Conference Committee

Executive Committee

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- Julia Simmons  
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Social Events/Accompanying Persons Coordinator

Track Chairs

Creating the Future: Transforming Research into Practice (Theme Track)
- Sid Huff (Victoria University of Wellington, New Zealand)
- Lech Janczewski (The University of Auckland, New Zealand)
- Nelly Todorova (University of Canterbury, New Zealand)

IS and Society: Ethics, Social Responsibility and Sustainability
- Antonio Diaz Andrade (The University of Auckland, New Zealand)
- Cathy Urquhart (The University of Auckland, New Zealand)

Advances in IS Development and Human Computer Interaction
- Tuure Tuunanen (The University of Auckland, New Zealand)
- John Venable (Curtin University of Technology, Australia)

Social, Behavioural and Organisational Aspects of IS
- Sigi Goode (Australian National University, Australia)
- Rens Scheepers (University of Melbourne)

Collaboration and Knowledge Management
- Helen Hasan (University of Wollongong, Australia)
Ulrich Remus (University of Canterbury, New Zealand)

**IT Management and Strategy**
Beverley Hope (Victoria University of Wellington, New Zealand)
Mark Toleman (University of Southern Queensland, Australia)
Judith Symonds (Auckland University of Technology, New Zealand)

**IS and Small Businesses**
Stephen Burgess (Victoria University, Australia)
Craig Parker (Deakin University, Australia)

**E-Business, E-government and Mobile Business**
Bob McQueen (University of Waikato, New Zealand)
Eusebio Scornavacca (Victoria University of Wellington, New Zealand)

**IS Education and Teaching Cases**
Geoff Dick (University of New South Wales, Australia)
Kay Fielden (UNITEC, New Zealand)

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Nor Shahriza Abdul Karim (International Islamic University Malaysia, Malaysia)
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Brian Corbitt (RMIT University, Australia)
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Jo Hanisch (University of South Australia, Australia)
G. Harindranath (Royal Holloway, University of London, United Kingdom)
Brian Harmer (Victoria University of Wellington, New Zealand)
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Igor Hawryszkiewycz (University of Technology, Sydney, Australia)
Gregory Heath (Swinburne University of Technology, Australia)
Riitta Hekkala (University of Oulu, Finland)
Nicole Kristine, Henika Braun (Victoria University of Wellington, New Zealand)
Susanna Ho (Australian National University, Australia)
George Hobbs (The University of Melbourne, Australia)
Hartmut Hoehle (Victoria University of Wellington, New Zealand)
Tony Hooper (Victoria University of Wellington, New Zealand)
Val Hooper (Victoria University of Wellington, New Zealand)
Cecily Mason (Deakin University, Australia)
Maslin Masrom (Universiti Teknologi Malaysia, Malaysia)
Lars Mathiassen (Georgia State University, United States)
Donald Mcdermid (Edith Cowan University, Australia)
Tanya Mcgill (Murdoch University, Australia)
Bob Mcqueen (University of Waikato, New Zealand)
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Luiz Mendes Filho (Auckland University of Technology, New Zealand)
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Annette Mills (University of Canterbury, New Zealand)
Alemayehu Molla (RMIT University, Australia)
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Daniel Moody (University of Twente, Netherlands)
Sameera Mubarak (University of South Australia, Australia)
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Lemai Nguyen (Deakin University, Australia)
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Terry Nolan (Auckland University of Technology, New Zealand)
Peadar Ó Scolaí (University College Dublin, Ireland)
Gary Pan (Singapore Management University, Singapore)
Vincent Pang (University of New South Wales, Australia)
Dave Parry (Auckland University of Technology, New Zealand)
David Parsons (Massey University, New Zealand)
Joerg Paschke (RMIT University, Australia)
David Pauleen (Victoria University of Wellington, New Zealand)
Jan Martin Pawlowski (University of Jyväskylä, Finland)
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Krassie Petrova (Auckland University of Technology, New Zealand)
Charmaine Pfaff (University of Wollongong, Australia)
Zijad Pita (RMIT University, Australia)
Vidy Potdar (Curtin University of Technology, Australia)
Amit Prakash (PricewaterhouseCoopers, India)
Graeme Pye (Deakin University, Australia)
Md Mahbubur Rahim (Monash University, Australia)
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Jiwat Ram (University of South Australia, Australia)
Nimmi Rangaswamy (Microsoft research India, India)
Karyn Rastrick (University of Waikato, New Zealand)
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Joan Richardson (RMIT University, Australia)
Judith Symonds (Auckland University of Technology, New Zealand)
Wui-Gee Tan (University of Southern Queensland, Australia)
Mary Tate (Victoria University of Wellington, New Zealand)
Sayyen Teoh (RMIT University, Australia)
Kate Thornton (Victoria University of Wellington, New Zealand)
Janet Toland (Victoria University of Wellington, New Zealand)
Mark Toleman (University of Southern Queensland, Australia)
Paul Turner (University of Tasmania, Australia)
Craig K. Tyran (Western Washington University, United States)
Glen Van Der Vyver (University of Southern Queensland, Australia)
Craig Van Slyke (Saint Louis University, United States)
John Vargo (University of Canterbury, New Zealand)
John Robert, Venable (Curtin University of Technology, Australia)
Krishna Venkitachalam (La Trobe University, Australia)
Dennis Viehland (Massey University, New Zealand)
Christian Voigt (University of South Australia, Australia)
Liisa Von Hellens (Griffith University, Australia)
Rossouw Von Solms (NMMU, South Africa)
Lejla Vrazalic (University of Wollongong in Dubai, United Arab Emirates)
William Wang (Victoria University of Wellington, New Zealand)
Zhihuan Wang (Monash University, Australia)
Richard Welke (Georgia State University, United States)
Martin West (Curtin University of Technology, Australia)
Bruce White (Quinnipiac University, United States)
Chinthake Wijesooriya (University of Queensland, Australia)
Katie Williams (KPMG LLP, Global Services Centre, United States)
David Wilson (University of Technology Sydney, Australia)
Hank Wolf (University of Otago, New Zealand)
Yang Xiang (Central Queensland University, Australia)
Jun Xu (Southern Cross University, Australia)
Haibo Yang (Victoria University of Wellington, New Zealand)
Ping Yu (University of Wollongong, Australia)
Richard Zanner (Monash University, Australia)
Yun Zhang (University of Technology, Sydney, Australia)
Shuxin Zhao (Curtin University of Technology, Australia)
Zhong Zheng (Australian National University, Australia)
Call for Papers

