

OASIS

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Organizations and Society in Information Systems

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Message from the WG 8.2 Chair

Past is Prologue: Looking for the Message of Manchester



Julie E. Kendall, Rutgers University, USA

*Whereof what's past is prologue, what to come
 In yours and my discharge.*

(WILLIAM SHAKESPEARE, *The Tempest*, act II, scene i, lines 253–54).

By now I trust you have witnessed (or created) rollicking accounts of the research, rhetoric and song that embodied our latest working conference in Manchester, England. It was a very special meeting indeed.

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Manchester II Conference Report

By Duane Truex, Bonnie Kaplan, Dave Wastell and Trevor Wood-Harper, Program Co-Chairs

• Special points of interest:

- Message from WG 8.2 Chair
- IFIP WG 8.2 Conference in Manchester
- Oasis workshop December 2004
- Forthcoming events and conferences

The fourth IFIP WG 8.2 conference on research methods and entitled "Relevant Theory and informed Practice: looking forward from a 20 year perspective on IS Research" was held in Manchester, UK, July 15-17 2004. The 2004 conference was first conceived as a continuing of the 6-7 year cycle of WG 8.2 research method conferences. We saw Manchester as a fitting location 20 years after the watershed 1984 conference was hosted in the same city. The conference was conceived with the idea that it could both look back at the progress made in IS research since the 1984 conference, which had been so instrumental



Some of the Entertainment at Manchester II

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Editor: Michael D. Myers
University of Auckland
Private Bag 92019
Auckland, New Zealand

IFIP WORKING GROUP

Website: www.ifipwg82.org
Email: m.myers@auckland.ac.nz



*Organizations and Society in
Information Systems*

OASIS

IFIP WG 8.2 Officers



WG 8.2 Chair

Dr. Julie E. Kendall
Rutgers University
School of Business-Camden
Camden, NJ 08102 USA
Phone: +1 856 225 6585
Fax: +1 856 424 6157
Email: julie@thekendalls.org

WG 8.2 Vice Chair

Dr. Michael D. Myers
University of Auckland
Private Bag 92019
Auckland, New Zealand
Phone: +64 9 373 7599
Fax: +64 9 373 7430
Email: m.myers@auckland.ac.nz

WG 8.2 Secretary

Dr. Nancy L. Russo
Northern Illinois University
OMIS Department
DeKalb IL 60115 USA
Phone: +1 815 753 1185
Fax: +1 815 753 7460
Email: nrusso@niu.edu

Manchester II (continued)

in ushering in the qualitative turn in IS research, and also be a forward thinking showcase of newly evolving approaches to IS research. The Manchester 2004 conference drew 147 paid attendees from 18 countries as compared to sixty attendees from eleven countries at the initial Manchester Conference in 1984 (see graph 1 below). Interestingly, 13 of the original 1984 Manchester research methods conference attendees (affectionately called the 'repeat offenders') were also able to attend the 2004 conference.



Conference attendees hard at work

The 2004 conference papers were organized into six themes: Panoramas; Reflections on the IS Discipline; Critical Interpretive Studies; Action Research; Theoretical Perspectives in IS Research and Systems Development: Methods, Politics and Users. Three invited papers each attempted to present a panoramic view of our field, challenging the community to look critically at our prescriptions, practices, and rhetoric. These three along with one other paper by Matthew Jones comprised the section of panoramic papers. The next theme reflected the various foundational issues bearing on the core identity of the field itself. Two other paper groupings repre-

(Continued on page 10)

OASIS Workshop 12 December 2004

Call for Participation

Organizations and Society in Information Systems (OASIS) 2004 Workshop

OASIS 2004 co-chairs: Isabel Ramos and Noriko Hara

<http://www.dsi.uminho.pt/oasis2004/default.htm>

Grand Hyatt Washington
Washington DC, USA
9 AM-3:30 PM Sunday 12 December 2004
(immediately before ICIS)

The OASIS workshop is open to all interested scholars and professionals who are researching in the area of organizations, information systems and society. Along with members and friends of IFIP WG 8.2, we welcome researchers new to, or interested in, intensive research in IS. Intensive research was defined for a special edition of *MIS Quarterly* as empirical research that employs qualitative, case, and/or interpretive methods.

