

1st International Conference on Information Management and Evaluation 2010

(ICIME 2010)

**Cape Town, South Africa
25-26 March 2010**

Editor:

Irwin Brown

ISBN: 978-1-62276-648-2

Printed from e-media with permission by:

Curran Associates, Inc.
57 Morehouse Lane
Red Hook, NY 12571



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

Copyright© The Authors, (2010). All Rights Reserved.

No reproduction, copy or transmission may be made without written permission from the individual authors.

Papers have been double-blind peer reviewed before final submission to the conference. Initially, paper abstracts were read and selected by the conference panel for submission as possible papers for the conference.

Many thanks to the reviewers who helped ensure the quality of the full papers.

Printed by Curran Associates, Inc. (2013)

Published by Academic Conferences Ltd.
Curtis Farm Kidmore End
Reading RG4 9AY UK

Phone: 441 189 724 148

Fax: 441 189 724 691

info@academic-conferences.org

Additional copies of this publication are available from:

Curran Associates, Inc.
57 Morehouse Lane
Red Hook, NY 12571 USA
Phone: 845-758-0400
Fax: 845-758-2634
Email: curran@proceedings.com
Web: www.proceedings.com

Contents

Paper Title	Author(s)	Page No.
Preface		vii
Biographies of Conference Chairs, Programme Chair, Keynote Speaker and Mini-track Chairs		ix
Biographies of contributing authors		x
A Framework to Dynamically Define Project Success	<i>Ifeouwa Ajelabi and Yinshan Tang University of Reading, UK</i>	1
Factors Affecting Accepting and Using of Computer and Internet by the Elderly People in the Kingdom of Bahrain	<i>Jafiah Al-Ammary University of Bahrain, Bahrain</i>	9
Users' Adoption of Web 2.0 for Knowledge Management: Position Paper	<i>Fayez Hussain Alqahtani, Jason Watson and Helen Partridge Queensland University of Technology, Brisbane, Australia</i>	19
The Improbable Commitment: the Nature and Outcomes of Managing for Commitment Amongst Information Technology Knowledge Workers	<i>Jeffrey Bagraim University of Cape Town, South Africa</i>	30
Investigating the use of Blogs During the 2009 South African Political Campaign	<i>Omolola Ola Bankole and Wallace Chigona University of Cape Town, South Africa</i>	40
From Traditional Research to "Science 2.0" – Introducing an Evaluation Framework for Web-Based Research Concepts	<i>Steffen Bernius and Julia Krönung Goethe University, Frankfurt, Germany</i>	49
Information Resources Management Practices, Challenges and Proposed Model (Solution): the Case of Addis Ababa University	<i>Mengistu Bogale Ayele University of Addis Ababa, Ethiopia</i>	58
The Success of a Business Intelligence System in a Police Organization: an Evaluation Study	<i>Sven Carlsson, Linda-Marie Skog and Olgerta Tona Lund University School of Economics and Management, Sweden</i>	66
Motivating Factors: Educators' use of ICT in Schools in Disadvantaged Areas in the Western Cape	<i>Agnes Chigona, Wallace Chigona and Zane Davids University of Cape Town, South Africa</i>	74
Towards a Theory for Enterprise Architecture Governance in Organisations	<i>Rudolf Coetsee and Irwin Brown University of Cape Town, South Africa</i>	82
Understanding the Effectiveness of Chargeout Systems	<i>Tjalke de Jong, Egon Berghout, and Peter Schuurman University of Groningen, The Netherlands</i>	91
The Suitability of Agile Systems Development Methodologies for Data Warehouse Development	<i>Roelien Goede and Magda Huisman NorthWest University, Potchefstroom, South Africa</i>	99

Paper Title	Author(s)	Page No.
Using Design of Experiment to Evaluate the Performance of a Radio Frequency Identification (RFID) Inventory Reader at the item level	<i>Paul Golding and Vanesa Tennant University of Technology, Jamaica</i>	107
Contributions to a Strategy 2.0 in Higher Education	<i>Rui Gomes and Lúgia Sousa Instituto Politécnico de Viana do Castelo, Portugal</i>	116
Early Risk Assessment in Software Development Life Cycle Using Software Metrics	<i>Aline Uwera Hakizabera and Ario Ohsato Nagaoka University of Technology, Niigata, Japan</i>	122
Customer Information Concerns in Banking Contact Centres	<i>Mike Hart, Monatumelo Mannya and David New University of Cape Town, South Africa</i>	129
The Value Congruence of Social Networking Services - a New Zealand Assessment of Ethical Information Handling	<i>Tony Hooper and Tyrone Bard Evans Victoria University of Wellington, New Zealand</i>	138
Wiki-Based Knowledge Management in Municipal Traffic and Transport Planning	<i>Robbert in 't Hout, Jos Vrancken and Pieter Schrijnen Delft University of Technology, The Netherlands</i>	146
Factors That Affect e-Commerce Adoption in Tanzanian SMEs	<i>Salah Kabanda and Irwin Brown University of Cape Town, South Africa</i>	153
A Critical Analysis of ICT Capacity Building in Least Developing Countries: the Case of Tanzania	<i>Salah Kabanda and Irwin Brown University of Cape Town, South Africa</i>	163
Disconnected Architectures for use in Connectivity Constrained Environment in Africa	<i>Boniface Kabaso and Bobby Moeng Cape Peninsula University of Technology, Cape Town, South Africa</i>	171
Strategic Alignment Assessment Based on Enterprise Architecture	<i>Elhari Kaoutar and Bouchaib Bounabat Université Mohammed V, Agdal - Rabat, Morocco</i>	179
Mobile Access to Information Systems in law Enforcement: an Evaluation of its Implications for Data Quality	<i>Rachael Lindsay, Thomas Jackson and Louise Cooke Loughborough University, UK</i>	188
Software Configuration Management Systems for Distributed Development Teams: Real World Requirements and Evaluation.	<i>Elizaveta Mac Lennan and Jean-Paul Van Belle University of Cape Town, Cape Town, South Africa</i>	197
Factors Affecting the Success of e-Government in a South African Context: a Grounded Theory Approach	<i>Rangarirai Matavire, Wallace Chigona, Dewald Roode, Eureka Sewchurran, Zane Davids, Alfred Mukudu and Charles Boamah-Abu University of Cape Town, South Africa</i>	207

