

# Contents

## Part I Foundations and Trends

<b>Enterprise Content Management in Information Systems Research. . .</b>	<b>3</b>
Alexander Simons and Jan vom Brocke	
<b>The Market for ECM Software . . . . .</b>	<b>23</b>
Martin Böhn	
<b>Factors in the Acceptance of Enterprise Content Management Systems . . . . .</b>	<b>37</b>
Laurent Wiltzius, Alexander Simons, Stefan Seidel and Jan vom Brocke	
<b>Rhetorical Challenges and Concerns in Enterprise Content Management . . . . .</b>	<b>63</b>
Dave Clark	
<b>Cultural Values Matter: The Role of Organizational Culture in ECM . . . . .</b>	<b>75</b>
Theresa Schmiedel and Jan vom Brocke	

## Part II Methods and Tools

<b>Strategy Development for Enterprise Content Management . . . . .</b>	<b>91</b>
Martin Smits and Ramon O'Callaghan	
<b>Critical Success Factors in Enterprise Content Management: Toward a Framework for Readiness Assessment . . . . .</b>	<b>109</b>
Andrea Herbst, Alexander Simons, Jan vom Brocke and René Derungs	

<b>Content Management for Advisory Support Information Systems . . . .</b>	<b>125</b>
Joachim Pfister and Gerhard Schwabe	
<b>Make or Buy? Factors that Impact the Adoption of Cloud Computing on the Content Level . . . . .</b>	<b>145</b>
Ivo Gonzenbach, Christian Russ and Jan vom Brocke	
<b>Fostering Comparability in Content Management Using Semantic Standardization . . . . .</b>	<b>163</b>
Jörg Becker, Tobias Heide and Łukasz Lis	
 <b>Part III Examples and Cases</b>	
<b>The Knowledge Garden and Content Management at J. D. Edwards . . . . .</b>	<b>183</b>
Judy E. Scott	
<b>Lessons Learned from Implementing Enterprise Content Management at the National Public Administration in Liechtenstein . . . . .</b>	<b>199</b>
Alexander Simons, Jan vom Brocke, Sven Lässer and Andrea Herbst	
<b>Exploring Two Approaches to Information Management: Two Swedish Municipalities as Examples . . . . .</b>	<b>217</b>
Proscovia Svärd	
<b>Conceptual Modeling of Electronic Content and Documents in ECM Systems Design: Results from a Modeling Project at Hoval . . . . .</b>	<b>237</b>
Alexander Simons, Jan vom Brocke, Stefan Fleischer and Jörg Becker	
<b>Justifying ECM Investments with the Return on Process Transformation: The Case of an ECM-Driven Transformation of Sales Processes at Hilti Corporation. . . . .</b>	<b>255</b>
Jan vom Brocke, Christian Sonnenberg and Christian Buddendick	
<b>Author Biographies . . . . .</b>	<b>279</b>

Enterprise Content Management in Information  
Systems Research

Foundations, Methods and Cases

vom Brocke, J.; Simons, A. (Eds.)

2014, XII, 287 p. 36 illus., Hardcover

ISBN: 978-3-642-39714-1