Come get to know our members and their research interests, issues, and methodologies in a relaxed and supportive setting. The unique and collegial character of WG 8.2 ensures constructive, helpful and high quality discussions.

Program: The preliminary program is available on the website above.

Registration: The registration fee for the workshop is US \$50 to cover the cost of coffee breaks, audio-visual equipment and copying. All attendees and presenters will be required to register. We will provide pre-registration as well as registration at the door in cash (receipts will be provided).

IFIP WG 8.2 Business Meeting: All workshop attendees and anyone interested in WG 8.2 are encouraged to attend the WG business meeting that will follow the workshop at 4 PM. At the business meeting, we will discuss future workshops and working conferences, elect new members to the working group and conduct other business.

Questions: Please email any questions regarding this workshop to the Co-Chairs at iramos@dsi.uminho.pt



Ably led by Geoff Walsham, the English perform their national song at Manchester. But why is Guy Fitzgerald laughing?



Cleveland Conference in August 2005

Call for Papers for IFIP WG 8.2 Working Conference August 1-3, 2005, Cleveland, Ohio, USA

Designing Ubiquitous Information Environments: Socio-technical Issues and Challenges

The rapid developments in mobile and wireless communication technologies and the continuing miniaturization computing devices make it possible to create ubiquitous information environments. The emergence of ubiquitous computing as the next wave of organizational computing offers new possibilities and opportunities for organizations to improve their productivity and effectiveness. Companies like FedEx and UPS are investing millions of dollars to upgrade their wireless network infrastructure that will bring the information about the packages, trucks, and courriers ever closer to their customers. Retail giant Wal-Mart is actively exploring the various mobile technologies such as global positioning systems (GPS) and RFID tags to improve its operations. Millions of customers in countries like Japan and Korea have signed up for broadband cellular phone services to exchange video clips and download their favorite music. Many Scandinavian and European countries provide extensive mobile banking services, payment services and other business and personal services that utilize mobile and smart phones. Progressive Insurance, an American auto insurance company, has experimented with GPS in order to implement a usage-based premium system, and GM's Onstar service provides service support and other online services for car drivers.

At the same time, the emergence of ubiquitous information environments challenges many of the traditional assumptions about organizations, computing, communication, and work. The increased mobility in ubiquitous information environments will bring new meaning about issues of time and space in organizational behavior. The unprecedented scale of deployment of wireless tools and sensors embedded in the environments will challenge us to rethink about technology acceptance and scale of operation in organizations. The personalization and the pervasive nature of these tools will blur the boundaries between social and technical worlds of organizational computing.

We invite theoretical and empirical papers that examine design, managerial, behavioral, and organizational challenges and issues with ubiquitous information environments. The topics for the conference will include (but will not be restricted to) the following:

- Co-design of social and technical systems in ubiquitous information environments
- New conceptual frameworks that provide analytical tools for studying ubiquitous information environments in organizations
- Discussions on new research approaches to study ubiquitous information environments
- Knowledge management in ubiquitous information environments
- Socio-technical analysis of ubiquitous information environments
- Coordination of knowledge and expertise in ubiquitous knowledge environments
- Organizational, economic and social impacts of ubiquitous information environments in organizational and societal level
- Implementation of large-scale ubiquitous information environments

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Cleveland Conference (continued)

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General Chair

Kalle Lyytinen, Case Western Reserve University, USA

Program Co-Chairs

Carsten Sorensen, London School of Economics, UK

Youngjin Yoo, Case Western Reserve University, USA

Submission Information

Authors are invited to papers representing original contributions in the area of ubiquitous information environments. Submitted manuscripts should be about 5000 words in length including tables and figures. Submissions must be emailed to Carsten Sorensen (c.sorensen@lse.ac.uk) or Youngjin Yoo (yyoo@cwru.edu). Documents in standard word processing formats are preferred. For more information, visit the conference web site at <http://ifip2005.cwru.edu>

Important Dates:

February 1, 2005: Deadline for submission of papers

April 15, 2005: Acceptance notification

Chair's message (continued)

(Continued from page 1)

During the Manchester II meeting we looked back to the time when the working group was newly conceived. What did we realize back then? And what do we know now, twenty years on?