Paper submissions due: July 1, 2008 (closed)
Panel, Workshop & Tutorial Proposals due: August 1, 2008 (closed)
Click here to download the ACIS Call for Papers.

The Australasian Conference on Information Systems (ACIS) is the premier conference in Australasia for Information Systems academics, covering technical, organisational, industry and social issues in the application of Information Technology (IT) to real world problems. In 2008, the 19th ACIS will be held at the Rydges Christchurch (New Zealand), December 3-5. It is hosted by the College of Business and Economics of the University of Canterbury.

Conference Theme: One of the major challenges facing the IS discipline is how to make research relevant to practice. In other words, how can today’s ideas be transformed into real world solutions for society, businesses, and government? It is this challenge that provides the impetus for the 2008 conference under the theme:

Creating the Future: Transforming Research into Practice
"Today’s ideas are tomorrow’s applications."

We therefore invite submissions from colleagues in academia and industry across Australia, New Zealand, the Asia-Pacific and beyond to present new ideas, discuss current issues and trends, and strengthen the links between research and practice. Paper tracks include:

- Creating the Future: Transforming Research into Practice (Theme Track)
- IS and Society: Ethics, Social Responsibility and Sustainability
- Advances in IS Development and Human Computer Interaction
- Social, Behavioural and Organisational
- Aspects of IS Collaboration and Knowledge Management
- IT Management and Strategy
- IS and Small Businesses
- E-Business, E-government and Mobile Business
- IS Education and Teaching Cases
- Panels, Workshops and Tutorials

Submissions are also invited on any topics relevant to information systems and are not limited to the tracks above.

Important Dates:
Deadline for Paper Submissions: July 1, 2008 ** New date **
Panel, Workshop & Tutorial Proposals: August 1, 2008 (Click here for further details)
Notification of Acceptance: September 1, 2008
Camera-ready Copy: September 26, 2008
Early Bird Registration closes: October 20, 2008

Organising Committee
Conference/Program Chairs:

- Paul Cragg (University of Canterbury)
- Annette Mills (University of Canterbury)
- Sid Huff (Victoria University of Wellington)

Organising Chair:

- Nelly Todorova (University of Canterbury)

Doctoral Chair:

- Michael Myers (University of Auckland)
ACIS 2008 Conference Program

Program at-a-glance

**Note: FINAL Program**

**Tuesday, 2nd December 2008**

**Pre-ACIS Workshops & Affiliated Events**
- 8:30-5:00pm uCommerce Workshop (Rydges)
- 8:30-5:30pm ACIS2008 Doctoral Consortium (University of Canterbury)
- from 8:00pm Doctoral Consortium Dinner

**ACIS Opening Events**
- 5:30-8:00pm ACIS 2008 Onsite Registration & Conference Enquiries
- 6:00-7:30pm ACIS 2008 Opening Function (Rydges)

**Wednesday, 3rd December 2008**
- 8:00-5:00pm ACIS2008 Onsite Registration & Conference Enquiries
- 9:00-5:25pm Paper Sessions, Morning/Afternoon Tea and Lunch
- 4:30-5:30pm PHIS-NZ Meeting
- 5:30-6:30pm AAIS AGM
- from 7:00pm Social Event - Happy Hour: Drinks and Nibbles at Yellow Cross, SOL Square

**Thursday, 4th December 2008**
- 8:00-5:00pm ACIS2008 Onsite Registration & Conference Enquiries
- 9:00-12:25pm Paper Sessions, Morning Tea
- 12:30-1:55pm Closing Lunch and Awards Function

**Friday, 5th December 2008**
- 8:00-2:00pm ACIS2008 Onsite Registration & Conference Enquiries
- 9:00-12:25pm Paper Sessions, Morning Tea

**Post-Conference Tutorial (FREE to attend; Registration required)**
- 2:00-5:30pm Tutorial: Structural Equation Models in IS: Theory and Measurement (Rydges)
  **Presenters:** Joerg Everman & Mary Tate

**Program Change** - the following workshop has been moved to Friday 5 December 9:00am - 10:25am

**Workshop:** The Agile Technique Hour (Rydges)
**Presenter:** David Parsons
ACIS 2008 Conference Program

Wednesday, 3rd December 2008

8:00-5:00pm		ACIS2008 Onsite Registration & Conference Enquiries
9:00-10:25am	Welcome and Opening (Canterbury 2)

Keynote address: John Ward

10:30-10:55	Morning Tea (Foyer)
11:00-12:25 Paper Session #1

Otago Track: Social, Behavioural & Organisational Aspects of IS
Session Chair: Rachelle Bosua

11:00-11:25 WO.1.1 C Strategies for Dealing with End-User Resistance
Lidia Tavassoli and Janet Toland

