

International Conference on Information Management and Evaluation
25-26 March 2010

Wednesday 24 March 2010					
18:30	Pre-conference registration and welcome meeting (Until 1930) at the Southern Suns Newlands Hotel				
Thursday 25 March 2010					
09:00	Registration and coffee				
09:30	Room: African Studies Gallery Welcome from the conference chair: Kosheek Sewchurran				
09:45	Keynote address: Madia Van der Walt-Korsten, CEO, T-Systems South Africa (Pty) Ltd Soul leadership in business				
10:30	Conference splits into streams				
	Room: African Studies Gallery Stream A: Distributed Teams Chair: Wallace Chigona	Room: Leslie Commerce 2B (LC2B) Stream B: Enterprise Architecture Chair: Huan Vo-Tran	Room: Leslie Commerce 2A (LC2A) Stream C: Customer Relationship Management Chair: Shana Poneis	Room: Leslie Commerce 6.14 (LC6.14) Stream D: Web 2.0 Chair: Sumarie Roodt	Room: Leslie Commerce 6.11 (LC6.11) Stream E: Models and frameworks Chair: Boniface Kabaso
10:45	Communication Technology and Culture in Distributed Teams of a Large German Manufacturer Weimann Peter, Christian Hinze , Beuth-Hochschule Berlin, Germany, Elsje Scott and Michael Pollock , University of Cape Town, South Africa	Strategic Alignment Assessment Based on Enterprise Architecture Kaoutar Elhari and Bouchaib Bounabat , Universite Mohammed V, Agdal-Rabat, Morocco	Customer Information Concerns in Banking Contact Centres Hart Mike, Monatumelo Mannya and David New , University of Cape Town, South Africa	Users' Adoption of Web 2.0 for Knowledge Management: Position Paper Alqahtani Fayez Hussain, Jason Watson and Helen Partridge , Queensland University of Technology, Australia	Adapting DeLone and McLean's IS Success Model to Evaluate the e-School System Nyagowa Hesbon, University of Zululand, South Africa (research-in-progress)
11:15	Can a Project-Based Approach Enable IS/IT Graduates to Add the F to IT? Van der Merwe Nata, Cape Peninsula University of Technology, Elsje Scott , University of Cape Town, South Africa and Peter Weimann , Beuth Hochschule, Berlin, Germany	Towards the Theory for Enterprise Architecture Governance in Organisations Coetsee Rudolf and Irwin Brown , University of Cape Town, South Africa	Customer Relationship Management Implementation: A Case Study in a Malaysian Public Higher Learning Institution Mohd Ariffin Nor Hapiza, Abdul Razak Hamdan , Khairuddin Omar and Wan Adilah Wan Adnan , Universiti Teknologi Mara, Malaysia	From Traditional Research to 'Science 2.0' – Introducing an Evaluation Framework for Web-based Research Concepts Bernius Steffen and Julia Kroenung , Goethe University, Frankfurt, Germany	The Application of Usability Principles to Increase Usage of a Mandated Sales Web Application Whyte Grafton and Stephanie Bezuidenhout , University of the Western Cape, South Africa (research-in-progress)
11:45	SC Management Systems for Distributed Development Teams: Real World Requirements and Evaluation Mac Lennan Elizaveta and Jean-Paul Van Belle , University of Cape Town, South Africa	Patients' Processes in Healthcare: An Abstract View Through Enterprise Architecture Ahsan Kamran, Hanifa Shah and Paul Kingston , Staffordshire University, UK (research-in-progress)	Understanding the Effectiveness of Chargeout Systems De Jong Tjalke, Egon Berghout and Peter Schuurman , University of Groningen, The Netherlands	Contributions to a Strategy 2.0 in Higher Education Gomes Rui and Lúcia Sousa , Instituto Politécnico de Viana do Castelo, Portugal	The Creation of a Framework for a Focused Research Problem Development in Information Systems Singh Shawren and Peter Mkhize , University of South Africa, South Africa (research-in-progress)
12:15	Lunch				