How successful would our presentations, our methods, our theories, our research programs, and our very careers, become? And for the future, "Was Manchester II another groundbreaking meeting in the making?"

The Formal Meeting

Amid the flurry of refereed research papers that questioned tried and true methodologies and proposed new ones, there were several sessions that formally took up the questions of past and present contributions. I point you toward the excellent volume that collects all of the research papers from Manchester II, called *Information Systems Research Relevant Theory and Informed Practice*, edited by Bonnie Kaplan, Duane True, Dave Wastell, Trevor Wood-Harper and Jan DeGross. During the working conference many of us also reflected on how the research presented would shape our future work; whether truly "what to come" was actually in "yours and my discharge," as Shakespeare wrote.

The Informal Meeting

Those of you who are members of long standing recognize that the informal connections among the working group members are critical for our survival. Tradition dictates that we end each conference banquet with our own version of the Eurovision song fest, pitting singers from each country standing up together and singing a song of their choice. In honor of the first Manchester meeting I co-authored the lyrics to the following song:

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Minutes of the IFIP 8.2 Business Meeting

Manchester, UK, July 17, 2004

The meeting was called to order at 2:00 p.m. by Chair Julie Kendall (US).

1. Introduction

On behalf of the group, Julie offered special thanks to the organizers of the conference, including General Chairs Richard Baskerville (US) and Frank Land (UK); Program Chairs Bonnie Kaplan (US), Duane Truex (US), Dave Wastell (UK), and Trevor Wood-Harper? (UK); Organizing Chair Peter Kawalek (UK); and Business Sponsorship Chair, Bob Wood (UK).

2. Past Meetings

A review of past meetings 1997-2003 included the following:

- OASIS Workshop, Seattle, Washington, US, 14 Dec 2003 (before ICIS).
- IS Perspectives and Challenges in the Context of Globalization, Joint meeting WG 8.2/9.4, Athens, GR, 15-17 June 2003.
- Global and Organizational Discourse about Information Technology, Barcelona, SP, 12-14 Dec, 2002.
- OASIS Workshop, New Orleans, Louisiana, US, 16 Dec 2001 (before ICIS).
- Realigning Research and Practice in IS Development: The Social and Organisational Perspective, Working Conference, Boise, Idaho, US, 27-29 July 2001.
- OASIS Workshop, Brisbane, Australia, 10-13 December, 2000 (before ICIS 2000).
- IS2000: The Social and Organizational Perspective on Research and Practice in Information Technology, Working Conference, Aalborg, DK, 9-11 June, 2000.
- OASIS Workshop, Charlotte, North Carolina, US, 12 Dec, 1999 (before ICIS).
- New Information Technologies in Organizational Processes: Field Studies and Theoretical Reflections on the Future of Work, Working Conference, St. Louis, Missouri, US, 20-22 August 1999.
- Joint IFIP WG8.2 & WG8.6 Conference on Information Systems: Current Issues and Future Changes, Helsinki, FI, December 1998.
- Information Systems and Qualitative Research, Working Conference, Philadelphia, US, May 31 to June 3, 1997.

The IFIP WG 8.2/9.4 Working Conference in Athens 2003 and the Working Conference in Barcelona 2002 are now officially closed, which means the organizers (Angeliki Poulymenakou (GR) and Sandra Sieber (SP), respectively) have filed all required financial documents with WG 8.2. The chair will include their reports in her upcoming report to TC8. These were both very successful conferences, with 108 attending in Athens and 93 attending in Barcelona.

3. Forthcoming Working Conferences and Workshops

Isabel Ramos (PT) provided details of the upcoming OASIS Workshop to be held in Washington, DC.

