

| Wednesday 19 September 2007 |  |   |  |
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| 18:30                       | The Lobby Bar of the Suite Hotel<br>Pre-conference reception and registration (Until 19:30)  |   |  |
| Thursday 20 September 2007  |  |   |  |
| 09:00                       | Registration and coffee  |   |  |
| 10:00                       | Amphitheatre<br>Welcome from the conference chair: Charles Despres, CNAM, France   |   |  |
| 10:15                       | Keynote address: Synergies of value creation<br>Dr Marguerite Cronk, Harding University, AR, USA   |   |  |
| 11:10                       | Conference splits into streams   |   |  |
|                             | Room: D013<br>Stream A - Human and Organisational<br>Chair - <b>Marian Carcary</b>   | Room: D015<br>Stream B - Frameworks<br>Chair - <b>Linda Bergkvist</b>   | Room: 213<br>Mini track - e-Health<br>Chair - <b>Reima Suomi</b>   |
| 11:15                       | The Fundamental Challenge: Human and Organisational Factors in an ERP Implementation<br><b>Dawson</b> Julie and Jonathan <b>Owens</b> , University of Lincoln, UK  | Large Scale Research Project, Daidalos Evaluation Framework<br><b>Cleary Grant</b> Frances and Miguel Ponce <b>De Leon</b> , Waterford Institute of Technology, Ireland, Marta Garcia <b>Moreno</b> and Antonio Romero <b>Vicente</b> , Telefónica I+D, Spain and Mark <b>Roddy</b> , Lake Communications, BIC, Ballynode, Sligo, Ireland               | How do the Healthcare Information Systems (HIS) Help: A Literature Review<br><b>Kontio</b> Elina, University of Turku, Juha <b>Kontio</b> , Turku University of Applied Sciences, Heikki <b>Korvenranta</b> University Hospital of Turku and Sanna <b>Salanterä</b> , University of Turku, Finland |
| 11:45                       | Human Behaviour and Organisational Framework: A Multi-Agent Approach to Shape Information Management Systems<br><b>Cipresso</b> Pietro, University of Milan, Italy   | Categorisation and Overview of IT Evaluation Perspectives - A Literature Review<br><b>Frisk</b> Elisabeth, IT University, Goteborg, Sweden  | Evaluating an Electronic Patient Medicine Module Implementation in Two Hospital Settings: An Occasion for new Types of Errors<br><b>Andersen</b> Povl Erik Rostgaard and Tina <b>Jensen</b> , University of Aarhus, Denmark  |
| 12:15                       | Using IT to Enhance Customers Loyalty and Trust in Retail Banking<br><b>Dameri</b> Renata Paola, University of Genova and Sara <b>Bonfante</b> , Intesasanpaolo, Torino, Italy   | Multi-Level Evaluation Settings for Semantic-Based Access Approaches in Image Retrieval: Process and Future Directives<br><b>Bauer</b> Lydia, Josef <b>Herget</b> and Sonja <b>Hierl</b> , Swiss Institute for Information Research (SII), Chur, Switzerland  | Is ICT Enabled Price Transparency A Solution to Quality HealthCare?<br><b>D'Cruz</b> Martin, Turku School of Economics, Finland and Ranjan <b>Kini</b> , Indiana University Northwest, Gary, IN, USA   |
| 12:45                       | Lunch  |   |  |
|                             | Room: D013<br>Stream A - Web issues<br>Chair - <b>Jonathan Owens</b>   | Room: D013<br>Stream B - Information management<br>Chair - <b>Lydia Bauer</b>   | Room: 213<br>Mini track - e-Health<br>Chair - <b>Juha Kontio</b>   |
| 14:00                       | Evaluating Electronic Service Quality: A Transaction process Based Evaluation Model<br><b>Li</b> Hongxiu and Reima <b>Suomi</b> , Turku School of Economics, Finland   | Ex-Post Evaluation of the Implementation of a Student Administrative MIS in the Irish Institute of Technology (IoT) Sector: A Cross-Case Comparative Analysis<br><b>Carcary</b> Marian, Limerick Institute of Technology, Ireland   | Electronic Health Records in Developing Countries, Integrating with Mobile Technology and Legacy Systems for Community Based Health Workers: Organisational and End-Users' Issues<br><b>Iluyemi</b> Adesina, Jim <b>Briggs</b> and Tineke <b>Fitch</b> , University of Portsmouth, UK              |