13:30	Room: African Studies Gallery Round Table discussion Estimating the conceptual and institutional implications for organisational information systems to enable tracking and reporting on product or service carbon footprints Facilitated by Dr Collins Ngwakwe, University of Cape Town				

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	Room: African Studies Gallery Stream A: Innovation Chair: Avraam Papastathooulos	Room: Leslie Commerce 2B (LC2B) Stream B: Strategic Information Systems Chair: Corrie Uys	Room: Leslie Commerce 2A (LC2A) Stream C: Public Sector issues Chair: Hapiza Mohd Ariffin	Room: Leslie Commerce 6.14 (LC6.14) Stream D Project Management Chair: Rennie Naidoo	Room: Leslie Commerce 6.11 (LC6.11) Stream E: Human and Cultural issues Chair:
14:30	The Role of Platforms in Software Development Planting Real Options to Manage Uncertainties Numminen Emil and Anders Wrenne , Blekinge Institute of Technology, Sweden	Evaluating the Effectiveness of Strategic Information Systems Planning (SISP) Sepehri Mehran, Sharif University of Technology, Tehran, Iran	Whose Group is it Anyway? A Method for Defining the Context of Multi-Organisation Collaborations in Local Government Domains Harris Joycelyn and Lily Sun , University of Reading, UK (research-in-progress)	e-Business Projects Implementation: Hurdles, Challenges and Issues Oni Jonathan, Takauya Chandiwana and Vesper Owei , Cape Peninsula University of Technology, South Africa (research-in-progress)	The Elephant in the Server Room: Confronting the Need for an Ethics Officer in the IT Function Ponelis Shana and Johannes Britz , University of Wisconsin-Milwaukee, USA
15:00	Comparative Analysis of Innovation and Research at Higher Education Institutions in South Africa Silvester Oluput and Manoj Maharaj , University of Kwa Zulu Natal, Durban, South Africa	On a Variety of Semantic Search Systems and Their Evaluation Methods Strasunskas Darijus and Stein Tomassen , NTNU, Trondheim, Norway	Factors Affecting the Success of e-Government in a South African Context: A Grounded Theory Approach Matavire Rangarirai, Wallace Chigona , Dewald Roode , Eureka Sewchurran, Zane Davids, Alfred Mukudu and Charles Boaman-Abu, University of Cape Town, South Africa	A Framework to Dynamically Define Project Success Ajelabi Ifeoluwa and Yinshang Tang , University of Reading, UK	Behavioural Consideration of Information Visualization Techniques: Examining Interaction Pattern Differences Wan Adnan Wan Adilah, Nor Laila Md Noor , Universiti Teknologi MARA and Nik Ghazali Nik Daud , Universiti Pertahanan Nasional, Malaysia
15:30	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
	Room: African Studies Gallery Stream A: Information Security Chair: Wan Adnan Wan Adilah	Room: Leslie Commerce 2B (LC2B) Stream B: Enterprise Resource Planning Chair: Emil Numminen	Room: Leslie Commerce 2A (LC2A) Stream C: Mobile computing Chair:	Room: Leslie Commerce 6.14 (LC6.14) Stream D: Performance Chair: Stella Bvumba	Room: Leslie Commerce 6.22 (LC6.11) Stream E: IT in the SA Election Chair:
16:00	An Organisational Model for Information Security Assessment McKissack Jeremy, Val Hooper and Beverley Hope , Victoria University of Wellington, New Zealand	Organisational Memory Mismatches and Coping Strategies During ERP Usage Seymour Lisa, Brian O'Donovan , Johannes Geldenhuis , Mogamat Isaacs and Kaziwe Kaulule , University of Cape Town, South Africa	Mobile Access to Information Systems in Law Enforcement: An Evaluation of its Implications for Data Quality Lindsay Rachael, Thomas Jackson and Louise Cooke , Loughborough University, UK	Does Entrepreneurial Experience and Strategy Really Matter for ICT Performance? A Greek Cross-Border Empirical Study Papastathooulos Avraam and Christina Beneki , Technological Institute of Ionian Islands, Cephalonia, Greece ICM-118	The Use of the Internet for Electoral Campaign Communication by South African Political Parties Onumajuru P. Uche and Wallace Chigona , University of Cape Town, South Africa
