10th European Conference on IT Evaluation - Instituto De Empresa, Madrid
25-26 September 2003

Thursday 25 September			
10:00 Welcome from the conference co-chairs Enrique Dans and Dan Remenyi			
10:15 Keynote address by **John Ward, Professor of Strategic Information Systems and Director of the Information Systems Research Centre, Cranfield University, UK** *IT Evaluation : an enabler or inhibitor of realising value from IT?*			
10:55 Conference splits into four streams			
Stream A - Chair - Egon Berghout	*Stream B - Chair - Ann Brown*	*Stream C - Chair - Dirk DeSchoolmeester*	*Stream D - Chair - Enrique Dans*
11:00 The investment in IS/ICT and its impact on work and organisation in private and public sectors Amirrudin Kamsin, University of Malaya, Kuala Lumpur, Malaysia	Expressiveness and effectiveness - integrating knowledge creation and IS evaluation for imrpoved organisational learning about IS Tuan Yu, Canterbury Business School, UK	Trials and tribulations of IT evaluation: Lessons learnt from an automotive case study Melanie Clay, R-Tek Ltd, Washington, UK Helen M Edwards and John Maguire, University of Sunderland, UK	Getting into the misalignment between business and information systems Carla Marques Pereira, EST-IPCB, Castelo Branco, PortugalPedro Sousa, I.S.T/ CEO-INESC, Lisboa, Portugal
11:30 Establishing an organisational capability to succeed in realising benefits from IT investments:An exploratory analysis Colin Ashurst and Neil Doherty, Loughborough University, UK	The Evaluation of Critical Success Factors for IT Projects, Peter Tyndale EDS and Kingston University, UK	The effect of social factors on the adoption of Electronic Grocery Systems (EGS) – An Australian study Clare Lewis, Deborah Bunker and Farhad Daneshgar, University of New South Wales, Sydney, Australia	Electronic customer relationship management: Evaluating strategic capabilities across stages of innovation Ryan R. Peterson, Instituto de Empresa, Madrid, Spain
12:00 Evaluating the information society: Some conceptual issues Frank Bannister and Dan Remenyi, Trinity College Dublin, Ireland	An applied ethnographic methord for evaluating the use of online database Roslina Othman, International Islamic University, Malaysia	Realistic information systems evaluation research Sven Carlsson, Jonkoping International Business School, Sweden	Organisational change and information systems implementation: A multiple case study in the auto parts industry in Brazil. Marco Antonio Pinheiro da Silveira, IMES – Centro Universitário Municipal de São Caetano do Sul, Diadema, Brazil Eduardo Henrique Diniz, Escola de Administração de Empresas de São Paulo – Fundação Getulio Vargas, País, Brasil
12:30 *Lunch*	*Lunch*	*Lunch*	*Lunch*
Stream A - Chair - Frank Bannister	*Stream B - Chair - Carole Brooke*	*Stream C - Chair - Sven Carlsson*	*Stream D - Chair - Ryan Peterson*
14:00 Evaluation processes: Lessons from Bateson's second order learning Peter Bednar and Carl Adams, Portsmouth University, UK	Using multiple assessment approaches to enhance objectivily and student learning Elsje Scott and Nata van der Merwe, University of Cape Town, South Africa	The organisational impact of enterprise resource planning systems: Changes in the balance of the power in multi-national companies Fergal Carton and Fredric Adam, University College Cork, Ireland	Finding the value of power-ethics strategies in the evaluation of information systems José Córdoba and Wendy Robson University of Hull, UK
14:30 Evaluating financial performance of e-Business initiatives in the retail industry: Alternative approaches Yao Chen, Luvai Motiwalla and Riaz Khan, University of Massachussetts, Lovell, USA	The Evaluation of IT Systems Implementation:Risks and Relationships for Externally Developed CRM Systems Matthew Hinton, Ian Corner and Roland Kaye, Open University Business School, UK	IS project leaders - Heroes or zeroes Jacqueline Day and Milena Bobeva, Bournemouth University, Poole, UK	Content adaptation – Pilot application of a web-based personalisation system to increase business efficiency Erik Wallin Royal Institute of Technology (KTH), Stockholm, Sweden
