IFIP
Working Group 8.2

# OASIS

Organizations and Society in Information Systems

Special points of interest:

- Call for Papers for the New Orleans Workshop
- Important Information for Boise 2001
- WG 8.2 Chair Calls for More Debate
- Brisbane Workshop Stories and Photos

## Message from the WG 8.2 Chair



*David Avison, Chair IFIP WG 8.2*

I wish to express my thanks to Edgar Whitley and many others who took up the challenge of the Oasis leader in the last issue. The discussion on the IFIP WG 8.2 list serve was very interesting, very constructive and very healthy for the future of IFIP 8.2. It appears that there most certainly is a need for a debating forum for the working group. With this in mind, Edgar has agreed to arrange and chair a discussion at Boise about strategy.

We will have the time in mid conference to discuss issues without the pressure of having to get through formal business, though it is to be hoped that the debates might lead to proposals to be put formally at the business meeting.

There seems to be general consensus that there is a need for such a forum during our conferences without changing the present way of handling the business meeting at the end of conferences. We hope that this solution is appropriate. Do be there and think about how you want to see your IFIP WG 8.2 developing.

## Record Attendance at OASIS Workshop in Brisbane

**Cathy Urquhart and Steve Sawyer**

As the Co–Chairs of this event, we are delighted to be able to report we had a record attendance for this workshop, held just before ICIS on 9th December 2000 at Women's College, University of Queensland, Brisbane. Twenty seven abstracts were submitted and accepted, and over **seventy five** people showed up on the day!

Why was the attendance so large? We like to think that there are several reasons. Firstly, the OASIS was heavily publicised through the ISWorld list, the IFIP WG 8.2 working group listserv, and through local Australasian IS lists. Moreover, we also directly contacted colleagues in the Australasian IS community. Secondly, our call for the event emphasised that

# OASIS Workshop in Brisbane (continued)

OASIS is an excellent venue for beginning researchers, with the opportunity for constructive feedback from more established researchers. Thirdly, and tied to the venue being in Brisbane, we could also target the "local" community of scholars.   The Australasian IS community is a vibrant one, and they are always well represented at IS conferences, even if it does involve flying all round the world. OASIS was delightfully close to home, relatively speaking, for most of the Australasian delegates, making it easier to attend.

Our program was organised into various headings, and we had two parallel sessions in the afternoon in order to accommodate all abstracts that were submitted.  We also had poster sessions for the first time at an OASIS workshop. Delegates, in the spirit of the day, were very helpful in making sure that the poster abstracts, received plenty of constructive feedback.

*The officers of IFIP WG 8.2 taking a break in the December weather in Brisbane Australia.. From left to right: Secretary Michael Myers (NZ), Chair Davis Avison (GB), and  Vice-Chair Julie Kendall (US).*

We used several heuristics to guide program development.  First, we wanted to accommodate ALL submissions. Putting this into action was guided by the desire to make sure each slot was at least 15 minutes. This allowed for 1 minute of transition from previous speaker, a seven-to-nine-minute presentation, and five-to-seven minutes of questions.  We  tried to keep everyone together for as much time as possible, which is why we had a single track of sessions in the AM.  We selected some abstracts that we felt would more easily be portrayed as a "poster" session to further accommodate submitters.  Once we'd arranged a tentative schedule, we contacted the submitters with guidelines for how to be prepared and use the time/medium allotted.

The program itself gave plenty of variety and above all was extremely interesting – as it always is, to find out what new ideas colleagues are considering in their research. Below we give a full list of  sessions, abstracts and presenters.

**New Perspectives on Intensive Research**
Organisation is Communication: What is IT Doing There? *Dubravka Cecez-Kecmanovic*
Interpretive IS Research: What Use Is It? *Jim Underwood*
Commonsense Realism and Modelling *Simon Milton*
'People's Concerns' As The Basis Of IS Design: An Empirical Study *Mike Metcalfe*
Towards An Understanding of Technical-Support Work as the Work of Mediation *Martin R Gibbs*

**Intensive Research in IT Enabled Networks**
Operating in the Experience Economy *Madeleine E. Pullman and Ulrike Shultze*
Socio Technical Networks in Academic/Industry Collaboration *Roberta Lamb and Elizabeth Davidson*
Spatially Reading the Implementation of a Web Based Information System: Research in Progress *Anita Greenhill*
Making A Successful Transition from the Brick-and-Mortar to the Click-and-Mortar *Masaaki Hirano*
Internet and the Organisation of Time-Space in Global Companies *Joe Nandhakumar*
Mapping Networks of Interest In Web Infrastructure Design and Practice: A Methodology Integrating Actor Network Theory and Social Network Analysis  *Nick Letch*

