

Information Resources Management Association

# International Conference on Information Resources Management 2008

“Information Resources Management  
in the Digital Economy”

May 18-20, 2008  
Niagara Falls, New York, USA

Volume 1 of 2

Printed from e-media with permission by:

Curran Associates, Inc.  
57 Morehouse Lane  
Red Hook, NY 12571  
[www.proceedings.com](http://www.proceedings.com)

ISBN: 978-1-60560-669-9

Some format issues inherent in the e-media version may also appear in this print version.

Copyright© (2008) by the Information Resources Management Association  
All rights reserved.

For permission requests, please contact the Information Resources Management Association  
at the address below.

Information Resources Management Association  
701 East Chocolate Avenue  
Suite 200  
Hershey, Pennsylvania 17033

Phone: 717-533-8845  
Fax: 717-533-8661

[www.irma-international.org](http://www.irma-international.org)

# TABLE OF CONTENTS

## Volume 1

<b>Meta Matters .....</b>	1
<i>R. Martin, E. Robertson</i>	
<b>A Case Study on Key Success Factors in Delivering e-CRM Solutions .....</b>	7
<i>Soumaya Ben Letaifa</i>	
<b>A Dynamic Model of Decision-making in the IS/IT Outsourcing Process: A Case Study from a Government-Supported Project .....</b>	19
<i>Ching-Chia Hsieh, Cheng-Chieh Huang</i>	
<b>A Global Analysis of the Effect of IT Capacity on Development – Understanding Sourcing of Skills .....</b>	30
<i>Mehruz Kamal, Sajda Qureshi, Lotfollah Najjar</i>	
<b>A Join Index for XML Data Warehouses .....</b>	41
<i>H. Mahboubi, K. Aouiche, J. Darmont</i>	
<b>A New Perception Model for Web Competitiveness.....</b>	55
<i>Hamidreza Amouzegar, Mohammad Jafar Tarokh, Anahita Naghilouye Hidaji</i>	
<b>A Unified Resource For Post-secondary Program Information .....</b>	64
<i>Wendy Osborn, Steve Fox, Seamus O'Shea</i>	
<b>Agile Systems Development Versus Processcentricity: A Conflict of Priorities?.....</b>	68
<i>E. Duggan, D. Chevers</i>	
<b>Aligning Six Sigma and ITIL: Implications For IT Service Management .....</b>	76
<i>P. Chan, V. Gall, S. Durant, M. Rasinghani</i>	
<b>An Analysis Based on the Manufacturing Architecture of the Computerization of Local Governments in Japan .....</b>	88
<i>S. Kubo, T. Shimada</i>	
<b>An Integrated Model for Business Process Measurement .....</b>	101
<i>Vincent Yen</i>	
<b>An Investigation of a Framework for the Implementation of Service Management in the Information and Communication Technology Sector .....</b>	108
<i>R. Benyon, D. Sewry</i>	
<b>Applying Data Mining Techniques to Medical Databases .....</b>	120
<i>F. Hosseinkhah, H. Ashktorab, R. Veen, M. Owrang</i>	
<b>Barriers for Implementing ICT on Higher Education in Underdeveloped Countries "Sudan: Case Study" .....</b>	129
<i>A.A. Suliman, D.Y. Fie, M. Raman, N. Alam</i>	
<b>Biometrics and the United Kingdom National Identity Register: Exploring the Privacy Dilemmas of Proportionality and Secondary Use of Biometric Information .....</b>	141
<i>Aaron Martin</i>	
<b>Business Associates of Healthcare Providers and Medical Information Privacy .....</b>	153
<i>E. Szewczak, C. Snodgrass</i>	
<b>Categorizing 'Intention to Use' e-Government Services Through Mobile Phone: The Importance of Front Loading.....</b>	158
<i>R. de Kervenoael, D. Aykac, E. Eryarsoy, N. Kasap</i>	
<b>Challenges, Success and Utilization of Enterprise Systems: A Comparative Study of Canadian and American Large Corporations .....</b>	167
<i>U. Kumar, B. Movahedi, K. Lavassani, V. Kumar</i>	