11:30-11:50 WO.1.2 R Towards Understanding Apparent South Australian GP Resistance to Adopting Health Informatics Systems
John Knight, Margaret Patrikioson and Bruce Gurd

12:00-12:25 WO.1.3 C Polymorphic Innovation through Unintended Consequences
John Lenarcic and Joan Richardson

Marlborough Track: IT Management & Strategy
Session Chair: Mark Toleman

11:00-11:25 WM.1.1 C Analytic Thinking Approach: An Application in Assessment and Measurement of Strategic Information Systems Planning
Zijad Pita, France Cheong and Brian Corbitt

11:30-11:55 WM.1.2 C Towards a Deeper Understanding of IT-Enabled transformation
Kyung Jin CHA, Shirley Gregor and Walter Fernandez

12:00-12:25 WM.1.3 C Competition in the Mature Markets of Professional versus Final Consumer Information Products
Gennadi Kazakevitch and Luba Torlina

Southland Track: IS Education
Session Chair: Bruce Rowlands

11:00-11:25 WS.1.1 C Logics of Online Collaboration: Scripts, Polychronicity and Improvisation
Christian Voigt

11:30-11:55 WS.1.2 C To Wiki or to Blog: Piloting Social Software Technologies for Assessment in a Large First Year Information Systems Class
Sultana Alam

12:00-12:25 WS.1.3 C Factors Influencing the Adoption of Mobile Learning
Xu Lu and Dennis Viehland

Canterbury 1 Panel
Session Chair: Joerg Everman

11:00-12:25 WC1.1.1 Panel: Generalisation in IS Research
Panelists: Peter Seddon and Kalle Lyytinen

Canterbury 3 Track: eBusiness, eGovernment & Mobile Business
Session Chair: Pirkko Walden

11:00-11:25 WC3.1.1 C Time Management, Improved Patient Expectations and Added Value Contributing to the Perceived Acceptance of Using Wireless Handheld Devices in the Indian Healthcare Abdul Halbez-Baig and Raj Gurunjan

11:30-11:55 WC3.1.2 C Critical Success Factors for Wireless Hospital Bed Management Systems: The Case of MARGE
Eusebio Scornavacca, Mishul Prasad and Hans Lehmann

12:00-12:25 WC3.1.3 C Mobile Health and Chronic Disease Management: Moving Towards a Holistic Approach
Rosemary Stockdale, Tony Nioms and Farhaan Mirza

12:30-1:25p Lunch (Canterbury 2)
<table>
<thead>
<tr>
<th>Time</th>
<th>Session Chair</th>
<th>Track</th>
<th>Session Title</th>
<th>Authors</th>
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</thead>
<tbody>
<tr>
<td>1:30-1:55</td>
<td>Stephen Burgess</td>
<td>Otago</td>
<td>IS &amp; Small Businesses</td>
<td>Factors Influencing Australian SMEs Knowledge Sharing Online</td>
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<tr>
<td>2:00-2:25</td>
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<td>Measuring eCommerce Website Success</td>
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<td>2:30-2:50</td>
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<td>The Rise of ICT for Commerce in Small Product Offerings. Case Studies from India</td>
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<td>2:50-3:10</td>
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<td>Adoption of ERPs in a Medium-sized Enterprise - A Case Study</td>
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<td>2:00-2:25</td>
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<td>Institutional Aspects of Systems Development</td>
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<td>2:30-2:50</td>
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<td>Client and IT Engagement in Software Development: A Disconnect of Mindsets</td>
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<td>2:50-3:10</td>
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<td>Factor Analysis of Individual Outcomes for Teleworkers</td>
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<td>2:00-2:25</td>
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<td>A Pilot Takes Off: Examining Sustainability and Scalability in the Context of a Sri Lankan Public-Private Partnership Telecenter Project</td>
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<td>2:30-2:50</td>
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<td>GITAM: A Model for the Adoption of Green IT</td>
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<td>2:50-3:10</td>
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<td>Ubiquitous Technology User: Living the Good Life: How Content Providers can Better Conceptualize the Content Requirements of the Ubiquitous Technology User</td>
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<tr>
<td>1:30-1:55</td>
<td>Beverley Hope</td>
<td>Canterbury 1</td>
<td>IT Management &amp; Strategy</td>
<td>Approaches and Methodologies for Strategic Information Systems Planning: An Empirical study in Australia</td>
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<td>2:00-2:20</td>
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<td>IT Synergy: Towards a Conceptualization in the Context of IT Business Value Research</td>
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<td>2:50-3:10</td>
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<td>Understanding the Impact of National Culture on Strategic IS Planning</td>
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<td>1:30-1:55</td>
<td>Dennis Viehland</td>
<td>Canterbury 3</td>
<td>Collaboration &amp; Knowledge Management</td>
<td>A Task-based Knowledge Management Case for Addressing Merger and Acquisition Risk</td>
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<td>2:00-2:25</td>
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<td>An Ecosystem Approach to Knowledge Management: Case Studies of Two Australian SMEs</td>
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<td>2:30-2:50</td>
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<td>Advice Networks in an Inter-organisational Knowledge Transfer Environment: A Social Network Analysis</td>
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<td>2:50-3:10</td>
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<td>Towards Understanding of Knowledge Sharing among Small Businesses in Australia: Development of a Research Model</td>
</tr>
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</table>