*(Continued from page 2)*

## Posters
Collaboration: A Study in Progress *Matthew Lee, Efraim Turban, Ron C.W Kwok*
Exploring Knowledge Management Perceptions: Grounding Concepts Through Focus Group Research *Yuh Foong David Law and Joo Eng Lee-Partridge*
A Case Study of Organisational Culture *Meliha Handzic and Christine Van Toorn*

## Methodological Perspectives
Information Categories in Systems Development Require Constructivist Techniques *John Gammack*
Creating Action Research Analysis Methods *Julie Travis*
Exploring Synergies Among Organisational Practices: An Action Research and Interpretive Approach *Yuh Foong David Law and Joo Eng Lee-Partridge*
The Classification of ERP Lifecycle Management Issues: A Methodological Perspective *She-I Chang*
Understanding the Business Impact of ERP Systems *Graeme Shanks,Lorraine Staehr and Robert Johnston*
An Examination of Factors Influencing the Service Behaviour of IS Personnel *Janette Moody*

## Theoretical Perspectives
Seminality in IS: The Case of CW Churchman *Chris Stewart*
CEO's Role in IT Involved Organisational Change *Dianne Watts*
Empowering or Enslaving?The Effects of Culture on Process Improvement *Robert Davison*
Revisiting The Technology and Centralization Debate: The Case of Workflow Technologies and Banking Operations *Roy Schmidt, Leon Zhao and Cindy Wen*
ERP Systems and Changes in Power: A Foucaultian Perspective *Diane M. Strong, Olga Volkoff, Michael B. Elmes*

So, why was it so successful on the day? We were lucky to have such a varied program, and it must be said, the 'spirit' of IFIP WG 8.2 was very evident. This despite Brisbane summer temperatures and humidity (fortunately the rooms were air conditioned). The IFIP W.G 8.2 'spirit' is hard to capture on paper, but it involves caring, constructive help to new researchers and, most importantly, a sense of humour!

Important features of the day were the inno-vative/humorous use of a pillow as a time keeping device, as each presentation was only given 7 minutes. Steve Sawyer pioneered this method, and presenters were not only confronted with this, but, if they overran, the menacing figures of both chairs advancing upon them if they dared to overrun! We had to be strict, as we took the view that the lim-ited time meant that each presenter had to respect the fact that, if they did not keep to schedule, they were effectively taking time from others. Presenters were asked to in-clude in their presentation the specific areas they were seeking feedback, and this device worked very well. It helped that early pre-senters abided by the spirit of brevity and the strict time limits, too. Their attention to keeping on schedule set the tone for later presenters.



*Most of the OASIS workshop attendees stayed on to participate in the Brisbane WG 8.2 Business Meeting.*

We had two longish breaks, to give attendees the chance to chat and meet with each other. Lunch consisted of a variety of bagels on the terrace, and the day culminated in a very well attended IFIP WG 8.2 business meeting. It is our hope that all those 'new' people who came to OASIS will come again and eventually become members. Lastly, we want to thank everyone for participating, and contributing to, what was a fabulous day in December.

**Photo Credits:** All photos in this edition were taken by WG 8.2 Past Chair, Ken Kendall.

# Minutes of the Business Meeting Brisbane, Australia

**December 9, 2000**

The meeting was called to order at 4 p.m. by the Chair, David Avison (FR).

### 1. Introduction

David Avison began the meeting with a brief description of IFIP, TC 8, and IFIP Working Group 8.2.

### 2. Past Workshops and Working Conferences

David Avison reported that the accounts for the Michigan conference have now been closed and forwarded to the IFIP Secretariat.

Richard Baskerville (USA) said the IFIP 8.2 Conference in Aalborg earlier this year was a great success. Some latecomers had to be turned away due to limitations in the room space. The accounts are nearly finalized but have not been closed yet.

Cathy Urquhart (AU) reported briefly on the IFIP 8.2 Oasis Workshop just held in Brisbane. Both she and Steve Sawyer (USA) had a lot of fun in organizing the workshop. They had tried to ensure that presenters received constructive feedback.

*Kevin Crowston (USA), WG 8.2 Webmaster, and John Venable (AUS), co-chair of the upcoming New Orleans workshop continue their friendly debate during a break in Brisbane.*

David Avison commented that this had been a superb workshop and the standard of presentations and discussion was excellent. On behalf of the working group, David Avison thanked both Cathy Urquhart and Steve Sawyer for organizing the workshop.