Paper Title	Author(s)	Page No.
An Organisational Model for Information Security Assessment	<i>Jeremy McKissack, Val Hooper and Beverley Hope Victoria University of Wellington, New Zealand</i>	218
Library and Information Professionals (LIPs) in the Present Digital age: Challenges of the new Skills	<i>Meera Meera University of Delhi, India</i>	228
Customer Relationship Management Implementation: a Case Study in Malaysian Public Higher Learning Institution	<i>Nor Hapiza Mohd Ariffin, Abd Razak Hamdan, Khairuddin Omar and Wan Adilah Wan Adnan Universiti Teknologi Mara, Malaysia</i>	237
The Acceptance of Technology-Based Knowledge Management Systems by Knowledge Workers	<i>Stella Moloto and Sheryl Buckley University of Johannesburg, South Africa</i>	244
A Critical Analysis of Media Discourse on a Western Cape Schools ICT Project: Khanya	<i>Bojelo Mooketsi and Wallace Chigona University of Cape Town, South Africa</i>	254
Evaluating the IS/IT Benefits Management Practice in South African Organizations	<i>Rennie Naidoo University of the Witwatersrand, Johannesburg, South Africa Walter Palk, KPMG, IT Project Advisory, South Africa</i>	264
Intercultural communication in Information System Development Teams	<i>Emma Nhlapo¹ and Roelien Goede² ¹NorthWest University, Mafikeng, South Africa ²NorthWest University, Potchefstroom, South Africa</i>	273
Applying Earl's KM Model in IK Management	<i>Dorothy Njiraine University of Zululand, South Africa</i>	281
The Role of Platforms in Software Development – Planting Real Options to Manage Uncertainties	<i>Emil Numminen and Anders Wrenne School of Management at Blekinge Institute of Technology, Ronneby, Sweden</i>	289
Comparative Analysis of Innovation and Research at Higher Education Institutions in South Africa	<i>Silvester Olupot and Manoj Maharaj University of KwaZulu-Natal, Durban, South Africa</i>	296
The use of the Internet for Electoral Campaign Communication by South African Political Parties	<i>Uche Onumajuru and Wallace Chigona University of Cape Town South Africa</i>	306
Does Entrepreneurial Experience and Strategy Really Matter for ICT Performance? A Greek Cross-Border Empirical Study	<i>Avraam Papastathopoulos and Christina Beneki Technological Educational Institute of Ionian Islands, Cephalonia, Greece</i>	314
The Elephant in the Server Room: Confronting the Need for an Ethics Officer in the IT Function	<i>Shana Poneis and Johannes Britz University of Wisconsin-Milwaukee, USA</i>	323
The Politics of Technological Design and Implementation	<i>Dirk Postma University of Johannesburg, South Africa</i>	330