16:30	Bridging an Information Security Framework for Higher Learning Institutions of Malaysia Ismail Zuraini, Maslin Masrom , Zailani Mohammed Sidek and Ikhwan Zaini Awang Mat Saaid , University Technology of Malaysia, Kuala Lumpur, Malaysia (research-in-progress)	Can e-Learning Improve ERP Implementation Projects in Small and Medium Firms? Schuler Joachim, Pforzheim University, Germany (research-in-progress)	Mobile Loyalty Services: A Retailer and Consumer Survey Loeffler Carolin and Freimut Bodendorf , Institute for Information Systems II, Nuremberg, Germany (research-in-progress)	Using Design of Experiment to Evaluate the Performance of a Radio Frequency Identification (RFID) Inventory Reader at the Item Level Golding Paul and Vanesa Tennant , University of Technology, Jamaica	Investigating the Use of Blogs During the 2009 South African Political Campaign Bankole Omolola and Wallace Chigona , University of Cape Town, South Africa
17:00	<i>Close of conference day</i>	<i>Close of conference day</i>	<i>Close of conference day</i>	<i>Close of conference day</i>	<i>Close of conference day</i>
19:00	Conference Dinner at Moyo on Blouberg Strand				

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Friday 26 March 2010				
09:15	Room: African Studies Gallery Day two opening remarks			
09:45	Keynote address: Ojelanki Ngwenyama, Professor of Information Technology Management at Ryerson University, Canada Mind, Suffering and Awareness			
10:30	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>
	Room: African Studies Gallery Stream A: Regional issues Chair: Zuraini Ismail	Room: African Leslie Commerce 2B (LC2B) Stream B: e-Learning Chair: Tony Hooper	Room: Leslie Commerce 2A (LC2A) Stream C: SMEs Chair: Paul Golding	Room: Leslie Commerce 6.14 (LC6.14) Stream D: Knowledge Management Chair: Ligia Sousa
11:00	A Critical Analysis of ICT Capacity Building in Least Developing Countries: The Case of Tanzania Kabanda Salah and Irwin Brown , University of Cape Town, South Africa	Motivating Factors: Educators' use of ICT in Schools in Disadvantaged Areas in the Western Cape Chigona Agnes, Wallace Chigona and Zane Davids , University of Cape Town, South Africa	Early Risk Assessment in Software Development Life Cycle Using Software Metrics Hakizabera Aline Uwera and Ario Ohsato , Nagaoka University of Technology, Niigata, Japan	Wiki-based Knowledge Management in Municipal Traffic and Transport Planning In 't-Hout Robbert, Jos Vrancken and Pieter Schrijnen , Delft University of Technology, The Netherlands
11:30	Factors Affecting the Acceptance and Use of Computers and the Internet by Elderly People in the Kingdom of Bahrain Al-Ammary Jafilah Hassan, University of Bahrain, Kingdom of Bahrain	A Critical Analysis Of Media Discourse on a Western Cape Schools ICT Project: Khanya Mooketsi Bojelo and Wallace Chigona , University of Cape Town, South Africa	Evaluating the IS/IT Benefits Management Practice in South African Organizations Naidoo Rennie, University of the Witwatersrand, Johannesburg and Walter Palk , KPMG, IT Project Advisory, South Africa	Can e-Portfolios be Extended to Assess Intellectual Capital in Universities? Kitimbo Irene, McGill University, Montreal, Canada and Michael Kyobe , University of Cape Town, South Africa (research-in-progress)
12:00	What Challenges Confront Quality Assurance and Accreditation Initiatives In Egypt? Empirical Case Study on The Higher Education Enhancement Project HEEP El Kadi Abir and Kamiz Dalkir , McGill University, Montreal, Canada (research-in-progress)	Teaching Green Information Technology in the Classroom: An Undergraduate Case-study Roodt Sumarie, University of Pretoria, South Africa	Factors That Affect e-Commerce Adoption in Tanzanian SMEs Kabanda Salah and Irwin Brown , University of Cape Town, South Africa	The Acceptance of Technology-based Knowledge Management Systems by Knowledge Workers Bvuma Stella and Sheryl Buckley , University of Johannesburg, South Africa