| 14:30                       | An Exploratory Investigation into Internet Users' Perception Regarding the Data Privacy Policies of Virtual Companies Operating in Ireland<br><b>Kealy</b> Anita and Felicity <b>Kelliher</b> , Waterford Institute of Technology, Ireland | Integration of Enterprise Applications and Functional Fit: The Role of ERP in Supporting Management Objectives<br><b>Carton</b> Fergal and Frédéric <b>Adam</b> , University College Cork, Ireland  | Key Competences for Future Healthcare Information System (HIS) Developers: A Case Study<br><b>Kontio</b> Juha, Janne <b>Roslöf</b> , Elina <b>Kontio</b> and Teppo <b>Saarenpää</b> , Turku University of Applied Sciences, Finland  |
| 15:00                       | CHEVAL: Chur Evaluation Laboratory<br><b>Weinhold</b> Thomas, Lydia <b>Bauer</b> , Josef <b>Herget</b> , Sonja <b>Hierl</b> and Joachim <b>Pfister</b> , Swiss Institute for Information Research (SII), Chur, Switzerland                 | The Application of Benefits Realisation Practices to the Development of a Clinical Trials Support System<br><b>Doherty</b> Neil, Nilesch <b>Dudhal</b> and Crispin <b>Coombs</b> , Loughborough University, Ron <b>Summers</b> , Hiten <b>Vyas</b> , Mark <b>Hepworth</b> and Elisabeth <b>Kettle</b> , University Hospitals of Leicester NHS Trust, UK | The Role of Technology in Medical Decision Making and Judgment<br><b>Dadayan</b> Lucy, State University of New York, Albany, NY, USA   |
| 15:30                       | Evaluation of Internet Banking Adoption and Diffusion in Chile<br><b>Kini</b> Ranjan, Indiana University Northwest, Gary, IN, USA  | From CIO to CKO: A Quantum Leap in Leadership Skills<br><b>Griffiths</b> Paul, The Birchman Group, Santiago, Chile  | An Investigation into the Current IT Legislation Affecting Small Healthcare Organisations with Respect to the Management of Information<br><b>Roushan</b> Gelareh, Alexander <b>White</b> and Graham <b>Manville</b> , Bournemouth University, UK  |
| 16:00                       | Refreshments   |   |  |
| 16:30                       | Knowledge Café - What are the important lessons in information management that have been learnt in the last few years and what implications do they have?<br>Facilitated by Dan Remenyi, Trinity College Dublin, Ireland                   |   |  |
| 18:00                       | Close of the Conference day  |   |  |
| 18:30                       | Coaches leave from the University to the Conference dinner venue   |   |  |
| 19:00                       | Conference dinner at Les Cuisiniers Vignerons<br>Coaches return to the Suitehotel Antigone at approximately 2200   |   |  |

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| <b>Friday 21 September 2007</b> |   |   |   |
| <b>09:30</b>                    | <b>Amphitheatre VAUBAN</b><br><b>Keynote address: Governance for IT Shared Services: Assuring Post-Implementation Value</b><br><b>Charles Ashman</b> , Practice Principal, HP Consulting and Integration Europe, Middle East and Africa |   |   |
| <b>10:30</b>                    | <i>Refreshments</i><br>Room: D013<br><b>Stream A - Evaluation methods and tools</b><br><b>Chair - Kerstin Grunden</b>   | <i>Refreshments</i><br>Room: D015<br><b>Stream B - Information Management</b><br><b>Chair - Ranjan Kini</b>   | <i>Refreshments</i><br>Room: D213<br><b>Mini track – ICT in SME's</b><br><b>Chairs – David Barnes, Hari Harindranath and Romano Dyerson</b>   |
| <b>11:00</b>                    | ISD Activities and Their Suitability for Outsourcing - A Literature Review<br><b>Bergkvist</b> Linda, Karlstad University, Sweden   | Business and IT Alignment in Multi Business Companies<br><b>Silvius</b> Gilbert, Utrecht University of Professional Education, Netherlands  | Determinants of Information Technology Diffusion: A Study at the Firm Level for Portugal<br><b>Martins</b> Maria and <b>Tiago Oliveira</b> , Universidade Nova Lisboa, Portugal   |
