

## EDITORIAL PREFACE

# Strategic Assessments and Tools: Maximizing Performance

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Tools and assessments can be used strategically to improve the way an organization performs. Assessments identify, assess, and provide information to guide improvements with strategic impacts for organizations. Tools can provide organizations with the methodologies for streamlining and improving processes.

In *TIPA Process Assessments*: a means to improve business value of IT services, Cortina, Renault and Picard review current and future process assessment standards and describe the Tudor's IT Process Assessment (TIPA®) framework. According to the authors, use of the TIPA framework can increase the business value of IT services and be used to assess and improve the maturity of IT Service Management (ITSM) processes. Cortina et al. created the TIPA framework through application of the ISO/IEC 15504 to the field of IT Service Management. The article demonstrates that the maturity of service provided by ITSM services can be impacted through assessment and improvement using the framework. Under certain conditions, the process can impact the overall quality of service and value brought by

IT services to the business. This is described along with a depiction of the current situation and future of the TIPA framework.

In *Iterative Effort Reduction in B2B Schema Integration via a Canonical Data Model*, Dietrich, Lemcke, and Stuhec describe how standardization efforts have reduced the need for schema mapping, but customization is still difficult with increased underspecified guidelines. To streamline these efforts while retaining flexibility the authors recommend an iteratively improving schema and mapping derivation system rather than forcing companies to standardize. Hindering integration are the many different standards which coexist due to the variety of needs. The article recommendations basing integration efforts on an evolving, unexposed, canonical data model in the cloud. By minimizing standardization, the authors were able to show a reduction in guide creation by 50% in simulations based on real schemas.

da Silva, Melo, da Cunha, Milheiro, and Ghodous discuss their algorithm and a proof-of-concept tool to help business analysts find the most appropriate services in searches of pools

hundreds or thousands of services to match their needs while composing business processes, even in the absence of an exact match. In Using semantics to discover web services based on partial data: an update of previous research, the authors describe how the authors describe that by semantically annotating the services with properties from an ontology, the authors were able to achieve matches in contrast to traditional searches using only the concepts. In spite of potentially different parameter cardinalities and types, the generated finer-grained partial semantic mappings between a query and the signature of the services published in a registry. The searches produced ranked lists of those services available in the registry that most closely match the specifications defined in the query. The approach is described as fundamental to effectively managing reuse in large service-oriented deployments in cases where the number of services in the registry is too large for effective individual browsing or conducting syntactic searches which rely on some degree of analyst memorization.

In *Detecting Behavioral Biases in Mixed Human-Proxy Online Auction Markets*, Vragov describes the direct or indirect support by many current websites of automated agents or proxies. Proxies are used by buyers to monitor auctions so they can more appropriately bid at the right

times and with the correct prices. Sellers use proxies to set prices or negotiate deals. These sites have different levels of proxy complexity with most proxies requiring initial input on the part of the human trader before performing the trading task autonomously. Roman proposes and tests a theoretical model of human behavior designed to detect behavioral biases in electronic market environments populated by both software agents and humans. The effects of these biases on individual and business profits are then quantified.

Finally, Acha, Hargiss and Howard describe a study linking a leader's emotions and employee interest to excel. The results can be particularly important for recruiting and retaining information systems personnel, who can be difficult to find and retain. The article reports results of a study of 350 full time employees from a federal government agency. The study found that the leader's emotional intelligence had an impact and that employees are more likely to stay with the organization with strong organizational awareness with high sense of belonging.

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