- Time and place: 12 Dec, 2004 from 9 AM-3:30 PM in the breakout rooms of the Grand Hyatt Hotel, the ICIS Conference Hotel, immediately prior to the ICIS 2004 conference.
- Workshop Coordinators: Isabel Ramos (PT) and Noriko Hara (US)
- Submissions: To present, please submit a 500-word abstract of your work to oasis@dsi.uminho.pt by 30 Sept., 2004.

Presenters will have 10-15 minutes to present their work, and a few minutes more to answer questions, in a relaxed and supportive setting.

Kalle Lyytinen (US) gave a short presentation on the next Working Conference to be held in Cleveland, Ohio, USA. Details will be available at <http://ifip2005.cwru.edu>

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- Theme: “Designing Ubiquitous Information Environments: Socio Technical Issues and Challenges”
- Conference Dates: 1 - 3 August, 2005
- General Chair: Kalle Lyytinen (US)
- Program Chairs: Carsten Sorensen (UK) and Youngjin Yoo (US)
- Organizing Chairs: Michel Avital (US) and Matt Germonprez (US)
- Submissions: February 1 2005 (Acceptance notification, April 15)

The conference will begin with a reception on Sunday. The program will include three keynote speakers, 8-9 paper sessions and 4-5 panels. The WG 8.2 business meeting will be held on Wednesday. Several funding issues were discussed, including the possibility of dropping the conference book and replacing it with a CD plus web publication of the proceedings.

The issue of dropping the conference book generated substantial discussion. A number of comments regarding the value of a proceedings in book form were made, including the advantages of having the proceedings available at the conference as well as in the library or on your bookshelf, and the prestige of a chapter in a book for professional purposes. It is a requirement of IFIP that Working Conferences produce a proceedings book, and it must be published through Kluwer. It is possible, however, to publish abstracts of the papers on the web. Duane Truex (US) raised the question to a vote. The motion to continue publishing a book version of the proceedings passed overwhelmingly.

Eileen Trauth (US) and Debra Howcroft (UK) presented information on the 2006 Working Conference to be held in Limerick, Ireland.

- Theme: "Social Exclusion: Societal and Organizational Implications for Information Systems"
- Conference Dates: December 2006 immediately prior to ICIS
- General Chair: Julie Kendall
- Program Chairs: Debra Howcroft (UK) and Eileen Trauth (US/El)
- Organizing Co-Chairs: Brian Fitzgerald (El) and Tom Butler (El)

The theme addresses the processes that create social exclusion and the issues that arise from it, where exclusion is very broadly defined. How can we bring in new people and new ways of thinking? Who is at the table, and who is not? For those not at the table, what do they lose? And for those at the table, what do they lose from not having others there?

Eleanor Wynn (US) and Kevin Crowston (US), provided information on the Working Conference to be held in Portland, Oregon, US, in the summer of 2007. The new title will be “Virtuality and Virtualization”. The conference will be hosted by Intel, but not held at the Intel site.

- Theme: “Virtuality and Virtualization”
- Conference Dates: Summer 2007
- General Chair: To be announced
- Program Chairs: Kevin Crowston (US) & Sandra Sieber (SP)
- Organizing Chair: Eleanor Wynn (US)

4. New Business

New proposals were requested for Oasis Workshops in December 2005 in Las Vegas and December 2007 in Montreal and for a Working Conference in 2008. Catherine Middleton (CA) volunteered to organize the Oasis Workshop in 2007. Anyone else who is interested in working on these should contact Julie Kendall.

Ken Kendall (US) provided information on IFIP Awards. The Silver Core (named after the magnetic core, once the most common type of computer memory) is awarded to those who have served IFIP as General Assembly (GA) members, committee and working group officers, and members of IFIP Congress Program Committees. The Outstanding Service Award (OSA) is awarded for services rendered to IFIP. TC and WG members not normally eligible for the Silver Core Award are eligible for the OSA. In WG 8.2, we have a standing committee consisting of all past WG 8.2 Silver Core and OSA awardees for nominating candidates for the OSA and forwarding them to the TC8 chair for consideration. WG 8.2 currently has two nominations in process. Although only members of the committee can formally

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Chair's message (continued)

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Bring Back Manchester to Me

Lyrics by Ken and Julie Kendall

(To be sung to the tune of *My Bonnie Lies Over the Ocean*)

Performed on Friday, July 16, 2004 in Manchester at the IFIP WG 8.2 Dinner in Honor of the Occasion of the 20th Anniversary of The Original Manchester Working Conference of 1984.