<b>Conflicting Views on ITIL Implementation: Managed as a Project – or Business as Usual? .....</b>	176
<i>A. Cater-Steel, C. Pollard</i>	
<b>Consumer Propensity to Pay Mobile Service Fees .....</b>	182
<i>D. Viehland, R. Leong</i>	
<b>Co-ordinating Rule Setters – Co-operation in ICT Standards Setting.....</b>	188
<i>K. Jacobs, M. Mora</i>	
<b>Defining an Organizational Performance Construct for Validating Business Process Orientation .....</b>	200
<i>J. Willems, P. Willaert, J. Van den Bergh</i>	
<b>Developing a Knowledge Management Model for Self-reliant Communities .....</b>	206
<i>C. Chantarasombat, B. Srisa-ard</i>	
<b>Developing a Network Architecture to Support Service Level Agreements.....</b>	216
<i>Brett Landry</i>	
<b>Developing an Instrument to Measure Trust in Organizations .....</b>	221
<i>S. Belardo, J. Cmkovic, E. Lauria</i>	
<b>Developing Interoperable Collaboration Services to Sustain Activities of Communities of Practice.....</b>	228
<i>L. Esnault, D. Gillet, N. Karacapilidis, C. Vanoirbeek</i>	
<b>Developing the ERP Pre-Mortem Framework: Addressing the Debate Over Organizational Learning .....</b>	240
<i>J. Sullivan, M. Wyeth, W. Chumney</i>	
<b>Development and Implementation of Interoperability Standards for Electronic Government: a Case Study of the e-PING Framework.....</b>	248
<i>E. dos Santos, N. Reinhard</i>	
<b>E-business Obstacles in Iran's Free Trade Zones.....</b>	260
<i>Mohammad Ali Sarlak, Asghar Hastiani</i>	
<b>E-Commerce Adoption and Acceptance by Firms: Exploratory Study.....</b>	266
<i>Hassan Selim</i>	
<b>E-Commerce Standard Users Interface: Design and Implementation.....</b>	286
<i>S. Tucker</i>	
<b>E-Government Effectiveness: Evaluating Your Organization's Information Technology Investment .....</b>	302
<i>J. Christian, G. Seaver</i>	
<b>Enabling Knowledge Management of Organizational Memory for Groups Through Shared Topic Maps .....</b>	304
<i>L. Miller, S. Nilakanta, M. Rao</i>	
<b>Exploring Determinants of Biometric Technology in a Developing Country Context .....</b>	313
<i>F. Uzoka, T. Ndzinge</i>	
<b>Exploring the Effects of Personal Levels of Depression and Anger on Individual Online Social Network Activities .....</b>	330
<i>Alan Brandyberry</i>	
<b>Extending the Architecture for a Next-Generation Holistic E-Recruiting System .....</b>	334
<i>A. Eckhardt, S. Laumer, T. Weitzel</i>	
<b>Extraction of Word Set for Increasing Human-Computer Interaction in Information Retrieval .....</b>	346
<i>E. Yamamoto, H. Isahara</i>	

<b>Factors Affecting the Objectives of Information Security Management .....</b>	355
<i>Q. Ma, P. Ratmasingam</i>	
<b>From Tags to Topic Maps: Using Marked-up Hebrew Text to Discover Linguistic Patterns .....</b>	367
<i>J. Kroeze, T. Bothma, Mm. Matthee</i>	
<b>ICT Education: Bridging with the Industry .....</b>	378
<i>Lech Janczewski</i>	
<b>ICT Industry Challenges in Adopting ICT: A Case Study from the West Midlands, UK .....</b>	389
<i>C. Chibelushi</i>	
<b>ICT Service Agreements: Definitions, Purpose and Development Principles .....</b>	404
<i>R. Johnston, D. Sewry, R. Benyon</i>	

## Volume 2

<b>Improving Software Quality Through the Use of Statistics: An Initial Approach.....</b>	415
<i>J. Reynoso, M. Sandoval</i>	
<b>Information Security Policy Development for Caribbean Financial Institutions .....</b>	423
<i>E. Duggan, K. Duncan</i>	
<b>Infusing Critical and Creative Thinking and Metacognition in ICT Education: A Classroom Study.....</b>	436
<i>A. Sharma, K. Alsuwaidi, D. Na, S. Boylan</i>	
<b>Innovation: To Disrupt or Not to Disrupt?.....</b>	450
<i>G. Gingrich, R. Childs, J. Christian, M. Ghods</i>	
<b>Knowledge for Managing Information System Security: Review and Future Research Directions .....</b>	452
<i>Huijin Guo</i>	
<b>Knowledge Management Systems from Description to Prescription: An Actor Network Approach .....</b>	463
<i>E. Abou-Zeid</i>	
<b>Knowledge Sharing from Domain-specific Documents.....</b>	475
<i>E. Yamamoto, H. Isahara, A. Terada, Y. Abe</i>	
<b>Managing Icelandic IT Operations Through Outsourcing .....</b>	481
<i>W. Tastle, A. Valfells</i>	
<b>On Broadening Software Development Productivity Research to Serve Better Software Engineering .....</b>	488
<i>D. Petkov, O. Petkova</i>	
<b>On the XML Data Stream and Xpath Queries .....</b>	502
<i>Y. Chen</i>	
<b>Operations and Tool Support for Public View Transformations of Business Processes .....</b>	513
<i>D. Werth, J. Ziemann, T. Kahl, P. Loos</i>	
<b>People Aspects of Business Process Management: Determinants of Process-oriented Behavior.....</b>	525
<i>J. Van den Bergh, P. Willaert, J. Willems, D. Deschoolmeester</i>	
<b>Public Policy Analysis Re-Imagined with Web 2.0 Applications .....</b>	530
<i>James Piecowye</i>	
<b>Recruitment Methods Used by Software Industry in Pakistan: Issues and Concerns .....</b>	538
<i>F. Rana, Q. Abbas, U. Javed</i>	
<b>SMEs, ICT Use And Capabilities: A Panel Discussion.....</b>	549
<i>G. Harindranath, R. Dyerson, D. Barnes, A. Igonor</i>	

