

## Editorial for the Special ICIME Edition of EJISE – ICIME2013

This special issue of the Electronic Journal of Information Systems Evaluation (EJISE) contains the full versions of eight papers that were presented at the 4<sup>th</sup> International Conference on Information Systems Management and Evaluation (ICIME) 2013 held at RMIT University (Vietnam Campus) in Ho Chi Minh City. This conference brought together groups of people from all over the world with different perspectives, experiences and knowledge in areas of work where information technology and management intersect.

The papers published in this special issue have addressed a number of challenges on how to manage and evaluate information systems effectively in the current information age. The first challenge comes from their complexity nature as information systems can include a variety of components that span across multiple organizations and geographical areas. The complexity makes it difficult to understand user experience, perceptions, attitudes and inhibitors in the context of system adoption. In the first paper, Kevin Johnston, Mei-Miao Chen and Magnus Hauman investigate the use, perception and attitude of 486 students from University of Cape Town (South Africa) towards Facebook and Twitter. The research findings suggest that social networking software should be made use in both personal lives and classrooms.

Easwar Krishna Iyer, Arathi Krishnan, Gaurav Sareen and Tapan Panda's "Sectorial Adoption Analysis of Cloud Computing by Examining the Dissatisfier Landscape" identifies and examines the four key adoption inhibitors that inhibit a widespread adoption of cloud computing across four industry sectors – SME, BDFS, education and hospitals. This understanding will be able to facilitate the cloud computing vendors to improve product conceptualization at the production level and fine-tune product positioning at the sales and marketing level to enhance market penetration.

Students with disabilities are enrolling even more with online courses with the hopes of a barrier-free learning environment. However, there are still some technical, communicational and interactional barriers existed in the learning environment. In the fourth paper, Bob Barrett aims to develop solutions to overcome these barriers that include designing training programs to educate instructors in the areas of disability awareness as well as virtual classroom accommodations and online interactions for students with disabilities.

In the eighth paper, Marius Mihailescu, Daniela Mihailescu and Sven Carlsson develop an explanatory framework based on a realist social theory and underpinned by a critical realist perspective, with the intention of describing and explaining IS/IT adoption occurrences. This study offers a foundation for future work that may contribute to a more coherent view on complex innovations and insights into their potential adoption.

Another challenge is to identify the manpower requirements (such as experience, competencies, skills, education level and knowledge) to analyze, design, develop, implement and manage various types of information systems. For example, Vince Bruno and Martin Dick examine two sets of usability roles in the paper entitled "Improving Usability Outcomes for each of the Usability Practitioner Roles": the consultant vs. the organization based practitioner and the usability manager vs. the usability practitioner. The key findings show that usability managers look to strategic usability issues, by improving stakeholder collaboration and need to focus on the skillsets of the usability practitioners. Consultants had a higher tendency to focus on usability activities compliance within a process, selecting

and performing activities based on constraints, needed to have a degree of flexibility in their usability practice and often were used to validate usability practices in an organization. Organizational practitioners were more focused on nurturing and educating usability understanding within the organization and stakeholders involved in an IS project. A usability practitioner needs to be flexible enough to adapt to the situation they find themselves in when engaged in an IS project in order to maximize usability outcomes.

Financial Information Management Systems (FIMS) or Accounting Information Systems (AIS) is a cross-disciplinary subject in which educators have lamented high failure rates among students and professional bodies have reported that graduates lack sufficient meta-cognitive knowledge of information systems to perform their tasks. In the fifth paper, Hien Minh Thi Tran and Farshid Anvari present a five-dimensional reflective cycle framework that facilitates reflective practice among academic and professional instructors for designing, delivering and evaluating FIMS and AIS courses. This study also supports the view that reflection, within the proposed framework, is an effective strategy; and that Bloom's Revised Taxonomy and the PEER Model are tools which can assist instructors to teach FIMS and AIS courses in a way that enhances participant's learning abilities.

In the seventh paper, Val Hooper and Beverley Bunker conduct an explanatory research into the role and competency expectations of CIOs in public sector, and into the impact of the public sector context. The findings of this research indicate that CIOs and their business partners differ significantly in their views of required competencies. The findings extend the application of the RBV and also provide greater understanding of the competencies and roles of the CIO. It also provides insights for recruiters of public service IT professionals and CIOs, human resources managers, as well as for providers of training programs.

Last but not least, academics and practitioners have to overcome challenges to evaluate and manage the quality of information systems. The sixth paper authored by Aelita Skaržauskienė, Rūta Tamošiūnaitė and Inga Žalėnienė aims to provide insight into the concept of social technologies, to develop its meaning in information and knowledge society by evaluating social collaboration tools and technologies. The paper presents effects' relation analysis with particular social collaboration tools and technologies. Each tool and technology was evaluated by all positive and negative effects simultaneously by setting hierarchical impact of the effect on a tool or technology.

**Nelson Leung**

**Guest Editor**