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## 2001 Conference July 27-29, Boise, Idaho

*Realigning Research and Practice in IS Development: The Social and Organisational Perspective*

*Doubletree Club Hotel*
475 W. Park Center Blvd.
Boise, Idaho 83706
Telephone: +1 208 345 2002
Fax: +1 208 345 8354
Reserve by June 25, 2001

Conference Programme Chairs:

Brian Fitzgerald
Executive Systems Research Centre
University College Cork
Email: bf@ucc.ie

Nancy L. Russo
OMIS Department
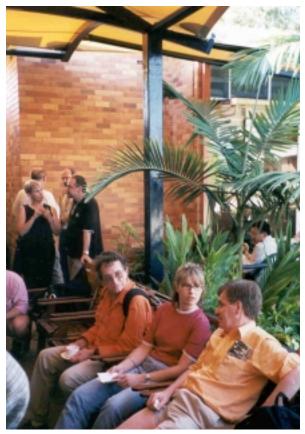Northern Illinois University
Email: nrusso@niu.edu

## 3. Forthcoming Workshops and Working Conferences

David Avison briefly explained the difference between a workshop and a working conference.

The next IFIP 8.2 Working Conference will be held in Boise, Idaho, USA, from July 27-29, 2001.  Julie Kendall (USA), the Vice Chair, said that the Program Chairs are Nancy Russo (USA) and Brian Fitzgerald (IE). The theme of the Working Conference is "Realigning Research and Practice in Information Systems Development: The Social and Organizational Perspective."   Submissions closed on November 1, 2000. However, if anyone wants to participate, they can do so as a discussant or chair. They should contact Nancy or Brian.  Further details of the conference are on the web site at  http://afis.ucc.ie/ifip2001.

Michael Myers (NZ) talked about the Working Conference to be held in Barcelona in December, 2002, in conjunction with ICIS.  Eleanor Wynn (USA), Michael Myers and Edgar Whitley (GB) are involved in organizing this Working Conference, themed "Organizational Discourse about IT."

David Avison talked about the possibility of a working conference in 2003 in conjunction with ICIS.   Due to the difficulty of finding local organizers in Israel, this has been abandoned. An alternative would be to have an Oasis workshop immediately before ICIS 2003 in Israel.



*The venue for the workshop was the Women's College, University of Queenland, Brisbane.*

David Avison also mentioned the possibility of a joint working conference with IFIP Working Group 9.4. Christanthi Avgerou (GB) is investigating this. Julie Kendall mentioned that one possibility is to hold this in Malaysia.

Kevin Crowston (USA) asked whether it would be possible to have a workshop before ICIS 2001 in New Orleans.



*Cathy Urquhart (AUS) and Steve Sawyer (USA), Brisbane Workshop Co-chairs, reacted jubilantly when the workshop came to a successful conclusion.*

It was MSC that Kevin Crowston be the organizer of an Oasis workshop in New Orleans in December 2001 with a co-organiser to be named later.

David Avison mentioned that Trevor Wood-Harper (GB) has proposed a "Manchester 2" conference to be held in 2004, 20 years after the original Working Group 8.2 conference in Manchester.  This would be to reflect on 20 years of qualitative research in information systems. The proposed title of the conference is "Relevant theory and Informed practice: A Twenty Year Perspective on IS Research." The Organising Chair is Debra Howcroft (GB), with the Program Co-Chairs being Bonnie Kaplan (USA), Duane Truex (USA), Dave Wastell  (GB) and Trevor Wood-Harper (GB). The conference would be held in June 2004 in Manchester.

It was MSC that this proposal be accepted.

# Charlotte Research Workshop

Bernie Glasson (AUS) mentioned that there will be a TC8 track within the IFIP World Congress in Montreal in September 2002.

## 4. Web site

David Avison mentioned that much information is available on the web site. The web site holds membership details, so members are invited to check these details and alter them if they are incorrect. Kevin Crowston is the web master.

## 5. Listserv

David Avison discussed the un-moderated listserv for IFIP Working Group 8.2. It is a good way for opinions to be expressed. There has been some discussion about the format of the 8.2 business meetings. David Avison would like to keep these meetings as they are, due to time limitations, but to provide time at the working conferences for more general issues to be discussed.

*The other OASIS in Brisbane, Australia. This photo shows the OASIS editor in front on the OASIS juice bar on the mall in Brisbane Australia. Send in your photo in front of an OASIS sign and we may publish it. We'll also consider it the venue for the next WG 8.2 meeting and maybe even ask you to be Organizing Chair :)*

## 6. New Members

David Avison mentioned that people who have attended two recent business meetings are eligible to join IFIP WG 8.2. Names were solicited for individuals who were qualified and interested in becoming members of WG 8.2.  Don Falconer,  University of South Australia, Anita Greenhill, Griffith University, Roberta Lamb, University of Hawaii, and Bill Doolin, University of Waikato,  were approved for membership, subject to a check on attendance by the Secretary.