15:00 Impact of worklow systems on business processes Sunil Choenni, Robin Bakker and Walter Baets Nyenrode University, The Netherlands	Six Generic Types of information Systems evalution Stefan Cronholm and Goran Goldkuhl, Linkoping University , Sweden	IIntranet and knowledge management: Putting the cart before the horse Satrijo Tanudjojo and Ashley Braganza, Cranfield School of Management, UK	Impact of information technology investment, on economic growth, and employment Wesley Shu, San Diego State University, USA
15:30 *Refreshments*	*Refreshments*	*Refreshments*	*Refreshments*

	Stream A - Chair - Laurie McAulay	Stream B - Chair - Neil Doherty	Stream C - Chair - Ann Brown	Stream D - Chair - Deborah Bunker
16:00	Evaluating the impact of frameworks for the stimulation and facilitation of knowledge sharing. Tanguy Coenen, Vrije Universiteit Brussel, Belgium	Defining vertual information sytems of evelute business ICT, Renata Dameri, Universita di Genova, Italy	Strategic and tactical critical success factors behaviour along the ERP implementation phases José Esteves, Universidad Politecnica Catalunya, Barcelona, Spain Joan Pastor, Universidad Internacional Catalunya, Barcelona, Spain	The realities of benefit realisation in the monolithic enterprise systems era - Considerations for the future David Sammon, Fredric Adam and Fergal Carton, University College Cork, Ireland
16:30	A theoretical framework based on complexity theory for evaluating large-scale Information Systems Development (ISD) projects Lorraine Halpin and. Larry Stapleton, Waterford Institute of Technology, Ireland	The development of E-Community within a South wales village Paul Davies, Del Morgan, Paul Jones and Paul Beynon-Davies, University of Glamorgan, UK	Evaluation of mobile frameworks - Conceptual and technological aspects Bardo Fraunholz, Deakin University, Melbourne, Australia, Jürgen Hoffmann and Jürgen Jung, University of Koblenz, Germany	Evaluating the attitudes of stakeholders to the introduction of the electronic transmission of prescriptions Kim Pearce, Shirley Coleman and Dave Stewardson, University of Newcastle upon Tyne, UK
17:00	A study of factors influencing ERP adoption framework and evaluation in a developing country: Case studies from Thailand Penjira Kanthawongs, Bangkok University, Thailand, Ranjan B. Kini, Indiana University Northwest, Gary, USA	A Change of Mindset;Enabling Usage-Based IT cost in the Banking Sector Alea Fairchild University of Tilburg,The Netherlands	Evaluation of the impact of Internet law on society Hamid Jahankhani, Elias Pimenidis and Lanre Kadiri University of East London, Dagenham, UK	Design and evaluation of ICT-Based patient information systems to support the management of chronic diseases Abdul Roudsari, Emma-Jane.Berridge, Mira.Vogel and Ewart Carson, City University, UK
17:30	**Knowledge Café - Ten years of IT evaluation: retrospectives and perspectives** **Introduced and facilitated by Egon Berghout and Dan Remenyi**			
19:00	**Close of day - Conference proceeds to dinner**			
Friday 26 September				
	Stream A - Chair - Renata Dameri	Stream B - Chair - David Tucker	Stream C - Chair - Helen Edwards	
10:00	Emotion in CRM systems evaluation – Considering the human dimension Rachel McCalla, Jean-Noël Ezingeard and Kevin MoneyHenley Management College, UK	Evaluation of enterprise IT architecture solutions – How can an ICT consultant tell what is best for you? Ari Hirvonen, TietoEnator Oyj, Jyväskylä, Finland, Mirja Pulkkinen, University of Jyväskylä, Finland	Strategy for adopting information tecnology for SMEs Samiaji Sarosa and Didar Zowghi, University of Tecnology, Sydney, Australia	