Key: C = Completed Research / Case Study; R = Research-in-Progress
<table>
<thead>
<tr>
<th>Time</th>
<th>Session #3</th>
<th>Track: eBusiness, eGovernment &amp; Mobile Business</th>
<th>Session Chair: Bob McQueen</th>
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<tbody>
<tr>
<td>4:00-4:25</td>
<td>WO.3.2 C</td>
<td>Mechanisms that Impact Online Auction Trust</td>
<td>Glenn Boweset</td>
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<tr>
<td>4:30-4:55</td>
<td>WO.3.3 C</td>
<td>ISPs’ Service Quality and Customer Satisfaction in the Southern Region of Malaysia</td>
<td>Ilichona Cyril Eze, Tan Khong Sin, Mohamuddin bin Jamal and Poong Yee Siang</td>
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<th>Time</th>
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<th>Track: Collaboration &amp; Knowledge Management</th>
<th>Session Chair: Igor Hawryszkiewycz</th>
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<tr>
<td>3:30-3:55</td>
<td>WM.3.1 C</td>
<td>The Adoption of and Satisfaction with Web2.0 Based Collaboration and Knowledge Management Technologies in Global Software Development – Insights from an Empirical Study</td>
<td>Alexander Benlian and Thomas Hess</td>
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<td>4:00-4:25</td>
<td>WM.3.2 C</td>
<td>Collaborative Tagging of Knowledge and Learning Resources</td>
<td>Ronald Maier, Silke Retzer and Stefan Thalmann</td>
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<td>4:30-4:55</td>
<td>WM.3.3 C</td>
<td>KM Among Academics: Do as I Teach Not as I Do</td>
<td>Hartmut Hoehele and David Pauleen</td>
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<tr>
<td>5:00-5:25</td>
<td>WM.3.4 C</td>
<td>Bridging Thought Worlds of an Academic CoP and IT Support</td>
<td>Gerdinde Klaghøi, Luba Tufiën and Ross Smith</td>
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<tr>
<th>Time</th>
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<th>Track: Social, Behavioural &amp; Organisational Aspects of IS</th>
<th>Session Chair: Janet Toland</th>
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<tr>
<td>3:30-3:55</td>
<td>WS.3.1 C</td>
<td>Rethinking the Digital Divide</td>
<td>Weizhen Lei, Martin R. Gibbs, Shanton Chang and Heejin Lee</td>
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<td>4:00-4:25</td>
<td>WS.3.2 C</td>
<td>Understanding Information Disclosure Behaviour in Australian Facebook Users</td>
<td>William Newk-Fon Hoy Tow, Peter Dell and John Venable</td>
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<td>4:30-4:55</td>
<td>WS.3.3 C</td>
<td>Value Perception in Music Information Systems</td>
<td>Belinda Moloney, Jacob Cybulski and Lema Nguyen</td>
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<tr>
<td>5:00-5:20</td>
<td>WS.3.4 R</td>
<td>How does Technology Influence Online Music Access and Use? A Taxonomy of Empirical Studies</td>
<td>Jenine Beekhuyzen and Lisa von Hellens</td>
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</table>

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<th>Topic: IS Research</th>
<th>Session Chair: Peter Seddon</th>
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<tr>
<td>3:30-3:55</td>
<td>WC1.3.1 C</td>
<td>There’s SEM and “SEM”: A Critique of the Use of PLS Regression in Information Systems Research</td>
<td>Anne C. Rouse and Brian Corbitt</td>
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<td>4:00-4:25</td>
<td>WC1.3.2 C</td>
<td>An Archival Analysis of ACIS Research Papers</td>
<td>Guy Gable, Bob Smyth and Karen Stark</td>
</tr>
<tr>
<td>4:30-4:55</td>
<td>WC1.3.3 C</td>
<td>A Meta-Analysis of Survey-Based Research in MIS Field from 1992-2006</td>
<td>Ahmad Abasrehi and Bill Martin</td>
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<tr>
<td>5:00-5:20</td>
<td>WC1.3.4 R</td>
<td>Generating an Ontology from Scientific works: Initial Results</td>
<td>John Lamp and Simon Milton</td>
</tr>
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<table>
<thead>
<tr>
<th>Time</th>
<th>Session #3</th>
<th>Track: Advances in IS Development &amp; HCI</th>
<th>Session Chair: Dirk Hovorka</th>
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</thead>
<tbody>
<tr>
<td>3:30-3:55</td>
<td>WC3.3.1 C</td>
<td>Investigating the Target Environment for Agile Methods</td>
<td>Diane E. Strode, Sid L. Hupp and Alexei Tretyakov</td>
</tr>
<tr>
<td>4:00-4:25</td>
<td>WC3.3.2 C</td>
<td>Mindfulness and Agile Software Development</td>
<td>Sabine Mallock and Karthihefs Kauz</td>
</tr>
<tr>
<td>4:30-4:55</td>
<td>WC3.3.3 C</td>
<td>Perspective on Information Requirement Determination Practices in Kuwait: Familiarity, Usage and Perceived Value</td>
<td>Kamel Roubah and Sulaiman Al-Rafee</td>
</tr>
<tr>
<td>5:00-5:25</td>
<td>WC3.3.4 C</td>
<td>Success Factors for Data Warehouse and Business Intelligence Systems</td>
<td>David Arnott</td>
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<tr>
<th>Time</th>
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<th>PHIS-NZ Meeting</th>
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<tbody>
<tr>
<td>4:30-5:30pm</td>
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<td>5:30-6:30pm</td>
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<tr>
<th>Time</th>
<th>Session #3</th>
<th>AAIS AGM (Canterbury 1)</th>
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<tbody>
<tr>
<td>7:00pm</td>
<td></td>
<td>Social Event - Happy Hour: Drinks and Nibbles at Yellow Cross, SOL Square</td>
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</table>
# ACIS 2008 Conference Program

