## 5th European Conference on Information Management and Evaluation 2011

Como, Italy 8-9 September 2011

ISBN: 978-1-62993-431-0

## 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, (2011). 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		V
Biographies of Conference Chairs, Programme Chair, Keynote Speaker and Mini-track Chairs		vi
Biographies of contributing authors		viii
Information and Knowledge Management Using ArcGIS ModelBuilder	João Agrela, Leonor Esteves, Jorge Ferreira and Óscar Antunes	1
System Integration Model Based on Open Source Software (Oss)	Kamsuriah Ahmad <sup>1</sup> , Azwan Mohamed <sup>1</sup> and Reduan Samad	13
Building Virtual Communities on top of Online Social Networks	Cuneyt Gurcan Akcora, Barbara Carminati and Elena Ferrari	19
Benchmarking Information Management Practice and Competence in Swedish Organizations	Karen Anderson, Göran Samuelssonand Marie Morner Jansson	28
Developing a Model for Assessing IT Competency of Managers	Mohammad Abooyee Ardakan, Hamed Majidi Zolbanin and Ali Khaleghi	37
Investigating the Relationship of Managers' IT Competency and IT Projects' Risks	Mohammad Abooyee Ardakan, Babak Sohrabi and Vahid Saadat	43
Evaluation of ICT Investment in Healthcare: Insights and Agenda for Future Research	Arviansyah, Egon Berghout and Chee-Wee Tan	53
The Uses of Business Outcomes for IT Benefit Identification at the Ex-Ante Justification Stage	Dawit Asmelash	65
Data Governance in Practice: The SME Quandary Reflections on the Reality of Data Governance in the Small to Medium Enterprise (SME) Sector	Carolyn Begg and Tom Caira	75
Towards a Framework for the Evaluation of Mobile Payments Integration	Fergal Carton et al	84
Social Computing Tools for Inter-Organizational Risk Management	Walter Castelnovo	92
Embedding Human Values Into Information System Engineering Methodologies	Sunil Choenni, Peter van Waartand Geert de Haan	101
Evaluating the Role and Potential of Internet Banking: The Creditis Experience	Renata Paola Dameri	109
ICT and PA: A Marriage Made in Heaven?	Maria Concetta De Vivo, Alberto Polzonetti and Pietro Tapanelli	119
SMEs and IT: A Market for Lemons?	Jan Devos, Hendrik Van Landeghem and Dirk Deschoolmeester	126
Authenticity of Digital Records: An Archival Diplomatics Framework for Digital Forensics	Luciana Duranti and Adam Jansen	134
A Reflective Framework for Successful IS Implementation in Healthcare: Applying Theories From IS Innovation and Implementation Research	Kate Dymoke-Bradshaw and Ann Brown	140
The Effectiveness of EBSE in Modifying Professional Practice – an Experimental Protocol and Study	Graham Fletcher and Marie Cahillane	148

Paper Title	Author(s)	Page No.
How Open Source Software Products: Can Support Teaching in Italian Schools	Chiara Friso, Valentina Lenarduzzi, Davide Taibi and Davide Tosi	157
Cyber University - a Future for Online Education	Yuwanuch Gulatee and Barbara Combes	166
Managing Costs and Performance of Information Technology in a Group Context – Current Challenges for Multinational Enterprises	Florian Hamel et al	174
Distributed Working Pictures	Martin Hill, John Salt and Graham Fletcher	182
Transforming Information to Knowledge is the Current Platform for a Successful Political Campaign	Vered Holzmann and Ben Holzmann	189
Theoretical Discussion: Green IT and its Development in South Africa	Grant Howard and Sam Lubbe	196
Evaluating ICT Based Services for Older Users	Minna Isomursu and Marja Harjumaa	205
The Geography of Criminality - Information and GIS Models for Decision Support	Paulo João, Jorge Ferreira and José Martins	213
Mobile Virtual Network Operator Information Systems for Increased Sustainability in Utilities	Hallur Leivsgarð Joensen and Torben Tambo	225
Management of Information Systems Outsourcing: Evaluation of Lessons Learned From a Boundary Spanning Perspective	Björn Johansson and Linda Bergkvist	234
A Fair Partnership Model by Sharing the Benefit of Knowledge Creation	Ghassan Kbar	243
Measuring the Effectiveness of National Knowledge Based Economy	Ghassan Kbar and Abdul Aziz AlDusari	250
Empirical Study on IT Productivity in eGovernment in Korea	Dong-Hyun Kim and Hyun-Joo Kim	258
Impact of Inter Organizational Networks on Adoption Process of Information Technology	Erdem Kirkbesoglu and Gizem Ogutcu	264
Portfolio Management in Non-Profit Organizations: The Case of Groningen's Municipality	Bert Kleersnijder and Egon Berghout	271
Why is an IS Project Late? – A Case Study	Juha Kontio	279
Research on Performance Review Model for National Database Project	Misoo Kwon	288
Multi-Scope Evaluation of Public Administration Initiatives in Process Automation	Luigi Lavazza	294
eBusiness Model Design and Evaluation: The Pieces Make the Puzzle	Monika Magnusson	303
Using Goal Modelling to Evaluate Goals for eService Development in Government	Monika Magnusson and Marie- Therese Christiansson	312
Alignment in Enterprise Architecture: Investigating the Aspects of Alignment in Architectural Approaches	Thanos Magoulas, Aida Hadzic, Ted Saarikko and Kalevi Pessi	321
eCitizen Satisfaction: The Case of eGovernment Websites	Panagiotis Manolitzas et al	332
Understanding the Impact of Knowledge Sharing in Organisations: A Case Study	Magdeline Mashilo and Tiko Iyamu	341

