

Technologies & Methodologies for Evaluating Information Technology in Business

Charles K. Davis



IRM Press



Technologies & Methodologies for Evaluating Information Technology in Business

Table of Contents

Preface	vii
----------------------	------------

Charles K. Davis, University of St. Thomas (Houston), USA

Section I: Organizational Effectiveness

Chapter I

Theoretical Models in IS Research and the Technology

Acceptance Model (TAM)	1
-------------------------------------	----------

Leslie Leong, Central Connecticut State University, USA

Chapter II

Achieving Organizational IT Goals through Integrating the Balanced Scorecard and Software Measurement

Frameworks	32
-------------------------	-----------

Nancy Eickelmann, Motorola Labs, USA

Chapter III

Evaluating Stakeholders' Views of Delivered IS Effectiveness: Perceptions versus Perceptions and Expectations

Carla Wilkin, Deakin University, Australia

Rodney Carr, Deakin University, Australia

Bill Hewett, Deakin University, Australia

Chapter IV

A Public Sector Case Study on Evaluating and Managing the Benefits of IS/IT 97

Chad Lin, Curtin University of Technology, Australia

Graham Pervan, Curtin University of Technology, Australia

Section II: Workflow Aspects

Chapter V

Measuring the Potential for IT Convergence at Macrolevel: A Definition Based on Platform Penetration and CRM

Potential 123

Margherita Pagani, Bocconi University, Italy

Chapter VI

Systems Analysis with Workflow Modeling 143

Vincent C. Yen, Wright State University, USA

Chapter VII

Workflow Technology Supporting Information Filtering from the Internet 160

*Witold Abramowicz, The Poznan University of Economics,
Poland*

*Jacek Szymanski, The Poznan University of Economics,
Poland*

Section III: Financial Investment

Chapter VIII

Financial Evaluation of Information Systems Investments . 175

Charlene A. Dykman, University of St. Thomas, USA

Chapter IX

Enhancing Project Management as an Instrument for Costing and Controlling in Small- and Medium-Sized Enterprises 190

Bardo Fraunholz, University of Koblenz, Germany

Chapter X

Protecting Intellectual Property in IT Layoffs: Legal and Security Issues 207

Norman Pendegraft, University of Idaho, USA

Jerry Wegman, University of Idaho, USA

Chapter XI

Graduate Programs in Project Management 222

Daniel Brandon, Christian Brothers University, USA

About the Authors 234

Index 241