Editorial Preface

Over time, the shared insight of successful information technology (IT) implementation has aided in furthering the understanding of information technology utilization in organizations worldwide. The real-life cases included in this issue of the Journal of Cases on Information Technology (JCIT) is a compilation of these insights, collected from organizations all over the world and dealing with challenges of IT utilization and management.

Within this issue of JCIT, applied modern IT utilization is explored for the benefit of researchers and professionals, with the goal of facilitating a better understanding of what can help or hinder IT implementation. The varied aspects of these cases, which include the alternating stages of IT adoption, individuals involved, and the resulting outcomes articulate the steps involved within the arena of information technology utilization. The following case studies are designed to highlight the problems and resulting solutions of IT implementation, spanning the globe in situations varying from an electronic purse system in the Netherlands, laboratory development information systems for online courses at a university, telemedicine technology adoption, information system adoption at a food distributor in Turkey, systems development for a European freight company and a government agency task management system.

Our aim in highlighting these real-life cases is to assist students and professors alike in the discussion and understanding of current issues in the field of information technology, as well as to inform researchers and managers of the failed or successful implementation of IT within their field. The following are case summaries for this issue of JCIT.

Inside this Issue

Competing E-Purse Systems: A Standards Battle by Henk J. de Vries, Erasmus University (The Netherlands) is a case that describes an attempt to introduce a second system in a market for IT systems characterized by network externalities utilizing only one system. The case concerns electronic purse systems in The Netherlands, and can be seen as a battle between competing standards and is studied using standardization theory, taking the perspective of the bank that initiated the competing e-purse system.

Lab Development for Delivering Information Systems Courses Online at Small Campuses by Li Chao, University of Houston - Victoria (USA) is a case that discusses some of the issues of lab development for delivering lab-based information systems courses online in small university campuses. It describes the need to share lab resources for hands-on practice and the difficulties encountered by many small university campuses. Finally, the case study presents the solutions, benefits and costs.

The Case of Telepsychiatry Adoption and Diffusion in a Healthcare Organization in New Zealand by Nabeel Al-Qirim, United Arab Emirates University (UAE) is a case study that attempts to explore the adoption of a complex telemedicine technology represented by video conferencing technology in the psychiatry area. The findings in this research emphasize the importance of considering the impact of different factors in addition to the technological ones.
Nazar Foods Company: Business Process Redesign Under Supply Chain Management Context by Vichuda Nui Polatoglu, Anadolu University (Turkey) explores the Nazar Group of Companies, a leading producer and distributor of cookies, crackers, cakes, chocolate and others in Turkey for more than 40 years. In its efforts to become more competitive and more customer-focused during the early 1990s, the group management began business process redesign along with project-based implementation of information systems. Supply chain philosophy was utilized to effectively integrate core business processes such that the group of companies would work as one entity. The case study documented the group’s experience and challenges during this ongoing transition. Management, organization, and technology components were presented to give readers socio-technical perspectives on information systems.

European International Freight Forwarders: Information as a Strategic Product by Hans Lehmann, Victoria University (New Zealand) delves into a case study about one of the largest freight forwarding companies in Europe with a long tradition of information systems on a global level. Over the years their systems have become a truly strategic resource: many of the services SCA offers today are solely based on information management – the physical side of the transport business has taken a back seat and is often outsourced. The case describes the development of the systems that underlie the business success and sets out the governance and management structures that make this possible.

The Online Effect: Transitioning from the Legacy Help Desk to the Online Task Management System by Kym Mawson-Lee, University of New South Wales (Australia) describes a government agency’s experience in the design and development of a task management system. The development stages and requirements are explained within the context of the specific needs of the agencies Information Technology (IT) Unit. Finally, the outcomes and benefits for the IT unit are identified, along with ten generalized requirements of such a system.

The diversity of subject matter within these cases aims to provide practitioners and students of IT with a multitude of instances of IT implementation success or failure. Through the telling of these real-life cases, it is our hope that IT professionals, researchers, policy makers, students, and teachers can gain a better understanding of the ever-developing field of information technology and its implementation practices. Your feedback and comments are always greatly appreciated.

Mehdi Khosrow-Pour, D.B.A.
Editor-in-Chief
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