Paper Title	Author(s)	Page No.
Contextual Inquiry into Business Requirements Elicitation of Indigenous Enterprise: A Case of the Malaysian Batik Microenterprise	Nor Laila Md Noor and Ariza Nordin	350
HOT-fit Evaluation Framework: Validation Using Case Studies and Qualitative Systematic Review in Health Information Systems Evaluation Adoption	Maryati Mohd Yusof	359
Remembering and Recalling: The ERP System as an Organizational Memory	Gunilla Myreteg	366
Environmental Scanning Practice of Enterprise 50: Small Medium Enterprise (E50 SMEs) in Malaysia	Roslina Othman and Siti Rohimi Hamedon	373
Understanding Financial and non-Financial Information to Assess Listed Johannesburg Stock Exchange (JSE) Companies' Performances	Elmarie Papageorgiou and Herman de Bruyn	383
Designing a Model for Evaluating the Information Technology Level in Organizations by Fuzzy TOPSIS	Shabnam Pasandide, Abbas Toloie Eshlaghi, and Reza Radfar	394
Can eGovernment Systems Bridge the Digital Divide?	Elias Pimenidis, Lazaros Iliadis, and Christos Georgiadis	403
Contributions to the Measurement and Management of Intellectual Capital – an Accounting Perspective	Rui Alexandre Pires and Maria do Céu Gaspar Alves	411
Executive Information Systems (EIS) Implementation for Education Management – a Conceptual Framework	Rozilawati Razali and Mahamsiatus Kamaruddin	420
The ISD Process as a Live Routine	David Sammon, Tadhg Nagle and John McAvoy	428
Using Geographic Information to Assess Urban Environmental Indicators in the City of Lisbon	Teresa Santos, Ségio Freire and José António Tenedório	436
Reflections on the Role of the Lecturer as Teacher, Researcher and Mentor in a Project-Based Approach for IS/IT Majors at Three Different Academic Institutions	Elsje Scott, Peter Weimann and Nata van der Merwe	443
Enterprise Information Systems of new Generation	Elena Serova	452
Post-ERP Feral System Taxonomy: A Manifestation From Multiple Case Studies	Sharina Tajul Urus, Alemayehu Molla and Say Yen Teoh	458
Open Source Disease Control Software Development: The Role of Patients	Jose Teixeira and Reima Suomi	467
Value of Knowledge Management Systems: A Review Paper	Nelly Todorova	475
Accountability and the Reconstruction of the Past	Geert-Jan van Bussel HvA Amsterdam	483
The Question of Selecting Appropriate Methodics of an ERP System Implementation in Life&Science Enterprises as an Important Factor of a Project's Success Based on the Example of Polish Experiences	Bartosz Wachnik	491
PhD Research Papers		501
Information Systems for Production Planning and Scheduling and Their Impact on Business Performance	Denisa Ferenčíková	503

Paper Title	Author(s)	Page No.
An Evaluation of web Services Proxies Solutions	Antonio Hidalgo Landa, lan Owens and Graham Fletcher	510
Enhancing the Success of Electronic Schools in the Kenyan Context	Hesbon Nyagowa, Dennis Ocholla and Stephen Mutula	520
The Specification of Competency Questions: An Ontological Support to Match Business Processes, IT and Competences of Professionals	Yadary Ortega-González et al	531
The Balanced Scorecard and its Practical Applications in Oracle Balanced Scorecard	Michal Pivnička	540
Challenges in Business Case Development and Requirements for Business Case Frameworks	Bart-Jan van Putten, Franziska Brecht, and Oliver Günther	553
The Relation Between Dynamic Business Models and Business Cases	Bart-Jan van Puttenand Markus Schief	562
Evaluation of Error Management in Health Information Systems: A Review	Mohamad Norzamani Sahroni and Maryati Mohd Yusof	570
Non Academics papers		577
Management of Waiting List for Surgery Information System	Rita Cristóvão and Pedro Gomes	579
Work in Progress papers with Posters		593
Information Management Enabling Collaborative oak Tree Population Care: How to Define and Initiate a Change Management Process in a Local Community in Sweden	Maria Bergenstjerna	595
Motivations in Virtual Communities: A Literature Review	Giovanni Camponovo	598
An Enterprise Ontology Approach for Defining Enterprise Information Architecture	Bernardo Gomes, André Vasconcelos and Pedro Sousa	609
Review of Lean Method Application for Improvement in Health Information Systems	Soudabeh Khodambashi and Maryati Mohd Yusof	616
National Ict Strategy and its Implementation In Building Information Society in Albania	Ermelinda Kordha and As. Kozeta Sevrani	619
A Bottom-Up Approach for the Representation and Continuous Update of Technology Architectures	João Soares, José Tribolet and André Vasconcelos	622