## Thursday, 4th December 2008

**8:00-5:00pm**  
ACIS2008 Onsite Registration & Conference Enquiries (Foyer)

**9:00-10:00**  
Welcome (Industry Day) - Canterbury 2  
Keynote address: Rod Drury

### Paper Session #4

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Track: Collaboration &amp; Knowledge Management</th>
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<tbody>
<tr>
<td>10:30-10:55</td>
<td>TO.4.1 Pluralism in Knowledge Management</td>
<td>Presented by James Sheffield</td>
</tr>
<tr>
<td>11:00-11:25</td>
<td>TO.4.2 Building Knowledge from Experience: Reflective Thinking as a Mediating Process for Collaborative Knowledge</td>
<td>Presented by Gurparkash Singh and Greg Whymark</td>
</tr>
<tr>
<td>11:30-11:55</td>
<td>TO.4.3 Taking &quot;Data&quot; (as a Topic): The Working Policies of Indifference, Purification and Differentiation</td>
<td>Presented by Fletcher T.H. Cole</td>
</tr>
<tr>
<td>12:00-12:25</td>
<td>TO.4.4 Integrating collaboration into the Design of Complex Adaptive Systems</td>
<td>Presented by I.T. Hawryszkiewycz</td>
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### Session Chair: Helen Hassan

**Marlborough**  
Track: eBusiness, eGovernment & Mobile Business

**Session Chair: Eusebio Scornavacca**

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<tr>
<th>Time</th>
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<th>Track: eBusiness, eGovernment &amp; Mobile Business</th>
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<tbody>
<tr>
<td>10:30-10:55</td>
<td>TM.4.1 Australian Public Sector Adoption of EDRMS: A Preliminary Survey</td>
<td>Presented by Linh Thuy Nguyen, Paula M.C. Swatman and Bardo Fraunholz</td>
</tr>
<tr>
<td>11:30-11:55</td>
<td>TM.4.3 Drivers and Moderators of Consumer Behaviour in the Multiple Use of Mobile Phone</td>
<td>Presented by Po-Chien Chang</td>
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### Session Chair: Aileen Cater-Steel

**Southland**  
Track: IT Management & Strategy

**Session Chair: Aileen Cater-Steel**

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<tr>
<th>Time</th>
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<th>Track: IT Management &amp; Strategy</th>
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<tbody>
<tr>
<td>10:30-10:55</td>
<td>TS.4.1 Determinants of Organisational Transformation: An IT-Business Alignment Perspective</td>
<td>Presented by Ahmad Abaresti, Bill Martin and Alemayehu Molla</td>
</tr>
<tr>
<td>11:00-11:25</td>
<td>TS.4.2 Investigating the Social Dimension of Alignment: Focusing on Communication and Knowledge Sharing</td>
<td>Presented by Ramisa Kashanchi and Janet Toland</td>
</tr>
<tr>
<td>11:30-11:55</td>
<td>TS.4.3 The Intractable Nature of Alignment</td>
<td>Presented by Bruce Campbell</td>
</tr>
<tr>
<td>12:00-12:25</td>
<td>TS.4.4 What are we Aligning? Implications of a Dynamic Approach to Alignment</td>
<td>Presented by Jenny Leonard</td>
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### Session Chair: Sid Huff

**Canterbury 1**  
Track: Industry Case Presentations (Updated)

**Session Chair: Sid Huff**

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<tr>
<th>Time</th>
<th>Session</th>
<th>Track: Industry Case Presentations (Updated)</th>
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</thead>
<tbody>
<tr>
<td>11:10-11:50</td>
<td>TC1.4.2 Transforming user-centred government from the industrial age to the information age - a case study.</td>
<td>Presented by Peter Mackenzie</td>
</tr>
<tr>
<td>11:50-12:30</td>
<td>TC1.4.3 Knowledge Transfer in a Strategic Alliance – Knowledge Management in East Timor</td>
<td>Presented by James Thomson</td>
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### Session Chair: Sigi Goode

**Canterbury 3**  
Track: Social, Behavioural & Organisational Aspects of IS

**Session Chair: Sigi Goode**

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<tr>
<th>Time</th>
<th>Session</th>
<th>Track: Social, Behavioural &amp; Organisational Aspects of IS</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:30-10:55</td>
<td>TC3.4.1 Using Innovation Theory to Analyse the Status of RFID Technology Adoption at Industry Level in New Zealand</td>
<td>Presented by Brice Zhang and Judith Symonds</td>
</tr>
<tr>
<td>11:00-11:25</td>
<td>TC3.4.2 E-mail Recordkeeping Methods and Behaviours of New Zealand Central Government Employees</td>
<td>Presented by Miriam Lips, Anita Rapson and Tony Hooper</td>
</tr>
<tr>
<td>11:30-11:55</td>
<td>TC3.4.3 Understanding IS Projects Evaluation in Practice through an ANT Inquiry</td>
<td>Presented by Dubravka Ccecz-Kecmanovic and Fouad Nagm</td>
</tr>
<tr>
<td>12:00-12:25</td>
<td>TC3.4.4 Customer Portfolio Analysis Using the SOM</td>
<td>Presented by Annika H. Holmboe, Tomas Eklund and Babro Back</td>
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**12:30-1:25 Lunch (Canterbury 2)**
## ACIS 2008 Conference Program