Paper Title	Author(s)	Page No.
Teaching Green Information Technology in the Classroom: an Undergraduate Case-Study	<i>Sumarie Roodt University of Pretoria, South Africa</i>	338
Evaluating the Effectiveness of Strategic Information Systems Planning (SISP)	<i>Mehran Sepehri Sharif University of Technology, Tehran, Iran</i>	346
Organisational Memory Mismatches and Coping Strategies During ERP Usage	<i>Lisa Seymour, Brian O'Donovan, Johannes Geldenhuys, Mogamat Isaacs and Kaziwe Kaulule University of Cape Town, South Africa</i>	353
The Creation of a Framework for a Focused Research Problem Development in Information Systems	<i>Shawren Singh and Peter Mkhize University of South Africa, Tshwane, South Africa</i>	362
Sociometric Attractiveness on Facebook	<i>Kate Stam, Ming-Yi Chao, Snow Dong, Yang Liu, Glen Cameron and Antonie Stam The University of Missouri, Columbia, USA</i>	371
On Variety of Semantic Search Systems and Their Evaluation Methods	<i>Darijus Strasunskas and Stein Tomassen NTNU, Trondheim, Norway</i>	380
Software Methods in Global Software Development: the Case of Mauritius and South Africa	<i>Maureen Tanner University of Cape Town, South Africa</i>	388
A new Approach for Similarity Search based on Textual Content	<i>Clotilde Uwimana and Renyong Wu Hunan University, Changsha, China</i>	399
Can a Project-Based Approach Enable IS/IT Graduates to add the F to IT?	<i>Nata van der Merwe¹, Elsje Scott² and Peter Weimann³ ¹Cape Peninsula University of Technology, Cape Town, South Africa ²University of Cape Town, South Africa ³Beuth Hochschule Berlin, Germany</i>	405
Information as a Strategic Asset in an Asymmetric Unconventional Conflict	<i>Brett van Niekerk and Manoj Maharaj University of KwaZulu-Natal, Westville, South Africa</i>	413
Auditing the Architectural Design Process: an Information Management Approach	<i>Huan Vo-Tran RMIT University, Melbourne, Australia</i>	422
Behavioural Consideration of Information Visualization Techniques: Examining Interaction Pattern Differences	<i>Wan Adilah Wan Adnan¹, Nor Laila Md Noor¹, Nik Ghazali Nik Daud² ¹Universiti Teknologi MARA Malaysia ²Universiti Pertahanan Nasional Malaysia</i>	431
Information Retrieval and Document Management in the Early Phases of Urban Development Projects	<i>Maarten Weers and Jos Vrancken Delft University of Technology, The Netherlands</i>	439

Paper Title	Author(s)	Page No.
Communication Technology and Culture in Distributed Teams of a Large German Manufacturer	<i>Peter Weimann¹, Christian Hinz¹, Elsje Scott² and Michael Pollock²</i> <i>¹Beuth-Hochschule, Berlin, Germany</i> <i>²University of Cape Town, South Africa</i>	449
Research in Progress		
Patients' Processes in Healthcare: an Abstract View Through Enterprise Architecture	<i>Kamran Ahsan, Hanifa Shah and Paul Kingston</i> <i>Staffordshire University, Stafford, UK</i>	459
What Challenges Confront Quality Assurance and Accreditation Initiatives In Egypt? An Empirical Case Study on the Higher Education Enhancement Project HEEP	<i>Abir El Kadi and Kimiz Dalkir</i> <i>McGill University, Montreal, Canada</i>	467
Whose Group is it Anyway? A Method for Defining the Context of Multi-Organisation Collaborations in Local Government Domains	<i>Joycelyn Harris and Lily Sun</i> <i>University of Reading, UK</i>	475
Bridging Information Security Framework for Higher Learning Institutions of Malaysia	<i>Zuraini Ismail, Maslin Masrom, Zailani Mohammed Sidek and Ikhwan Zaini Awang Mat Saaid</i> <i>Universiti Teknologi Malaysia, Kuala Lumpur, Malaysia</i>	483
Can Electronic Portfolios be Extended to Assess Intellectual Capital in Universities?	<i>Irene Kitimbo¹ and Michael Kyobe²</i> <i>¹McGill University, Montreal, Canada</i> <i>²University of Cape Town, South Africa</i>	492
Mobile Loyalty Services – a Retailer and Consumer Survey	<i>Carolin Löffler and Freimut Bodendorf</i> <i>Institute for Information Systems II, Nuremberg, Germany</i>	501
A Realist Conceptualization for Studying Information System Development Methodology	<i>Daniela Mihailescu¹ and Marius Mihailescu²</i> <i>¹Jönköping International Business School, Sweden</i> <i>²Lund University, Sweden</i>	510
Adapting DeLone and McLean's IS Success Model to Evaluate the e-School System	<i>Hesbon Nyagowa</i> <i>University of Zululand, South Africa</i>	518
E-Business Projects Implementation: Hurdles, Challenges and Issues	<i>Jonathan Oni, Vesper Owei and, Takauya Chandiwana</i> <i>Cape Peninsular University of Technology, Cape Town, South Africa</i>	528
An Evaluation of SISP Process Stages in the Context of Developing Countries and the Role of the Competing Value of Leadership	<i>Esam Osman</i> <i>University of Plymouth, UK</i>	535
Can e-Learning Improve ERP Implementation Projects in Small and Medium Firms?	<i>Joachim Schuler</i> <i>Pforzheim University, Pforzheim, Germany</i>	545

Paper Title	Author(s)	Page No.
Developing a Framework for Evaluating Benefits of Information Technology Projects in Local Communities	<i>Corrie Uys and Shaun Pather Cape Peninsula University of Technology, Cape Town, South Africa</i>	553
The Application of Usability Principles to Increase Usage of a Mandated Sales web Application	<i>Grafton Whyte and Stephanie Bezuidenhout University of the Western Cape, Cape Town, South Africa</i>	561