

GUEST EDITORIAL PREFACE

Special Issue on Information Systems in the Service Sector

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The relationship between information systems and business has been the subject of much research over the past decade. Taking into account that, in the era of information technology like this, information has become valuable organizational asset, the management of this information is crucial. Information Systems are enablers of many of the organizations' main concerns from basic support to business processes to strategic decision making. Information systems enable corporations to react, analyze, store, retrieve, disseminate, and control information. The aim of this special issue is to shed some light about the importance of information systems in the service sector, focusing on aspects like business performance, human factors and other organizational issues.

In this special issue, editors are glad to present six innovative papers. The first paper by Fernando Belfo from Polytechnic Institute of Coimbra, Portugal entitled "A framework to enhance business and information technology alignment through incentive policy" deals with the leading aspect in technology management: people. In this work, a framework to align Business and IT by means of a set of incentives to people: compensation, benefits, work-life,

performance/recognition and development/career opportunities. The design of the incentive instrument is based on the WorldatWork model.

The second article is titled "Main Differentiating Issues in Aligning Information Systems with Business Performance" and authored by Silvia C. Fernandes from University of Algarve (Portugal). The aim of this work is systematising the main differentiating issues related with adoption, restructuring and implementation of information systems and supportive technologies. This involves the planning and attribution of personnel, competences, training, evaluation of opportunities and their adequacy to the goals and competences. According to the author, the companies that have made the most of it incur less expenses and less time of systems development, thus having several benefits, such as for example directing 'saved' time and resources towards effective knowledge creation.

The third article, titled "Enhancing Functional Fit with Continuous Training during the ERP Post-Implementation Phase" by Biswadip Ghosh, Tom Yoon, and Janos Fustos from Metropolitan State College of Denver (USA), presents a research model based on the resource-based

view (RBV) of the firm and finds support for a positive and complementary relationship between continuous training resources, functional fit capability and business process success. One of the main findings of the study is that there is a need to continue user training into the post implementation phase of ERP tools to achieve better functional fit and business process success in the organization.

In the fourth article, titled “Tracing Links between Business Processes and Software Systems”, by Lerina Aversano and Maria Tortorella from University of Sannio (Italy), faces the problem of the managing the relationships existing between a business process and supporting software system. The paper presents a definition of in a set of modeling formalisms (UML) supporting the identification of the software change to be performed starting from a business requirement. The usefulness of the approach is discussed through a case study. In this case study, the obtained results in terms of precision and recall are more than promising.

“Stakeholder Ontology and Mining for Improving Complex Services” by Jay Ramanathan and Rajiv Ramnath from Ohio State University (USA) presents an initiative in which semantic technologies, more precisely ontologies, are adapted to improve complex services (IT customer service, for instance). This solution is designed for highly dynamic service organizations where traceable workflow data is difficult to obtain and there are many stakeholders. The benefits of such approach are illustrated applied

to decision -making by customer and provider stakeholders.

Finally, the last article is “Putting the ‘Design’ Back into Organizational Design: The Case of High Social Value-Creative Business Models” by Jonatan Jelen, Matthew Robb, and Kaleem Kamboj from Parsons The New School for Design (USA). This concept paper demonstrates two statements in the field of organizational design. On the one hand, this paper asseverates that transformational effects of information and information technology on firm challenge an entrepreneurial and organic perspective on design. On the other hand the work confirms that the apparent problematic absence of a design theory and the existence of the firm can be reconciled via the involvement of design managers with their presumed design-methodological grounding.

Hence, editors are very satisfied from the academic viewpoint with the quality and scope of the contributions to this special issue. We would like to take this opportunity to thank the IGI Global for their kind support. We would also like to thank authors who have contributed to this special issue. We would also like to acknowledge the help provided by the reviewers. Finally, Special Issue editors like to thank Editor-in-Chief John Wang for his endless support during the editorial process.

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Guest Editors

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Ricardo Colomo-Palacios is an associate professor at the Computer Science Department of the Universidad Carlos III de Madrid. His research interests include applied research in information systems, software project management, people in software projects and social and Semantic Web. He received his PhD in computer science from the Universidad Politécnica of Madrid (2005). He also holds a MBA from the Instituto de Empresa (2002). He has been working as software engineer, project manager and software engineering consultant in several companies including Spanish IT leader INDRA. He is also an editorial board member and associate editor for several international journals and conferences and Editor-in-Chief of International Journal of Human Capital and Information Technology Professionals.

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