### Thursday, 4th December 2008 (cont)

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<th>Session</th>
<th>Track</th>
<th>Title</th>
<th>Authors</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:30-3:10</td>
<td>Paper Session #5</td>
<td>Otago Industry/Theme Track</td>
<td><strong>Session Chair: Nelly Todorova</strong></td>
<td></td>
</tr>
<tr>
<td>1:30-1:55</td>
<td>TO.5.1</td>
<td>C</td>
<td>A Case-Based Assessment of the Descriptiveness of Three CIO Typologies and Validity of Two CIO-Effectiveness Models</td>
<td>Peter B. Seddon, David Walker, Peter Reynolds, and Leslie P. Willcocks</td>
</tr>
<tr>
<td>2:00-2:25</td>
<td>TO.5.2</td>
<td>C</td>
<td>Infrastructure Development</td>
<td>Lynda Kamstra, Bronwyn Howell and Beverley Hope</td>
</tr>
<tr>
<td>2:30-2:50</td>
<td>TO.5.3</td>
<td>R</td>
<td>Engaging Industry in Empirical Research</td>
<td>Tracy Hall, David Wilson and Sarah Beecham</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Marlborough Track: Social, Behavioural &amp; Organisational Aspects of IS</strong></td>
<td><strong>Session Chair: David Pauleen</strong></td>
<td></td>
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<tr>
<td>1:30-1:55</td>
<td>TM.5.1</td>
<td>C</td>
<td>Social Networking Tools for Internal Communication in Large Organizations: Benefits and Barriers</td>
<td>George Baltatzis, David George Ormrod and Nicholas Grainger</td>
</tr>
<tr>
<td>2:00-2:25</td>
<td>TM.5.2</td>
<td>C</td>
<td>The Role of Social Networks in Technology Appropriation Over Time</td>
<td>Rachelle Bosua and Antonette Mendoza</td>
</tr>
<tr>
<td>2:30-2:50</td>
<td>TM.5.3</td>
<td>R</td>
<td>Understanding the Use of Technology in Organisations: A Structurational Approach</td>
<td>Aklesh Prasad and Jon Heales</td>
</tr>
<tr>
<td>2:50-3:10</td>
<td>TM.5.4</td>
<td>R</td>
<td>Degree of Virtuality: A Theoretical Framework of Factors Influencing Technology Use by Virtual Teams</td>
<td>Sanju V. Vaidya and Priya Seetharaman</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Southland Track: IT Management &amp; Strategy</strong></td>
<td><strong>Session Chair: Simon Park</strong></td>
<td></td>
</tr>
<tr>
<td>1:30-1:55</td>
<td>TS.5.1</td>
<td>C</td>
<td>Towards Better Understanding of the Relationship between Formal Controls and Trust in IS Outsourcing</td>
<td>Nargiza Bekmamedova, Adi Prananto, Judy McKay and Artem Vorobiev</td>
</tr>
<tr>
<td>2:00-2:20</td>
<td>TS.5.2</td>
<td>R</td>
<td>Forming a Practice Perspective for Agility in Information Systems</td>
<td>George Hobbs</td>
</tr>
<tr>
<td>2:30-2:50</td>
<td>TS.5.3</td>
<td>R</td>
<td>The Extent of IT-Enabled Organizational Flexibility: An Exploratory Study among Australian Organizations</td>
<td>Joerg Paschoke, Alemayehu Molla and Bill Martin</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Canterbury 1 Track: Advances in IS Development &amp; HCI</strong></td>
<td><strong>Session Chair: David Parsons</strong></td>
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<tr>
<td>1:30-1:55</td>
<td>TC3.5.1</td>
<td>C</td>
<td>From Practice to Design and Back: Emergence of an Information Service View</td>
<td>Dirk S. Hovorka and Matt Sermonprez</td>
</tr>
<tr>
<td>2:00-2:25</td>
<td>TC3.5.2</td>
<td>C</td>
<td>Business Functions Ontology and its Application in Semantic Business Process Modelling</td>
<td>Matthias Born, Agata Filipowiska, Monika Kaczmarek, Ivan Marlovic, Monika Starzeczka and Adam Walczak</td>
</tr>
<tr>
<td>2:30-2:50</td>
<td>TC3.5.3</td>
<td>R</td>
<td>Towards Integrated Modeling of Business Processes and Business Rules</td>
<td>Michael zur Muehlen, Marta Indulska and Kai Kittel</td>
</tr>
<tr>
<td>2:50-3:10</td>
<td>TC3.5.4</td>
<td>R</td>
<td>Implicit Enterprise Risk Management: An IT Healthcare Adoption Case Study</td>
<td>Say Yen Teoh and Christopher Cheong</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Canterbury 3 Forum (New)</strong></td>
<td><strong>Session Chair: John Ward</strong></td>
<td></td>
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<tr>
<td>1:30pm -</td>
<td>TC3.5.1</td>
<td>C</td>
<td>Birds of a Feather: A Forum with John Ward</td>
<td>John Ward</td>
</tr>
<tr>
<td>3:10-3:25</td>
<td>Afternoon Tea (Foyer)</td>
<td>(New)</td>
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**Key:** C = Completed Research / Case Study; R = Research-in-Progress
## ACIS 2008 Conference Program

