Editorial

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Paul (2003), in his editorial for the European Journal of Information Systems 12(2):28, reported that ‘We can not know the future ... We can plan for certain things to happen’. Taking our own lessons to heart, EJIS’ editors decided to continue to improve the quality of the Journal’s management, as well as to move the regular four issues so far to six, starting in 2006. In order to manage this new scale of operation, the editors Ray, Bob, and Richard have invited me to join them as the managing editor. I promise to meet the confidence expressed in me with the support of the editors, editorial team, and administrative staff to achieve EJIS goals.

This issue demonstrates the plurality of issues in Information Systems (IS) with a collection of papers that focus on: (a) IS evaluation, (b) successful software implementations, (c) issues related to systems development, (d) topics associated with user interfaces, and (e) IS security. I enjoyed reading these articles and I hope that the readers find them as useful as I did. We start this issue with the first of a series of Editor’s Views starting with Ray Paul. Ray wrote his views soon after he returned from the ECIS 2005 conference at Regensburg, Germany. He participated at the ‘Meet the Editor’s’ panel, with his paper being further influenced by the discussion held there.

‘Linking Knowledge Transformation to Information Systems Evaluation’ by Zahir Irani, Amir Sharif, and Peter Love employs a case study strategy to investigate the aspects of knowledge related to human and organizational factors in the decision-making process. The paper attempts to highlight the components of knowledge that contribute to the overall Information Systems Evaluation (ISE) process, within a case organization. The authors use the knowledge of the transformation model proposed by Nonaka and Takeuchi to analyse these factors and present a model detailing these factors in the context of the ISE lifecycle.

‘A Critical Approach to Evaluation’ by Ela Klecun and Tony Cornford focuses on issues related to the evaluation of information systems in the area of healthcare. Ela and Tony introduce some theoretical perspectives into the area of Information Systems Evaluation and they propose a set of five principles. The authors test the proposed principles through a case study from the healthcare sector. The paper reflects on the strengths and weaknesses of the evaluation of a primary care intranet. In doing so, Ela and Tony suggest how a critical approach might lead to a more meaningful evaluation and provide more significant and useful findings.

‘The Turnaround of the London Ambulance Service Computer Aided Despatch System (LASCAD)’ by Guy Fitzgerald and Nancy L. Russo investigates critical success factors in the implementation of the London Ambulance Service Computer Aided Despatch System. The LASCAD system was one of the well-known cases of failure in IS literature. According to the authors, what is not well known is the second attempt (turnaround) to implement the LASCAD system. The paper discusses the implementation of the turnaround LASCAD system that took place and resulted in success. The authors use a case study approach to describe the context of the turnaround implementation. They identify four elements, namely supporters, project organization, information system, and the
environment. The paper investigates the role of these four elements and highlights the importance of understanding user's needs during the implementation.

‘Making ERPs Work: Accountants and the Introduction of ERP Systems’ by Mike Newman and Chris Westrup also highlights the important role of the users during the adoption of an ERP system. The authors develop a model to explain ‘how ERP systems are made to work and how expert groups seek to influence the implementation’. The paper uses empirical data from a survey and several case studies to show that accountants have a critical role during the introduction of an ERP system. The authors draw the conclusion for accountants that ERP systems work effectively when both technical and social dimensions are taken into consideration during the adoption of ERP systems. This result is well known in IS area, but it is useful to promote among allied and collaborative professionals.

‘Designing Consumer Interfaces for Experiential Tasks: An Empirical Investigation’, by John D. Wells, Jonathan W. Palmer, and William L. Fuerst suggests that interfaces that support the goal-directed and experiential tasks differ on three dimensions: user benefits, navigational choice, and presentation of product/service attributes. The paper presents interface design guidelines for experiential consumer tasks based on interface metaphor research and the mental model theory. The authors conducted an experiment with these two types of interfaces, and they claim both theoretical and practical contributions to the field of IS.

‘Understanding Web Home Page Perception’ by Surendra Singh, Nikunj Dalal, and Nancy Spears employs an experimental study to investigate the issues related to web pages. In particular, the authors use Kaplan and Kaplan’s (1989) informational model to predict that only two dimensions: understanding of information on a web page and the involvement potential of a web page, should adequately capture web page perception at a molar level. The findings of this study empirically verify the existence of these dimensions. The authors show that the Kaplan and Kaplan’s (1989) model is a theoretical framework that could potentially serve as a guide to web page design and testing efforts.

‘An Analysis of the Traditional IS Security Approaches: Implications for Research and Practice’ by Mikko Siponen reviews the normative literature on the IS Security (ISS) approaches. In doing so, the author compares and analyses the underlying key assumptions of the ISS approaches. The paper suggests that most of the traditional ISS methods do not recognize enough the socio-organizational nature of information systems. As a result, the author emphasizes the importance of this issue, highlights the need for social ISS methods, and suggests further research in this area. We include this paper in this issue as our readers are not familiar with topics related to IS security and this article will give them the opportunity to better understand this area.

Claudio Ciborra

As part of a widespread journal-based tribute to Claudio Ciborra, EJIS is developing a special issue which will include contributions from many of his colleagues and mentees. The issue will be published within the first year of his death.