

9th European Conference on Information Management and Evaluation (ECIME 2015)

Bristol, United Kingdom
21-22 September 2015

ISBN: 978-1-5108-1301-4

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, (2015). 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. (2015)

Published by Academic Conferences and Publishing International Ltd.
33 Wood Lane
Sonning Common RG4 9SJ 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		iii
Committee		iv
Biographies		vi
Exploring Security Strategies for Enterprise Data Protection in Organisations	Olusegun Ademolu Ajigini	1
Collaborative Disciplines, Collaborative Technologies: A Primer for Emergency Management Information Systems	Alexis Amaye, Karen Neville and Andrew Pope	11
The Importance of Economic Evaluations of mHealth Pilots: A Proposed Malawian Case-Study	Teresa Berkery, Yvonne O'Connor, Deirdre Ryan, Ciara Heavin, Joe Gallagher and John O'Donoghue	21
The Enterprise Architect Profession: An Empirical Study	Terese Besker, Rolf Olsson and Kalevi Pessi	29
Benefits Realisation of Information Technology in the National Health Service: A Paradigmatic Review	Rebecca Casey, David Wainwright and Teresa Waring	37
Assessing Benefits of Enterprise Resource Planning (ERP) Systems in Local Government	Takauya Chandiwana and Shaun Pather	45
Exploring the Impact of Cloud Computing on IT Departments	Gerard Culley and Niki Panteli	54
Assessment of Maturity Levels in Dealing With low Probability High Impact Events	Chrysostomi Maria Diakou and Angelika Kokkinaki	61
Factors Influencing Live Customer Support Chat Services: An Empirical Investigation in Kuwait	Ahmed Elmorshidy, Mohamed Mostafa, Issam El-Moughrabi and Husain Al-Mezen	68
Identifying Critical Success Factors for Business Intelligence Systems	Sunet Eybers and Apostolos (Paul) Giannakopoulos	77
Improving ERP Implementation Through Knowledge Gained From end Users	Oduronke Eytayo	85
An Investigation into the Effects that Business Intelligence can Have on Organisational Performance	Apostolos (Paul) Giannakopoulos and Sunet Eybers	93
Impact of IS/IT Investments on Firm Performance: Does Stakeholder Orientation Matter?	António Guerreiro	100
Towards a Model-Based Approach to Evaluate the Effectiveness of e-Learning	Rawad Hammad, Mohammed Odeh and Zaher Khan	111
Using Business Analytics to Secure a Position in the Supply Chain	Douglas Hawley	120
The Resource Based View of Cloud Computing: A Case Study	Jerry Horgan and Brian Donnellan	126
Illustrating What Alignment Dimensions Must be Addressed to Advance Person-Centred Healthcare	Jwan Khisro, Maria Bergenstjerna and Kalevi Pessi	136
The Construction of Financial Information in an Organizational Setting: The Interactions Between Social Actors and ERP Systems	Gunilla Myreteg	144
A Cross-Cultural Study on e-Service Delivery	Ngoc Anh Nguyen	151
Application of ICT Tools in Enhancing Education in Information Society	Grażyna Paliwoda-Pękosz, Janusz Stal and Lidia Wojtowicz	160

Paper Title	Author(s)	Page No
Understanding the “Root Architecture” of the Enterprise From a Teleological Approach	Kalevi Pessi, Thanos Magoulas, William Nsubuga and Aida Hadzic	170
Towards a Classification of Technology Strategy Frameworks	Cláudio Santos, Madalena Araújo and Nuno Correia	180
How CEOs of the Small Firms Make Decisions to Ensure Information Systems Resilience?	Amitrajit Sarkar and Stephen Wingreen	188
Case Management as a Tool for Forming Corporate Knowledge	Elena Serova	198
A Psychological Framework Modelling Decision Making in Emergencies	Christina Steiner, Alexander Nussbaumer and Dietrich Albert	206
Alignment of Enterprise Architecture Principles: A Case Study	Christer Tallberg, Kalevi Pessi, Thanos Magoulas and Mats-Åke Hugoson	215
Enhancing Participation Through Empowering Actor Autonomy in Workflow Management	Sander van Splunter, Farideh Heidari and Frances Brazier	224
Examining how IT Professionals in SMEs Take Decisions About Implementing Cyber Security Strategy	Milos Zec and Miranda Kajtazi	231
PHD Research Papers		241
Flexibility of Information Technology Infrastructure Capability	Ahmed AlHarbi, Ciara Heavin and Fergal Carton	243
Tool Support for Maintaining Clinical Guidelines: A Case Study	Soudabeh Khodambashi and Øystein Nytrø	253
Barriers and Enablers of Digital Business Model Transformation	Erdelina Kurti and Darek Haftor	262
Are Brand-Oriented and Customer Retention-Driven SMEs More Inclined to Exploiting eMarketing Opportunities?	Christian Nedu Osakwe	269
Assessment of Corporate Social Performance Based on MADM Methods	Stepanka Stankova	275
Masters Research Paper		285
Implications of Patient Empowerment From an eHealth Perspective	Porya Mohajer Soltani and Kalevi Pessi	287
Work in Progress Papers		295
Research Proposal: Business-to-Business IT Capabilities as Conditioner of Business Model Reconfiguration	Behrooz Golshan and Darek Haftor	297
Development of a Training Tool for Correct use of Protective Clothing	Nora McCarthy, Simon Dwane, Peter Daly, AG Gallagher, E Duggan and Karen Neville	300
USSD System for TB Contact Tracing: Server, Database and Security Issues	Gontlafetse Mosweunyane, Tallman Nkgau, Onalenna Makhura and Tebogo Seipone	304