

Contents

Preface	ix
1 Exploring the Diversity of Service Worlds in the Service Economy <i>Michael Barrett and Elizabeth Davidson</i>	1
 Part 1: Conceptualizing and Theorizing about IT-Enabled Services	
2 ICTs and Global Working in a Non-Flat World <i>Geoff Walsham</i>	13
3 Exploring the Influence of Socio-Emotional Factors on Knowledge Management Practices: A Case Study <i>Chalee Vorakulpipat and Yacine Rezgui</i>	27
4 Compliance-as-a-Service in Information Technology Manufacturing Organizations: An Exploratory Case Study <i>Tom Butler, Bill Emerson, and Damien McGovern</i>	43
5 Service System Innovation <i>Steven Alter</i>	61
6 Rhizomatic Informatics: The Case of Ivy University <i>Chris Atkinson and Laurence Brooks</i>	81
7 The Influence of Subgroup Dynamics on Knowledge Coordination in Distributed Software Development Teams: A Transactive Memory System and Group Faultline Perspective <i>Yide Shen and Michael Gallivan</i>	103
8 The Service Behind the Service: Sensegiving in the Service Economy <i>Neil C. Ramiller and Mike Chiasson</i>	117

Part 2: IT-Enabled Services in Industry Settings

- 9 Possibilities and Challenges of Transition to Ambulant Health Service Delivery with ICT Support in Psychiatry
Synnøve Thomassen Andersen and Margunn Aanestad 129
- 10 Transforming Work Practices in a Complex Environment
Riikka Vuokko and Helena Karsten 143
- 11 Virtuality and Non-Virtuality in Remote Stock Trading
Roger F. A. van Daalen Fuente, Mike W. Chiasson, and Paul R. Devadoss 159
- 12 Bazaar by Design; Managing Interfirm Exchanges in an Open Source Service Network
Joseph Feller, Patrick Finnegan, Brian Fitzgerald, and Jeremy Hayes 173
- 13 Emerging Technologies in the Service Sector: An Early Exploration of Item-Level RFID on the Fashion Sales Floor
Claudia Loebbecke, Claudio Huyskens, and Janis Gogan 189
- 14 The Computerization of Service: Evidence of Information and Communication Technologies in Real Estate
Steve Sawyer and Fuyu Yi 199

Part 3: IT-Enabled Change in Public Services

- 15 E-Government and Changes in the Public Sector: The Case of Greece
Dimitra Petrakaki 213
- 16 Bandwithing Together: Municipalities as Service Providers in a Policy Environment
Andrea H. Tapia and Julio Angel Ortiz 229
- 17 Analyzing Public Open Source Policy: The Case Study of Venezuela
Edgar Maldonado and Andrea H. Taipa 249
- 18 Co-Orienting the Object: An Activity-Theoretical Analysis of the UK's National Program for Information Technology
Panos Constantinides and Frank Blackler 259
- 19 A Multivocal and Multilevel Institutional Perspective to Analyze Information Technology-Enabled Change in the Public Service in Africa
Roberta Bernardi 271

Part 4: Outsourcing and Globalization of IT Services

- 20 Legitimacy Management and Trust in Offshoring Information
Technology Services
Michael Barrett, C. R. Hinings, and Eivor Oborn 283
- 21 Information Technology Outsourcing in the Service Economy: Client
Maturity and Knowledge/Power Asymmetries
Aris Komporozos-Athanasίου 301
- 22 How Information Systems Providers Develop and Manage Expertise and
Leverage Their Client Relationships for Competitive Advantage
Robert Gregory and Michael Prifling 311
- 23 Mind the Gap! Understanding Knowledge in Global Software Teams
Aini Aman and Brian Nicholson 321
- 24 Complicating Utopian and Dystopian Views of Automation: An
Investigation of the Work and Knowledge Involved in the Call
Center Offshoring Industry in India
Paul R. Devadoss and Mike W. Chiasson 331

Part 5: Panels

- 25 Turning Products into Services and Services into Products: Contradictory
Implications of Information Technology in the Service Economy
Neil C. Ramiller, Elizabeth Davidson, Erica L. Wagner, and Steve Sawyer 343
- 26 Information Systems and the Service Economy: A Multidimensional
Perspective
Steven Alter, Uri Gal, David Lipien, Kalle Lyytinen, and Nancy Russo 349
- 27 The Servicization of Peer Production: Reflections on the Open Source
Software Experience
Joseph Feller, Patrick Finnegan, Björn Lundell, and Olof Nilsson 353
- 28 eHealth: Redefining Health Care in the Light of Technology
*Mike W. Chiasson, Donal Flynn, Bonnie Kaplan, Pascale Lehoux,
and Cynthia LeRouge* 357

Part 6: Workshop Paper Contributions

- 29 The Information Services View
Matt Germonprez and Dirk Hovorka 365

30	An Epistemology of Organizational Emergence: The Tripartite Domains of Organizational Discourse and the Servitization of IBM <i>Michelle Carter, Hirotoshi Takeda, and Duane Truex</i>	367
31	Organizational Learning in Health Care: Situating Free and Open Source Software <i>Gianluca Miscione and Margunn Aanestad</i>	372
32	Understanding the Exchange Intention of an Individual Blogger <i>Wee-Kek Tan, Chuan-Hoo Tan, and Hock-Hai Teo</i>	375
33	Toward Understanding the Capability Cycle of Software Process Improvement: A Case Study of a Software Service Company <i>Yu Tong, Lingling Xu, and Shanling Pan</i>	379
34	A Case Study Approach to Examining Service Information Requirements <i>Rachel Cuthbert, Paris Pennesi, and Duncan McFarlane</i>	383
	Index of Contributors	387

Information Technology in the Service Economy:
Challenges and Possibilities for the 21st Century
Barrett, M.; Davidson, E.; Middleton, C.; DeGross, J.
(Eds.)
2008, XII, 388 p., Hardcover
ISBN: 978-0-387-09767-1