## 7. Awards

It was MSC that Kenneth Kendall (USA) will chair the committee to nominate people for Silver Core and Outstanding Service Awards for IFIP WG 8.2.

## 8. New Business

David Avison (FR) thanked everyone for their participation, and the meeting was closed.

*Michael Myers, WG 8.2 Secretary*

# Congratulations

**Bonnie Kaplan (USA)** was inducted as a fellow of The American College of Medical Informatics (ACMI). She also received the President's Award at the American Medical Informatics Association (AMIA) 2000 Annual Meeting. Bonnie received the award for her recent work in spearheading the formulation of AMIA's Strategic Vision in Consumer Health Informatics and as Chair of the People and Organizational Issues Working Group.

*Do you want to contribute an essay or editorial? Do you have a promotion or other news to share?*
*Please contact Julie Kendall, OASIS Editor at julie@thekendalls.org*

# Call for Papers — New Orleans Workshop

9:00 AM—3:30 PM Sunday 16 December 2001
Wildcatter Room, Fairmont New Orleans Hotel, USA

**Submission due date: 30 September 2001**

- Is your research concerned with the interaction of information systems, organizations and society?
- Are you ready to present some of your current research ideas and approaches?
- Do you need a forum to discuss some of your concepts and/or findings that have not yet crystallized into a formal paper?
- Would you like feedback from your peers as you move your current work forward?
- Do you want to meet internationally respected researchers in information systems?

If so, we invite you to present your research-in-progress at OASIS, the IFIP Working Group 8.2 research workshop (or just come hear the discussions). 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 feedback. OASIS is a particularly useful forum for those just embarking on their research who need constructive advice on research approaches.

**Submissions:** To present, please submit a 500-word abstract of your work to the co-chairs by 30 September 2001. We anticipate that submitters will be given about 10-15 minutes to present their work to the assembled group, followed by 5-10 minutes for questions from the audience. The exact timing and review process will depend on the number of abstracts received. We will accept late submissions on a space-available basis. Proposals will be copied for distribution at the workshop. Authors submitting proposals must grant the IFIP WG 8.2 the right to copy and distribute them to workshop attendees, but retain all other copyrights.

Registration: There will be a nominal registration fee for the workshop (probably on the order of US$25) to cover the cost of coffee breaks, audio-visual equipment and copying. All attendee and presenter will be required to register. We hope to provide pre-registration (at a discount) as well as registration at the door in cash (receipts will be provided). Details will be provided on the IFIP WG 8.2 Website (http://www.ifipwg82.org) when they are available (check back this fall).

**Time and place:** The workshop will be in the Wildcatter Room of the ICIS 2001 Conference Hotel, the Fairmont New Orleans, in New Orleans, Louisiana, United States. The workshop will be held from 9 AM-3:30 PM on Sunday 16 December 2001, immediately prior to the ICIS 2001 conference.

**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:

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WORKING GROUP 8.2**

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*Organizations and Society in Information Systems*

**OASIS**

OASIS is edited by Julie E. Kendall
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# Should OASIS Join the Web Generation?

As most of you know, *OASIS* is published in both paper and electronic format. The Officers of IFIP WG 8.2 once again are looking into the feasibility of moving the publication of *OASIS* entirely to the Web. Chief among the many considerations for such a move is saving considerable cost to the publisher in terms of production and postage. For several years institutions where officers were affiliated have quietly paid the cost of publishing and posting *OASIS.* Some officers contributed to the effort as well.

Other compelling reasons for publishing to the Web are that it enables members in remote locales to receive their "copy" of *OASIS* sooner; permits viewing of the content in full color; saves costs of returned mailings from members who have moved; permits publishing of updates as they become available rather than just publishing them twice a year; and saves the Secretary time that would usually be devoted to production of mailing labels from the member database.

We are requesting that you give the proposal to move *OASIS* entirely to the Web some more thought, and then present your ideas at the business meeting to be held in Boise after the working conference. Thank you for your help in making this decision together.

**A Special Thank You.** The officers of WG 8.2 wish to extend a hearty "Thank you" to Richard Baskerville, immediate Past Chair of IFIP WG 8.2, and to the CIS Department at Georgia State University for their support of the *OASIS* newsletter. Their quiet generosity and unflappable reliability have made it possible for us to publish and mail the newsletter twice a year for many years. Their dedication to the ideals of IFIP in general and WG 8.2 in particular serve as an example to us all.