KEN and JULIE:

My Enid lies over the ocean,

My Rudy lies over the sea,

Guy and Trevor lie over the ocean,

O bring back Manchester to me.

CHORUS (WG 8.2 MEMBERS) REPEATED AFTER EVERY VERSE:

Bring back, bring back, O bring back Manchester to me, to me.

Bring back, bring back, O bring back Manchester to me.

Hans Erik avoided a quagmire,

Frank Land served us all Lyons Tea,

Only a few Positivists among us,

O bring back Manchester to me.

Gordon Davis said "Do quant methods early,"

The Kendalls applied *mise-en-scène* [*mispronounced as scene to rhyme*],

Most of us talked about methods,

O bring back Manchester to me.

Action research was brought up by Trevor,

Bob Galliers was all strategy,

Bitter was drunk but not spoken,

O bring back Manchester to me.

Heinz and Kalle elaborated on Habermas,

Dick Boland, phe-nom-en-olo-gy,

We didn't keep numbers (why would we?)

O bring back Manchester to me.

Fourteen of the original authors from the 1984 meeting were present. They joined Ken and Julie onstage and stood behind them, serving as a WG 8.2 chorus.

IFIP Awards

We warmly congratulate Julie, Kevin and Rudy on the awards below. The full citation information provided to IFIP was as follows:

Julie E. Kendall (Silver Core Award, 2004)

Julie E. Kendall, Rutgers University, (USA) first became involved in IFIP WG 8.2 as a paper presenter at the landmark IFIP WG 8.2 colloquium focusing on research methods in information systems, "Information systems research: A dubious science?" held in Manchester, England in 1984. She became involved in planning and coordination of the WG 8.2 working conference in 1993 in Noordwijkerhout, The Netherlands and co-edited IFIP Transactions, *Human, Organizational, and Social Dimensions of Information Systems Development*. She has published articles in *MIS Quarterly*, *Decision Sciences*, *Information & Management*, *Organization Studies* and many other journals. Additionally, Dr. Kendall has co-authored *Systems Analysis and Design*, fifth edition, *Needs Assessment and Project Planning*, and *Project Planning and Requirements Analysis for IT Systems Development*, second edition. This year (2004) is Julie's eight year as an officer of WG 8.2, serving three years as secretary and 3 years as Vice-Chair, and now Chair. (She has attended more than two-thirds of the business meetings and working conferences in the last 15 years.)

Kevin Crowston (Outstanding Service Award, 2004)

Kevin Crowston, Syracuse University, (USA) has served WG 8.2 as Webmaster since 1997. His innovations included an online WG 8.2 member directory. Professor Crowston has published articles and book chapters in the area of information systems and new organizational forms. His Ph.D. dissertation, *Towards a Coordination Cookbook: Recipes for Multi-agent Action*, won the International Centre for Information Technology (ICIT) Thesis Prize for best dissertation in Information Systems in 1991 and was a runner-up for the International Conference on Information Systems thesis prize. Recently Kevin, co-chaired an OASIS workshop for WG 8.2 in New Orleans, USA.

Rudy Hirschheim (Outstanding Service Award, 2004)

Rudy Hirschheim, University of Houston, (USA) became involved in IFIP WG8.2 from the inception of the group, taking part in a number of pre-8.2 workshops which led to the formation of the group. Such workshops included the IFIP sponsored Information Systems Development event in Grenoble (France) in 1981; the CREST funded event in Pisa in 1979 focusing on the social aspects of computers; and the conference on the management of information systems sponsored by ESSEC in Paris in 1982. Professor Hirschheim became involved in co-planning and co-organizing a colloquium focusing on research methods in information systems, Information systems research: A dubious science? that was held in Manchester in 1984. This working conference proved to be a landmark event not only in IFIP WG8.2 but also in the IS field in general. Rudy was also co-chaired another conference focusing on IS research methods in Copenhagen in 1990. Professor Hirschheim served as the General Chair for the 8.2 working conference in St. Louis in 1999; keynote speaker for the 8.2 working conference in Noordwijkerhout in 1986; and co-organized the joint TC8 conference in Helsinki in 1985.