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<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
<th>Title</th>
<th>Authors/Institutions</th>
</tr>
</thead>
</table>
| 3:30-4:55     | Paper Session #6 | Otago | Session Chair: John Lamp  
Panel: Publishing in the ERA era  
Panellists: John Lamp, Michael Myers, Julie Fisher, David Wilson, Felix B Tan & Deborah Bunker |                                                          |
| 3:30-4:55     | Marlborough Track: IS Education | Session Chair: Christine van Toorn  
Panel: The Relationship between LMS Use and Teacher Performance: The Role of Task-Technology Fit  
Panelists: Tanya McGill, Jane Klobas and Stefano Renzi | The Relationship between LMS Use and Teacher Performance: The Role of Task-Technology Fit  
Panelists: Tanya McGill, Jane Klobas and Stefano Renzi | Tanya McGill, Jane Klobas and Stefano Renzi |
| 4:00-4:25     | Marlborough Track: IS Education |  
Panel: If We Build It Will They Come? Creating a Virtual Classroom in Second Life  
Panelists: David Parsons, Rosemary Stockdale, James Bowles and Veena Kamble | If We Build It Will They Come? Creating a Virtual Classroom in Second Life  
Panelists: David Parsons, Rosemary Stockdale, James Bowles and Veena Kamble | David Parsons, Rosemary Stockdale, James Bowles and Veena Kamble |
| 4:30-4:55     | Marlborough Track: IS Education |  
Panel: Evaluating Intertwined Critical Success Factors for Sustainable E-learning  
Panelists: Bhavani Sridharan, Hepu Deng and Brian Corbitt | Evaluating Intertwined Critical Success Factors for Sustainable E-learning  
Panelists: Bhavani Sridharan, Hepu Deng and Brian Corbitt | Bhavani Sridharan, Hepu Deng and Brian Corbitt |
| 3:30-3:55     | Southland Track: IS Development / IS Education | Session Chair: Karlheinz Kautz  
Panel: IT Security Certifications: Stakeholder Evaluation and Selection  
Panelists: Nicholas J.A. Tate, Sharman Lichtenstein and Matthew J. Warren | IT Security Certifications: Stakeholder Evaluation and Selection  
Panelists: Nicholas J.A. Tate, Sharman Lichtenstein and Matthew J. Warren | Nicholas J.A. Tate, Sharman Lichtenstein and Matthew J. Warren |
| 4:00-4:25     | Southland Track: IS Development / IS Education |  
Panel: Using Design Research to Improve Data Modelling Performance among Novice End Users  
Panelists: Peter Blakey, Clare Atkins and Barbara Crump | Using Design Research to Improve Data Modelling Performance among Novice End Users  
Panelists: Peter Blakey, Clare Atkins and Barbara Crump | Peter Blakey, Clare Atkins and Barbara Crump |
| 4:30-4:50     | Southland Track: IS Development / IS Education |  
Panel: Transforming Design Science Research into Practical Application: Experiences from Two ECM Teaching Cases  
Panelists: Jan vom Brocke, Alexander Simons and Bernd Schenk | Transforming Design Science Research into Practical Application: Experiences from Two ECM Teaching Cases  
Panelists: Jan vom Brocke, Alexander Simons and Bernd Schenk | Jan vom Brocke, Alexander Simons and Bernd Schenk |
| 3:30-3:55     | Canterbury 1 Track: Industry/Theme Track | Session Chair: Delroy Chevers  
Panel: The Acceleration of SOA Adoption in Singapore: Challenges and Issues  
Panelists: Lawrence Lim and Aileen Koh | The Acceleration of SOA Adoption in Singapore: Challenges and Issues  
Panelists: Lawrence Lim and Aileen Koh | Lawrence Lim and Aileen Koh |
| 4:00-4:25     | Canterbury 1 Track: Industry/Theme Track |  
Panel: An Enterprise Architecture Framework for Information Management Improvement: Transforming Research into Practice  
Panelists: Colin Ash and Sanjeet Sharma | An Enterprise Architecture Framework for Information Management Improvement: Transforming Research into Practice  
Panelists: Colin Ash and Sanjeet Sharma | Colin Ash and Sanjeet Sharma |
| 4:30-4:55     | Canterbury 1 Track: Industry/Theme Track |  
Panel: Agility in Information System  
Panelists: Brett Woolley and George Hobbs | Agility in Information System  
Panelists: Brett Woolley and George Hobbs | Brett Woolley and George Hobbs |
| 3:30-3:55     | Canterbury 3 Track: IS & Society: Ethics, Social Responsibility and Sustainability | Session Chair: Tanya Castleman  
Panel: Believable Unbelievable Internet Based Information  
Panelists: Abrar Haider | Believable Unbelievable Internet Based Information  
Panelists: Abrar Haider | Abrar Haider |
| 4:00-4:25     | Canterbury 3 Track: IS & Society: Ethics, Social Responsibility and Sustainability |  
Panel: Computer Ethics Awareness Among Undergraduate Students in Malaysian Higher Education Institutions  
Panelists: Maslin Masrom, Zurairi Ismail and Ramlih Hussein | Computer Ethics Awareness Among Undergraduate Students in Malaysian Higher Education Institutions  
Panelists: Maslin Masrom, Zurairi Ismail and Ramlih Hussein | Maslin Masrom, Zurairi Ismail and Ramlih Hussein |

