

Editorial for Volume 19 issue 2 ECIME 2015

Guest editors

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Information Systems are continuously evolving organisms. They are designed, developed, used, reviewed, evaluated, maintained and adapted throughout their life. Nowadays almost every organization, be it private or public relies on such system to help them interact with their internal and external environment. Information systems provide the tools for completing a variety of core and secondary functions, support decision making at various levels of an organization and ensures timely and efficiency handling of data and information. Since they require considerable investment on the outset and frequent maintenance information systems need to be monitored and evaluated on a continuous basis to ensure that the organizations they serve get the best possible return from them.

The challenges of evaluating and managing information systems and data and information produced and processed by them, evolve continuously. As new technologies bring new uses and as the IT world moves from traditional data storage and localised information systems and data services to cloud based services, new methods and techniques are required. Collecting, storing and managing very large volumes of data is emerging as a “new science” within the world of information management and creates new requirements for methods and techniques to fulfil new roles, tasks and problem solving.

This special issue of the Electronic Journal of Information Systems Evaluation comprises four papers carefully selected among those that were presented at the 9th European Conference on Information Systems Evaluation and extensively revised to provide the current version of the authors’ research findings. The themes addressed are as diverse as the origin of the authors and address a wide variety of topic areas from evaluating performance and value of investment in the private sector, exploring the effectiveness of ERP systems, discussing business analytics and decision making and considering the effectiveness of e-Government systems in a cross-cultural environment.

Takauya Chandiwana and Shaun Pather, draw experiences from a different part of the world. Their work is based on experiences in the public sector in South Africa. More specifically they focus on the management of resources and services provision by Municipalities and the impact it could have on ordinary citizens when Enterprise Resource Planning (ERP) are utilized for the task. They find that in the case of Municipalities in South Africa, ERP systems can promote financial sustainability, lower overall ICT operational costs, reduce communication costs, enable an efficient budget and can result in better overall governance of local governments.

Looking across the board to the private sector António Guerreiro, explores the benefits that could be accrued on organizational performance by stakeholder orientation in IT projects. His work draws on experience gained from studying large Portuguese companies. He concludes that “stakeholder orientation” can have a positive impact on the relationship between IS/IT and firm performance.

A more traditional system serving one of the oldest industries; the implementation of an ERP system in a large manufacturing organization in the steel industry is more about understanding that organization’s culture, than it is about the actual technology claims Douglas Hawley. He proceeds by examining both the critical success factors along with the implementation faults of the cultural advantages at the largest steel producer in North America, and discusses how these cultural factors can affect the completion of the project on a large scale ERP implementation.

The final paper of this edition addresses the issue of the effectiveness of e-Government applications which has been the subject of a lot of research on a world-wide scale. The poor return on investment and low uptake of e-Government services in a lot of countries has led to scepticism for many such service providers. Ngoc Anh Nguyen, challenges the models and frameworks that consider technical and economic data suggesting that

management optimization process, government IT leadership, ICT legislation framework and national culture have influences to e-service provision. Thus the development pattern of online service is different across countries, subject to country-specific characteristics and IT leadership level and any evaluation of services of this type should include these factors.

I would like to take the opportunity to thank the reviewers of the papers presented here and those that have contributed in the selection of the papers among the original contributions.

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