Special Issue on Service and Innovation in Information Technology

Norshidah Mohamed, International Business School, Universiti Teknologi Malaysia, Malaysia

Teddy Mantoro, Advanced Informatics School, Universiti Teknologi Malaysia, Malaysia

The rising expectation for quality of services demands explorations of alternative approaches in service. Innovation in service and processes is acknowledged as a means for organisational survival and sustainability. Innovations are discernible through new improved systems, processes and services. In recent years, the role of information technology (IT) has been recognised as propelling innovations. IT is seen as a support to back office functions, driving transformation of service, enabling new business processes or products, and redefining new business rules.

In this special issue, the focus is on service and innovation in IT service, products and processes. Six papers have been selected to be published. The six papers represent innovations in IT processes, use of IT in driving innovation and enhancing service, and social aspects of innovative IT use.

As organisations strive to enhance performance, they look at new arrangements for their support functions. In the first paper, Miskon et al., explore the role of information and communication technology (ICT) shared services and antecedents of its success in higher education contexts.

The second, third and fourth papers represent the use of IT to drive innovative products and services. The second paper written by Hendrianto-Pratomo et al. acknowledges robot soccer as a theoretical basis in development of a system to solve common tasks. The authors propose a robot defender strategy in robot soccer for use in multi-agent research, particularly that which involves real-time image processing and control. Using image processing and clustering, Abdullah et al. (in the third paper) offer the Cluster Run Length Smoothing Algorithm (CRLSA) in locating vehicle license plates for use in an environment that presents illumination difficulty. In the fourth paper, Moedjiono and Mas'at examine the application and implementation strategy of cloud computing technology using virtual server facility as a means in handling natural disasters. In particular, their concern is in disseminating information on meteorology, climatology, air quality, and geophysics.

While IT may have presented notable impacts, individuals' perceptions of IT impacts may vary in cultures. The remaining two papers examine individual factors of IT use. Salleh et al. in the fifth paper, investigate individual

protective behaviour in social network sites. They offer implications for Internet privacy and information disclosure and its relationships based on Malaysian youths. The final paper written by Ayu and Omari provides insights into perceptions of ICT communication channels among various cultures. This renders implications in promoting knowledge sharing in different cultures.

Organisations are continuously challenged in today's competitive business landscape. Service and innovation in IT will undoubtedly remain an important agenda in organisations in the coming years. As evident, the papers in the special issue engage into a research conversation about elements of innovations in IT processes, IT in driving innovation and enhancing service, and social aspect of innovative IT use. Scholars may look into implications of service and innovation in IT research and practice.

Norshidah Mohamed
Teddy Mantoro
Guest Editors
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