10:30	Adoption of higher education management information systems – Findings from a UK study Margaret Gemmell, University of Salford, UK, Rosane Pagano, Manchester Metropolitan University Business School, UK	The key to converting IT investments into shareholder value in financial services organisations: Invest for market power. Paul Griffiths, IBM Business Consulting Services, Santiago, Chile and Dan Remenyi, Trinity College Dublin, Ireland	A conceptual model to assess and evaluate use of a new ICT-based service Niklas Johansson and Ulrika Mollstedt, Karlstad University, Sweden	
11:00	*Refreshments*	*Refreshments*	*Refreshments*	

	Stream A - Chair - Jaqueline Day	Stream B - Chair - Peter Tyndale	Stream C - Chair - Ann Brown	
11:30	Investigating the effects of IT on organisational design variables: Towards a theoretical framework Rahim Ghasemiyeh and Feng Li, University of Newcastle Upon Tyne, UK	Development and implementation of Activity-Based Budgeting (ABB) information systems in the UK Lana Y J Liu, University of Newcastle, UK John K. G. Tan, Northumbria University, Newcastle Upon Tyne, UK	A tale of four shifts and three frameworks: An empirical evaluation of the effectiveness of human-computer interface design Milena Bobeva and Brett Williams Bournemouth University, Poole, UK	
12:00	Introducing innovation in higher education: Experiences from the platform-evaluation to the implementation of e-Learning Bernd Heesen, University of Applied Sciences Furtwangen, Villingen-Schwenningen, Germany	Using evaluation lifecycle to support development of collaboration environments Josie P. H. Huang Glasgow Caledonian University, Scotland, UK	Evaluation of an application service provider: An SME view Björn Johansson and Sven A. Carlsson, Jönköping University, Sweden	
12:30	A framework for evaluating e-Business investments in terms of business process performance Matthew Hinton, and Suzanne Mieczkowska, Open University Business School, Milton Keynes, UK, David Barnes, Royal Holloway, University of London, Egham, UK	An emerging Australian ICT governance standard: A comparative case study Gail Ridley and Peter Carroll, University of Tasmania, Hobart, Australia	Leadership and information technology evaluation Laurie McAulay, Loughborough University, UK	
13:00	*Lunch*	*Lunch*	*Lunch*	
	Stream A - Chair - Carole Brooke	Stream B - Chair - Alea Fairchild	Stream C: Chair - Enrique Dans	
14:30	Knowledge transfer partnerships as an enabler of e-Commerce in SMEs David Tucker, Machester Metropoliton University, UK and Anthony Lafferty RoFTRA, UK	Divergence and alignment in aspirations and actual provision of e-Commerce: An evaluation. Rachel McLean and Nigel M. Blackie, University of Salford, UK	Measuring website efficiency - A multi-methodical approach Reinhard Franz, evolaris e-Business Competence Center, Graz, Austria Klaus Oberecker, ec3 - eCommerce Competence Center, Vienna, Austria	
15:00	Recent development steps in relational database systems Juha Kontio, Turku Polytechnic, Halikko, Finland	PURE and SIMPLE: A framework for the evaluation of multimedia products. Steve Martin, Jacquie Bolissian, and Elias Pimenidis, University of East London, Dagenham, UK	Evaluation of a mixed data collection system in clinical medicine Antonio Sanchez and Peter Plassmann, University of Glamorgan,Pontypridd, Wales, UK	
15:30	A survey on the strategic drivers for e-Business efforts: A view over time Dirk Deschoolmeester and Evelyne Vanpoucke, Vlerick Leuven Ghent Management School, Belgium			
16:00	*Close of Conference*	*Close of Conference*	*Close of Conference*	
	This timetable is subject to change - however stream chairs are asked not to move presentations up in the event of a 'no show' - please use the time for either further discussion of the previous paper/s or to give conference participants an opportunity to informally network.			