

EDITORIAL PREFACE

WEB SERVICES FOR GLOBAL INFORMATION SYSTEMS: OPPORTUNITIES AND CHALLENGES

Mahesh S. Raisinghani, University of Dallas, USA

A web services framework consisting of three main processes is described. Also presented are key challenges for global corporations when deploying web services, and recommendations for practice.

ARTICLES:

THE ICT SERVICE INDUSTRY IN NORTH AFRICA AND THE ROLE OF PARTNERSHIPS IN MOROCCO

Giuseppe Bruno, University of Naples “Federico II”, Italy
Gianluca Esposito, University of Naples “Federico II”, Italy
Luca Iandoli, University of Naples “Federico II”, Italy
Mario Raffa, University of Naples “Federico II”, Italy

This article presents a study of the state of the art of the ICT sector in North Africa. Additionally, an in depth study of the situation in Morocco was carried out. It investigates, using several case studies, the value of the different models of partnership that have been created in the ICT service sector.

INSTITUTIONAL PRESSURES AS SOURCES OF IMPROVISATIONS: A CASE STUDY FROM A DEVELOPING COUNTRY CONTEXT

Abiodun O. Bada, George Washington University, USA
Manny C Aniebonam, George Washington University, USA
Vesper Owei, George Washington University, USA

This article applies concepts and ideas from institutional theory to study improvisations in IT and organizational change. Improvisations are regarded as unexpected actions aimed at solving crises and/or exploiting opportunities. The article suggests that the sources of these crises/opportunities are the normative, mimetic and coercive prescriptions found within the institutional context of the organization. A major implication is that the sources of improvisations are extended to include established norms of practice from within the environment of organizations.

MANAGERIAL EXPECTATIONS OF INTERNET COMMERCE ADOPTION AFTER THE “TECH WRECK” OF 2000 – AN AUSTRALIAN PERSPECTIVE

Alex Berrill, Australian Mutual Provident Society Ltd., Australia
Sigi Goode, Australian National University, Australia
Dennis Hart, Australian National University, Australia

This study examines post-crash expectations of managers of Australian companies regarding Internet commerce adoption. It proposes a set of business expectations from technology adoption: the desire to gain a competitive advantage, to remove a competitive disadvantage, improve communication, reduce organisational costs and improve functionality. The study finds that, in the short and long term, managers still hope to acquire a competitive advantage and to benefit from improved communication with customers and shareholders. Managers are optimistic about functionality improvements in the long term but that some skepticism may have emerged regarding other benefits obtainable from e-commerce adoption.

THE EXPERT OPINION: An Interview with Brian Smith, Senior Advisor, TPI, Inc. conducted by Jaak Jurison, Industry Editor.

TPI was established in 1989 and effectively established the sourcing advisory industry. TPI is an independent and objective advisor that only represents the buy side of sourcing considerations. Brian Smith discusses various facets of global IT outsourcing and his company's role in outsourcing..

BOOK REVIEW: WORLD CLASS SUPPLY MANAGEMENT: THE KEY TO SUPPLY CHAIN MANAGEMENT,
By David N. Burton, Donald W. Dobler, and Stephen L. Starling

Review conducted by Roberto Vinaja, Texas A&M University – Commerce, USA

The seventh edition is an updated textbook and has several special features, such as material contributed by practitioners and real life cases. It is a descriptive volume featuring many topics related to Supply Management and Global Management fields.