Forthcoming IFIP WG 8.2 Conferences and Workshops

- **Oasis Workshop**, Washington DC, USA, 12 December 2004 (immediately before ICIS). See more information in this issue. Check out the website for further details <http://www.dsi.uminho.pt/oasis2004/default.htm>. Any other questions can be emailed to iramos@dsi.uminho.pt
- **"Designing Ubiquitous Information Environments: Socio-technical Issues and Challenges,"** IFIP 8.2 Working Conference, Cleveland, Ohio, August 1-3, 2005. The deadline for submissions is 1 February 2005. For further details see the Call of Papers in this issue.
- **"Social Exclusion,"** IFIP 8.2 Working Conference, Limerick, Ireland, December, 2006 (immediately before ICIS). Check out the IFIP 8.2 website for further details.

Manchester II (continued)

(Continued from page 2)

senting the critical interpretive tradition and the action research traditions that have come to flourish within the field are emblematic of the working group's success in challenging the research orthodoxy of two decades past. Concern with the use of social theory within IS research linked the papers in the section on Theoretical Perspectives. The final theme focused on another sense of method preoccupying our field, namely, the process for building systems rather than for conducting research.

Conference opening and closing duties were split by general chairs Richard Baskerville and Frank Land. Opening the conference Richard Baskerville chose to look at the current conference in the light of the portfolio of WG 8.2 conferences and likened the working group's periodic research methods conferences as a kind of organizational sabbatical allowing for community reflection. Two invited papers followed. Allen Lee challenged IS researchers to apply some of our own pre-

scriptive medicine to the conduct of our research; to turn our lenses of analyses on our own community of practice. In the second invited paper in the opening session, Richard Boland and Kalle Lyytinen recalled how previous WG 8.2 methods conferences were characterized by our fervent struggles to define the correct way of doing research, lamenting that despite the progress made, the field now finds itself in another identity quagmire. Boland and Lyytinen rose to Lee's challenge by suggesting the design of a better interface of the socio-technical world we as IS scholars inhabit and arguing against the current (and



Some of the original IFIP WG 8.2 Manchester Conference attendees from 1984.

misguided) predilection of defining the core of our field by what objects we study. They proposed instead that we consider the process through which we construct a common identity, and that we consider researchers as designers of a process and of a shared identity. To illustrate the point, they applied a kind of structurational analysis reflexively to their own research.

In the conference closing session Frank Land made an assessment of the conference themes and papers and suggested where they might lead the working group in future years. This was an appropriate follow on to the closing invited paper by Steve Sawyer and Kevin Crowston. They surveyed all of the previous WG 8.2 proceedings and identified six prevailing research themes: (1) an orientation toward social theories, (2) dominant conceptualizations of information and technology and a common level of analysis, (3) an orientation toward the use of intensive research methods, (4) use of critical and analytical perspectives in research, (5) an openness to a range of research settings, and (6) an open discourse on the study of IS in organizations and society. They suggested that WG members would be more influential

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Manchester II (continued)

(Continued from page 10)

in shaping the wider disciplinary discourse by capitalizing on WG 8.2 strengths and traditions to resolve dualistic tendencies and understand ICTs as simultaneously social and technological.

The remaining paper and panel sessions were both well attended and enjoyed spirited, and at times, passionate discussion. Authors enjoyed feedback, debated finer points of IS research and politics and then retired to the pub and social events to continue in the WG community building process. To that end, the now traditional WG 8.s 'country by country' contest in song and wit closed the final conference dinner.