<b>Solving the Traffic Problem by Using A Simulation Model .....</b>	552
<i>C-L. Yang, W. Wen</i>	
<b>Some Implementation Issues for Security Services Based on IBE .....</b>	561
<i>G. Pulkis, K. Grahn, J. Karlsson</i>	
<b>Student Survey on Computer Security Awareness And Responsiveness .....</b>	575
<i>M. Rounds, R. Pendegraft, N. Pendegraft, R. Stone</i>	
<b>Study of Mobile Commerce Adoption: A Conceptual Model.....</b>	583
<i>Z. Liu, S. Ji, Q. Min</i>	
<b>Supporting Electronic Collaboration in Conceptual Modeling .....</b>	594
<i>Peter Rittgen</i>	
<b>Taking IT Artifacts Seriously: Developing a Mixed Determinants Model of Assimilation of Telehealth Systems.....</b>	605
<i>J. Jean-Jules, A. Villeneuve</i>	
<b>Testable Theory Development for Small-n Studies: Critical Realism and Middle-range Theory .....</b>	618
<i>Matthew Smith</i>	
<b>The Case for Conceptual Research in Information Systems .....</b>	632
<i>M. Mora, O. Gelman, D. Paradice, F. Cervantes</i>	
<b>The Critical Success Factor Method: A Review and Practical Example .....</b>	642
<i>Vanessa Cooper</i>	
<b>The Determinants of Quality in Public (e)-procurement: An Analysis of the 13 National Procurement Hubs in the European Union .....</b>	652
<i>F. Bof, P. Previtali</i>	
<b>The Impact of Strategy and IS Flexibility on Performance in the Supply Chain Context: A Path Analysis Approach .....</b>	658
<i>K. Fantasy, V. Kumar, U. Kumar</i>	
<b>The Importance of Normative Social Influence and Similarity of Media Preferences on Group Meeting Outcomes: A Preliminary Result .....</b>	672
<i>Z. Guo, F. Tan, T. Turner, H. Xu</i>	
<b>The Role of E-collaboration Technologies in the Design of Virtual Organizations: Brazilian Cases.....</b>	683
<i>C. de Mattos, F. Laurindo</i>	
<b>The Socio-technical Balanced Scorecard: A Framework for Assessing a Public University.....</b>	695
<i>R. Singh, T. Wood-Harper, B. Bahli</i>	
<b>The Use of ICT for Social Development in Underprivileged Communities in Egypt.....</b>	707
<i>Sherif Kamel</i>	
<b>Towards a Framework for Balancing Enterprise Systems Flexibility .....</b>	722
<i>J. Sullivan, T. Boyle, M. Scherrer-Rathje</i>	
<b>Transition to B2B e-Marketplace Enabled Supply Chain: Readiness Assessment and Success Factors .....</b>	729
<i>K. Lavassani, B. Movahedi, V. Kumar</i>	
<b>Usages and Effects of Information and Communication Technologies on Small and Medium Sized Enterprises in Oman .....</b>	741
<i>R. Ashrafi, M. Murtaza</i>	
<b>User Profiling for Search Engines' Help Systems .....</b>	761
<i>Y-K. Chang, V. Kravchyna, M. Arroyo, M. Lwin</i>	
<b>Utility Computing Framework and its Impact on the Medical Industry.....</b>	775
<i>S. Madhisetty, P. Busch, G. Feuerlicht</i>	

<b>Utilizing Environment Knowledge for Competitive Advantage.....</b>	782
<i>S. Majid, R. Kowtha</i>	
<b>Web Homepage Design: An Analysis of New Zealand's Top 50 Web Sites.....</b>	792
<i>D. Viehland, F. Zhao</i>	
<b>What Is Process Standardization? .....</b>	804
<i>Björn Münstermann, Tim Weitzel</i>	
<b>What It Takes for a CIO to Be a CEO: Future Leadership Strategy .....</b>	821
<i>M. Raisinghani, A. Aguila-Obra, P. Antunes, T. Addo, R. Angeles, P. Dobson, M. Jennex, S. Koruth, J-h. Lee, F. Tan</i>	
<b>Where is New Zealand at with Radio Frequency Identification in the Supply Chain? – A Survey Result .....</b>	824
<i>C-B. Soon, J. Gutiérrez</i>	

## **Author Index**