12:30	An Evaluation of SISP Process Stages in the Context of Developing Countries and the Role of Competing Value of Leadership Osman Esam, Plymouth University, UK (research-in-progress)			Intercultural Communication in Information System Development Teams Nhlapo Emma and Roelien Goede , North West University, South Africa ICM-029
13:00	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>

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	Room: African Studies Gallery Stream A: Social Networking Chair: Jafrah Al Ammary	Room: Leslie Commerce 2B (LC2B) Stream B: Architectures Chair: Dirk Postma	Room: Leslie Commerce 2A (LC2A) Stream C: Business Intelligence Chair: Michael Kyobe	Room: Leslie Commerce 6.14 (LC6.14) Stream D: Software issues Chair:	Room: Leslie Commerce 6.11 (LC6.11) Stream E: Information Management Chair:
14:00	Sociometric Attractiveness on Facebook Stam Kate, Ming-Yi Chao , Snow Dong , Yang Liu, Glen Cameron and Antonie Stam, University of Missouri, Columbia, USA	Disconnected Architectures for use in Connectivity Constrained Environments in Africa Kabaso Boniface and Bobby Moeng , Cape Peninsula University of Technology, Cape Town, South Africa (research-in-progress)	Information as a Strategic Asset in an Asymmetric Unconventional Conflict van Niekerk Brett and Manoj S Maharaj , University of KwaZulu-Natal, Westville, South Africa	The Suitability of Agile Systems Development Methodologies for Data Warehouse Development Goede Roelien and Magda Huisman , North West University, South Africa (research-in-progress)	The Improbable Commitment: The Nature and Outcomes of Managing for Commitment Amongst Information Technology Knowledge Workers Bagraim Jeffrey, University of Cape Town, South Africa
14:30	The Value Congruence of Social Networking Services - a New Zealand Assessment of Ethical Information Handling Hooper Tony and Tyrone Bard Evans , Victoria University of Wellington, New Zealand	Auditing the Architectural Design Process: An Information Management Approach Vo-Tran Huan, RMIT University, Melbourne, Australia (research-in-progress)	The Success of a Business Intelligence System in a Police Organization: An Evaluation Study Carlsson Sven, Linda-Marie Skog and Olgerta Tona , Lund University School of Economics and Management, Sweden	Software Methods in Global Software Development: The Case of Mauritius and South Africa Tanner Maureen, University of Cape Town, South Africa	Information Retrieval and Document Management in the Early Phases of Urban Development Projects Weers Maarten and Jos Vrancken , Delft University of Technology, The Netherlands
15:00	The Emancipatory Role of Blogging in the Middle East Shirazi Fraid, Ryerson University, Toronto Canada (Presentation only)		Applying Earl's KM Model in IK Management Njiraine Dorothy, University of Zululand, South Africa	Information Resources Management Practices, Challenges and Proposed Model (Solution): The Case of Addis Ababa University Ayele Bongale Mangestue, University of Addis Ababa, Ethiopia	Library and Information Professionals (LIPs) in the Present Digital Age: Challenges of the New Skills Meera Meera, University of Delhi, India
15:30	Room: A summary of issues raised during the conference Led by Irwin Brown				
16:00	<i>Close of Conference</i>	<i>Close of Conference</i>	<i>Close of Conference</i>	<i>Close of Conference</i>	<i>Close of Conference</i>
	Posters				
	Towards an ERP Organisational Change Management Framework for SMMEs Jansen van Vuuren Isabel and Lisa Seymour University of Cape Town, South Africa (Poster)				