| <b>11:30</b>                    | Interpretative IS Evaluation: In Search of Results and Uses<br><b>Lagsten</b> Jenny, Örebro University and <b>Göran Goldkuhl</b> , Linköping University, Sweden   | Impact of IS/IT Investments on the Financial Performance of Portuguese Top Companies<br><b>Guerrero</b> António and António <b>Serrano</b> , University of Evora, Portugal  | ICT Adoption Issues in ICT SMEs in the West Midlands UK – Beyond the Differences<br><b>Costello</b> Pat, Caroline <b>Chibelushi</b> and Andrew <b>Sloane</b> , University of Wolverhampton, UK  |
| <b>12:00</b>                    | User Evaluation of Multidimensional Data Visualization Techniques for Financial Benchmarking<br><b>Marghescu</b> Dorina, Abo Akademi University, Turku, Finland   | Information Sharing Before, During and after Emergency Responses<br><b>Yang</b> Lili, Loughborough University, UK   | CRM and SMEs - An Embiotic Research Field of Increasing Relevance<br><b>Wahlberg</b> Olof, Håkan <b>Sundberg</b> , Karl <b>Sandberg</b> and Christer <b>Strandberg</b> , Mid Sweden University, Sundsvall, Sweden                     |
| <b>12:30</b>                    | <i>Lunch</i><br>Room: D013<br><b>Stream A - Evaluation methods and tools</b><br><b>Chair - Charles Despres</b>  | <i>Lunch</i><br>Room: D015<br><b>Stream B - Exploration and project management</b><br><b>Chair - Dan Remenyi</b>  | <i>Lunch</i><br>Room: 213<br><b>Mini track – ICT in SME's</b><br><b>Chairs – David Barnes, Hari Harindranath and Romano Dyerson</b>   |
| <b>13:30</b>                    | Evaluation of e-Learning at Work - Methodological Aspects<br><b>Grunden</b> Kerstin, University West, Trollhättan, Sweden   | Measuring the Information Society: An Explorative Study of Existing Tools<br><b>Kivunike</b> Florence Nameere, Love <b>Ekenberg</b> , Mats <b>Danielson</b> , Stockholm University, Sweden and F <b>Tsubira</b> , Makerere University, Kampala, Uganda                                      | ICT Adoption and use in UK SMEs<br><b>Harindranath</b> G, Romano <b>Dyerson</b> and David <b>Barnes</b> , Royal Holloway, University of London, UK  |
| <b>14:00</b>                    | Evaluating IT Benefits Through Modelling the Organisation<br><b>Gustafsson</b> Pia, Royal Institute of Technology, (KTH), Stockholm, Sweden   | Evaluating and Managing Risk in IT Projects<br><b>Goyal</b> Abhishek, SDM-Institute for Management Development, Mysore, India   | Outsourced Information Systems Failures in SMEs: A Multiple Case Study<br><b>Deves</b> Jan, University College of West Flanders, Kortrijk, Hendrik <b>Van Landeghem</b> and Dirk <b>Deschoolmeester</b> , Ghent University, Belgium   |
| <b>14:30</b>                    | A Public Value Evaluation of e-Government Policies<br><b>Castelnuovo</b> Walter, Università dell'Insubria, Como and Massimo <b>Simonetta</b> , Ancitel Lombardia, Cologno Monzese, Italy  | Evaluating Usage of CSCW Environments for Assuring Effective Collaboration on Interregional Projects<br><b>Koskeris</b> Andreas, Catherine <b>Christodouloupoulou</b> , John <b>Garofalakis</b> and Sotirios <b>Michalopoulos</b> , Research Academic Computer Technology Institute, Greece | Perceptions of Information Technology/Information Systems Value/Utilisation in Saudi Organisations<br><b>Abu-Samaha</b> Ala, Amman University, Jordan, Hatem <b>Tamimi</b> and Sufian <b>Yousef</b> , Alyamamah College, Saudi Arabia |
| <b>15:00</b>                    | Summary of issues raised during the conference<br>Led by Charles Despres  |   |   |
| <b>16:00</b>                    | Close of conference   | Close of conference   | Close of conference   |