A key conference program committee goal was to create a gathering that maintained the WG 8.2's traditions of quality and inclusivity. The conference call for papers attracted a remarkable 113 reviewable manuscripts. These papers were then allocated to 40 Associate Editors and 124 reviewers. To assure quality we adopted a reviewing process in which no fewer than three people, and as many as six people, would review each of the papers. Rather than adopt a traditional 'accept or reject upon review' approach, most manuscripts underwent revision and improvement. Thus we felt we were able to assure a high quality of papers admitted to the conference. Working toward the goal of being more inclusive we accepted 33 full papers including 3 invited papers, 11 position papers and 6 panels. The resulting mixture represented a 29% acceptance rate for full research papers and an overall 44% acceptance rate which was roughly equivalent to the acceptance rate at both the 1997 Philadelphia and 1990 Copenhagen research methods conferences. The 1984 gathering was a colloquium in which most submitted papers were accepted for presentation. The general consensus within the working group was that the conference met the goal of being both and welcoming to a new generation of IS scholars as well as maintaining WG 8.2s quality standards.

The conference chairs remain especially grateful to sponsors without whom the conference could not have happened. The conference was hosted by the University of Manchester Institute of Science and technology (UMIST), which also provided a £10,000 guarantee against loss. We also thank the IT Services of the Salford City Council provided the initial seed money to the conference; Georgia State University's Department of Computer Information Systems for housing members of the conference committee and for hosting the November 2003 meeting of the conference chairs; AIS for providing the use of the on-line reviewing system; and we gladly credit Janice DeGross with giving us a beautifully crafted and typeset conference book—within budget! Finally we thank the local organizing committee led by Peter Kawalek of the University of Manchester and both Kath Howell and Trish Todd at the University of Manchester for stepping in to tidy up a host of problems and last minute crises.

