grahamstown, South Africa	
15:00	An Investigation of the Activities and Skill Sets Needed By Senior Information Technology (IT) Managers Ekimci Namik Atila and Sevgi Ozkan , Middle East Technical University, Ankara, Turkey (Research in Progress)	Operational Use Evaluation of HealthCare Information Systems in Developing Countries Al-Yaseen Hussein, Saheer Al-Jaghoub , Maher Shorbaji and Maher Salim , Al-Ahliyya Amman University		A Theoretical Lens to Examine the Structural Impact of Adopting Web 2.0 Nagle Tadhg and David Sammon , University College Cork, Ireland	
15:30	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
16:00	Room: Torg 2 Green IT - Sustainable ways to evaluation Magnus Holmqvist, Volvo IT Innovation Centre				
16:30	Room: Torg 2 Panel Discussion: Green IT in relation to Information Management and Evaluation				
17:30	<i>Close of the Conference day</i>	<i>Close of the Conference day</i>	<i>Close of the Conference day</i>	<i>Close of the Conference day</i>	<i>Close of the Conference day</i>
18:30	Bus will leave from the Hotel Eggers to The Gothia Towers for dinner				
19:00	Conference dinner at the Gothia Towers Transport returns to the Hotel Eggers at approximately 22:00				

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Friday 18 September 2009				
09:30	Opening Remarks			
09:40	Room: Torg 2 Keynote address: Debra Howcroft, Manchester Business School, UK Indian ITES-BPO Industry: Issues of space and place			
10:25	Presentation from the hosts of ECIME 2010 Tiago Oliveira and Maria Fraga Martins, ISEGI, Universidade Nova de Lisboa, Portugal			
10:30	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
	Stream A: Performance Issues Chair - Paul Cragg Room: Torg 2	Stream B: Mobile Technologies Chair – Emil Numminen Room: Steve Jobs	Stream C: Education Chair – Bjorn Johansson Room: Vin Cerf	Stream D: Management issues Chair – Karen Anderson Room: Java
11:00	Evaluating the Integration of Leading Edge Pervasive Technologies to Improve Service-Based Branch Performance O'Donoghue John, J.B. McCarthy , Sheng Huang and Frederic Adam , University College Cork, Ireland	Understanding how the use of ICT Services Improves Productivity: A Case of Remote Login Among City Employees in Finland Käpylä Jonna, Tampere University of Technology, Finland (Case study)	Organizational Learning and Six Sigma Deployment Evaluation in an IT Setting Lagrosen Yvonne, University West Sweden, Rana Chebl and Max Rios Tuesta , Altran, France	Managing Mergers and Acquisitions or Post-Merger Cookbook for CIOs and IT Management Albayrak Can Adam, Harz University of Applied Sciences and Andreas Gadatsch , Bonn-Rhein-Sieg University of Applied Sciences, Germany (Case study)
11:30	Creating Strategic Value Through Executive Information Systems: An Exploratory Study Papageorgiou Elmarie, University of the Witwatersrand and Herman De Bruyn , University of Johannesburg, South Africa	An Evaluation Framework for the Selection of a Mobile Policing Information Solution Lindsay Rachael, Tom Jackson and Louise Cooke , Loughborough University, UK	Post-Implementation Evaluation of Collaborative Technology: A Case Study in Business Education Piki Andriani, Royal Holloway University of London, UK (Case study)	Management Conditions Influencing the Successful Outcome of IS Outsourcing Bergkvist Linda, Karlstad University, Sweden
12:00	Effects of ICT on Bank Branch Performance: A Sri Lankan Case Study Maldeni Malanie and Sanath Jayasena , University of Moratuwa, Sri Lanka (Case Study)	Ontological System for Inforamtion Retrieval and Integration of Research Reports in Selected Nigerian Universities Mabayoje Modinat Abalore, University of Llorin, Kyara and S. Olabiyisi , Ladoke Akintola University of Technology, Ogbomosho, Nigeria	An Evaluation of Evaluation Methodologies Concerning Academic Performance in Iran Kokabi Mortaza, Shaheed Chamran University, Ahwaz, Iran	How do CIOs Become CEOs? Barriers and Success Factors Grant Kenneth and Michael Hutson , Ryerson University, Toronto, Canada (Research in progress)
12:30	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>

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	Stream A: Cost Management Chair - Peter Clutterbuck Room: Torg 2	Stream B: Software and Tools Chair - Gunilla Myretag Room: Steve Jobs	Stream C: Records Management Chair – Mats-Åke Hugoson Room: Vin Cerf	Stream D: Managing Knowledge Chair - Fergal Carton Room: Java	Stream E: Enterprise Architecture Chair - Linda Bergvist Room: Mark
13:30	Problems of Cost Efficiency Management of Business Informatics and Their Solving by Means of New Model of Measuring and Analyzing Costs in Business Informatics in the Context of Data Quality Maryska Milos, University of Economics in Prague, Czech republic and Markus Helfert , Dublin City University, Ireland (Research in Progress)	Uncertainty Reduction in Software Development by the use of a Platform-Based Development Strategy Numminen Emil and Anders Wrenne , School of Management at Blekinge Institute of Technology, Ronneby, Sweden	Business Values of Electronic Records Management in SMEs Borglund Erik, Karen Anderson , Mid Sweden University, Seppo Sirkemaa , Turku School of Economics, Finland, Olof Wahlberg and Karl Sandberg , Mid Sweden University, Sweden	Knowing What We Know: A Study of how Small to Medium Sized Software Enterprises can get Better Visibility on what they know Heavin Ciara and Frederic Adam , University College Cork, Ireland	Principles as a Complement to Models in Defining the Target Enterprise Architecture Sjöholm Martin, AstraZeneca Sweden, Rikard Uddström , Acando AB, Gothenburg, Maria Vikingsson , Lysekil Municipal and Reine Wester , Volvo Information Technology, Sweden (Case study)
14:00	Benefits are from Venus, Costs are from Mars Schuurman Peter, Egon Berghout and Philip Powell , University of Groningen, The Netherlands (Research in progress)	Towards a Tool for Monitoring Crime and Law Enforcement Kalidien Sandra, Sunil Choenni and Ronald Meijer , Research & Documentation Centre, Ministry of Justice, The Hague, The Netherlands	How Requirements on Record Managers Change after Implementing new Electronic Records Management System Borglund Erik, Karen Anderson and Göran Samuelsson , Mid Sweden University, Sweden	IT Supported Work Processes for Contact Services in Swedish Municipalities - The Initial Design Step Flensburg Per, Iréne Bernhard and Annika Nåfors , University West, Trollhattan, Sweden (Research in progress)	A Fuzzy AHP Based Approach Towards Enterprise Architecture Evaluation Razavi Davoodi Mahsa, Amir Esmaeil Sarabadani Tafreshi , Islamic Azad University and Fereidoon Shams Aliee , Shahid Beheshti University, Iran
14:30	Summary of issues raised during the conference Led by Jan Ljungberg and Kerstin Grundén				
15:00	Close of conference	Close of conference	Close of conference	Close of conference	Close of conference
	Posters				
	Information Cost Modelling using Activity Based Costing Sipowicz Maria, Eifer Institute Germany IME-031 Main Academic				