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<th>Session #7</th>
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<tr>
<td>09:00-10:25</td>
<td><strong>Otago</strong> Track: Social, Behavioural &amp; Organisational Aspects of IS</td>
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<td><strong>Session Chair: Silke Retzer</strong></td>
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<tr>
<td>09:00-09:25</td>
<td>FO.7.1 C The Use of Business Intelligence Systems in Australia</td>
</tr>
<tr>
<td></td>
<td>Gemma Dodson, David Arnott and Graham Nevian</td>
</tr>
<tr>
<td>09:30-09:55</td>
<td>FO.7.2 C Feral Systems: The Likely Effects on Business Analytics Functions in an Enterprise Resource Planning System</td>
</tr>
<tr>
<td></td>
<td>Don Kerr and Luke Houghton</td>
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<tr>
<td>10:00-10:25</td>
<td><strong>Marlborough Workshop</strong></td>
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<tr>
<td></td>
<td><strong>New time</strong></td>
</tr>
<tr>
<td>09:00-10:25</td>
<td>FM.7.1 C Workshop: The Agile Technique Hour</td>
</tr>
<tr>
<td></td>
<td>Presenter: David Parsons</td>
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<tr>
<td>10:30-10:55</td>
<td><strong>Southland</strong> Track: IT Management &amp; Strategy</td>
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<td><strong>Session Chair: Diane Strode</strong></td>
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<tr>
<td>09:00-09:25</td>
<td>FS.7.1 C Towards Anticipating IS Consequences: An Anatomy of Sociotechnical Interaction Networks (STINs)</td>
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<td></td>
<td>Nick Letch and Jennie Carroll</td>
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<tr>
<td>09:30-09:50</td>
<td>FS.7.2 R Towards Logistics Exception Prioritisation: Ontological Approach</td>
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<td>Chinthake Wijesooriya and Dongming Xu</td>
</tr>
<tr>
<td>10:00-10:20</td>
<td>FS.7.3 R Enterprise Resource Planning (ERP) Innovation process: Towards Development of an Integrated Framework for</td>
</tr>
<tr>
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<td>Jiwat Ram and Paula M.C. Swatman</td>
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<td><strong>Canterbury 1</strong> Track: eBusiness, eGovernment &amp; Mobile Business</td>
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<td><strong>Session Chair: Christer Carlsson</strong></td>
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<tr>
<td>09:00-09:25</td>
<td>FC1.7.1 C Old Theory and New Service Quality: An Exploratory Study of the Nature and Nomological Net of Online Service</td>
</tr>
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<td>Mary Tate, Joerg Evermann and Beverley Hope</td>
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<tr>
<td>09:30-09:55</td>
<td>FC1.7.2 C Electronic Commerce Technologies Adoption by SMEs: A Conceptual Study</td>
</tr>
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<td></td>
<td>Basil Alzougool and Sherah Kumia</td>
</tr>
<tr>
<td>10:00-10:25</td>
<td>FC1.7.3 C Defining Identity Crimes</td>
</tr>
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<td>Rodger Jamieson, Lesley Land, Rick Sarre, Alex Steel, Greg Stephens and Donald Winchester</td>
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<tr>
<td>10:30-10:55</td>
<td><strong>Canterbury 3</strong> Track: IS Education</td>
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<td><strong>Session Chair: Kay Fielden</strong></td>
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<tr>
<td>09:00-09:25</td>
<td>FC3.7.1 C The Roles and Skill Sets of Systems vs Business Analysts</td>
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<td>Alan Yongsvanh and Bruce Campbell</td>
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<td>09:30-09:55</td>
<td>FC3.7.2 C The Access, Influences and Motivations of Women Studying Information Technology in New Zealand</td>
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<tr>
<td></td>
<td>Julia Fearan and Janet Toland</td>
</tr>
<tr>
<td>10:00-10:20</td>
<td>FC3.7.3 R Improving the Effectiveness of End-User Training Outcomes</td>
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<td></td>
<td>Yupawadee Laoledchait, Lesley Pek Wee Land and Graham Low</td>
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### ACIS 2008 Conference Program

**Friday, 5th December 2008 (cont)**

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<th>Track: Collaboration &amp; Knowledge Mgmt</th>
<th>Session Chair: Ulrich Remus</th>
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<tbody>
<tr>
<td>11:00-11:25</td>
<td>FO.8.1</td>
<td>C Clinical Guideline Audit and Knowledge Elicitation Using the MDS Tool and Techniques</td>
<td>Peter F. Summons</td>
</tr>
<tr>
<td></td>
<td>FO.8.2</td>
<td>R A Descriptive Study of the Use of Multimedia Based Collaboration Technologies by Health Community Support</td>
<td>Achmad Ghazali, Alexei Tretiakov and Inga Hunter</td>
</tr>
<tr>
<td>11:30-11:50</td>
<td>FO.8.3</td>
<td>R Critical Success Factors for Effective Knowledge Sharing in Chinese Joint Ventures</td>
<td>Song Xiong and Hepu Deng</td>
</tr>
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<thead>
<tr>
<th>Time</th>
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<th>Track: Advances in IS Development &amp; HCI</th>
<th>Session Chair: John Venable</th>
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<tbody>
<tr>
<td>11:00-11:25</td>
<td>FM.8.1</td>
<td>C Usability Evaluation of an XP Product</td>
<td>Tomas Eklund, Franck Tétard, Patrick Stahl, Piia Hirkman and Barbro Back</td>
</tr>
<tr>
<td>12:00-12:25</td>
<td>FM.8.3</td>
<td>C Identifying Key Software Development Practices in the English-Speaking Caribbean Using the Nominal Group Technique</td>
<td>Delroy A. Chevers, Stanford E. Moore, Evan W. Duggan and Annette M. Mills</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Session #8</th>
<th>Track: IT Management &amp; Strategy</th>
<th>Session Chair: Mary Tate</th>
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<tbody>
<tr>
<td>11:00-11:25</td>
<td>FS.8.1</td>
<td>C Practices and Principles of IT Governance in Australian Legal Aid Organizations</td>
<td>Deepti Heera and Vanessa Chang</td>
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<td>R ICT Risk Management in Organizations: Case studies in Thai Business</td>
<td>Sudhech Kumsuprom, Brian Corbitt and Siddhi Pittayachawan</td>
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<th>Panel</th>
<th>Canterbury 1</th>
<th>Panel: ICT solutions to the climate change problem. How can IS help ‘save the planet’?</th>
<th>Panelists: Helen Hasan, Aditya Ghose, Michael Rosemann and Janet Toland</th>
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<th>Canterbury 3</th>
<th>Tutorial: The Research Roadmap: Online Support for Postgraduate Research Writers and Advisors</th>
<th>Presenter: Brian Whitworth</th>
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<td>Tutorial: Structural Equation Models in IS: Theory and Measurement’</td>
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*Key: C = Completed Research / Case Study; R = Research-in-Progress*