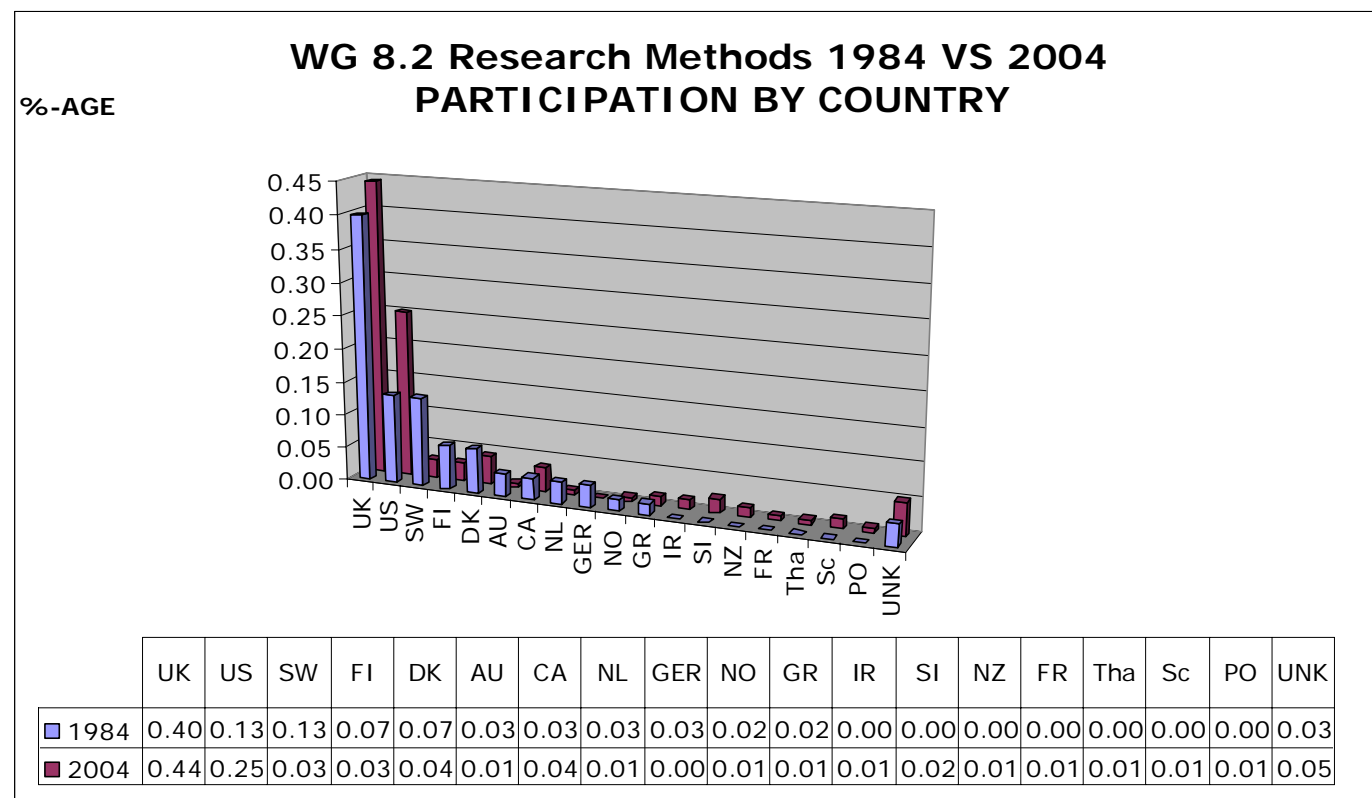


Table 1: Manchester Conference Attendees 1984 and 2004 by country

(Continued from page 7)

nominate and vote, anyone is welcome to provide recommendations for nominations and suggestions for criteria to use in selecting nominees.

WG 8.2 members receiving the Silver Core (in order of the year the award was given)

Gordon Davis (Silver Core, 1989)
 Ken Kendall (Silver Core, 1995)
 David Avison (Silver Core, 1998)
 Richard Baskerville (Silver Core, 1998)
 Bernard Glasson (Silver Core, 1998)
 Kalle Lyytinen (Silver Core, 1998)
 Jan DeGross (Silver Core, 2001)

WG 8.2 Members receiving the Outstanding Service Award (in order of the year the award was given)

Niels Bjorn-Andersen? (Outstanding Service Award, 1988)
 Heinz Klein (Outstanding Service Award, 1988)
 Enid Mumford (Outstanding Service Award, 1988)
 Frank Land (Outstanding Service Award, 1992)
 Hans Erik Nissen (Outstanding Service Award, 1998)
 Richard Welke (Outstanding Service Award, 1999)

A task force was established to look at scholarly communication, specifically, how to communicate scholarly output. Members of this committee are Kevin Crowston (US), Stephen Little (UK) and Jens Kaaber Pors (DK).

Anyone with suggestions for additional committees or task forces or other suggestions for the officers should contact Julie Kendall (US), Michael Myers (NZ) or Nancy Russo (US). Time was provided for announcements from other organizations:

Richard Baskerville (US) and Lars Mathiassen (UK) reminded the group that IFIP WG 8.6 is having a working conference in Atlanta May 8-11, 2005, on Business Agility and IT Diffusion.

Jos Aarts (NL) provided information on a conference on medical errors, "To Err is System," to be held in Portland, Oregon, on 13/14 September 2004. <http://www.ohsu.edu/dmice/ithc2004>.

Debra Howcroft (UK) announced that she and Michael Gallivan (US) will chair a research track on social and behavioral issues in IS for ICIS 2005 in Las Vegas.

5. Election of New Members

The following individuals were nominated and approved as new members of IFIP WG 8.2, subject to verification of attendance records by the Secretary.

Alison Adam (UK)
 Wendy Cukier (CA)
 Ela Klecun (UK)
 Bjorn Lundell (SE)
 Carl Magnus Olsson (SE)
 Jens Kaaber Pors (DK)
 Elpida Prasopoulou (GR)
 Isabel Ramos (PT)
 Kostas Samiotis (GR)
 Bernd Carsten Stahl (UK)
 Dave Wastell (UK)
 David Wilson (UK)
 J.R.G. (Bob) Wood (UK)

The meeting was adjourned at 4:00 PM.

Nancy L. Russo (US), Secretary