EJISE Editorial for Volume 22 Issue 1 2019

On behalf of the editorial team it is a great pleasure to present this issue of EJISE. These papers all contribute to our mission to advance knowledge in the areas of Information Systems Management and Information Systems Evaluation with an emphasis on the organisational, management, personal, national and global implications of modern Information and Communication Technologies (ICTs).

In the first paper of this issue, Veljkovic and Budree (2019) investigate the risks associated with the increasing organisational trend in which employees are allowed to "Bring-Your-Own-Device" (BYOD). With the advent of cloud services in the enterprise and the associated costs of procurement of end-user devices the BYOD premise is increasingly attractive to organisations. However the premise of the research reported is that BYOD is associated with risks. The authors report on a case study and conclude that a phased approach to risk management is needed. Their research argues that risk can be mitigated through appropriate security regimes, privacy policies, employee training and standardised policies in which an effective BYOD regime can be successful for benefits for both the organisation and employees.

Two papers in this issue focus on e-Government and associated ICT evaluations problems. E-government has become a prominent research topic which has been the subject of investigation for many years now, and from a number of research lenses, including those of IS researchers. The importance of continued research into this area is important, given that the maturity and evolution of e-business implementation has long surpassed that of the public sector. Therefore, there is still much to be done to ensure that ICT facilitated delivery of e-government services attains the standards which the private sector has achieved.

Ray and Panigrahi (2019) provide insight into the question of sustainability of e-governance projects, using a case in India. This paper is an important contribution given that across both developed and developing countries sustainability of community based e-government initiatives have been questioned. There are several examples in the literature of failed interventions which ultimately place a burden on the public fiscus, especially in developing countries which can ill-afford failed projects. Ray and Panigrahi (2019) investigate the dimensions of sustainability that need to be measured in an e-governance project; and determine a set of attributes of the dimensions of sustainability and how it should be measured. As such this paper is also a contribution to the literature on IS evaluation. Four dimensions of sustainability are identified viz. Social, Economic, Environmental and Technological, together with a sub-set of 34 sub-dimensions. In addition to the research value of this paper, there is also an innate contribution to the world of practice in that a structured means for planning for and subsequently assessing sustainability are posited.

The second of the e-Government papers (paper 5 in the table of contents of this issue) is a contribution by Wong (2019) in which a design science approach is used to posit a qualitative framework to assess e-Government services. The evaluation tool is premised on return on investment (ROI) versus return on relationship (ROR) and was tested on an e-Community website to identify customer experiences in the use of e-filing services in Malaysia. The authors argue that they have successfully used "a design science approach to build a novel customer satisfaction theoretical framework and have identified ROI and ROR constructs as the building blocks for a model" (pg 62). The findings from this paper provide a basis on which customer satisfaction, an already well-established proxy measure of IS success, may be used to evaluate E-Government services.

In the third paper Saxena and McDonagh (2019) add to an existing knowledge base of EJISE papers in respect of ERP evaluation. The authors provide context and an explanation of the high failure rate of ERP implementation reported in the literature. The paper undertakes a critical assessment of the rationale offered in the extant literature in respect of ERP failure. The research is based on a case study of a health service organization in Eastern Europe which experienced an entire life-cycle of an ERP implementation over a period of 17 years. The research itself was conducted at the end of the life-cycle. Amongst others, an important finding is that "even though the implementation project may be construed as a failure upon immediate completion based on project management criteria, the project may be considered a success during the larger lifecycle of the ERP system" (pg 35). This therefore provides food for thought in respect of ERP

implementation. As such, this finding is indicative that early stage evaluation of ERP implementations needs to be considered against the longer term life of the system. This paper highlights the complex nature of IS evaluation, and that a one-off assessment, early in the life cycle, may not necessarily provide a definite answer about the value of an ERP system.

Corkindale, Chen and Ram (2019) contribute to this issue with an e-commerce related subject that focuses on Online Information Services (OISs).   In the current era, OISs are ensconced in the online environment and serve as an important medium to which consumers turn to on a daily basis to make e-commerce purchasing decisions.   Trip Advisor, for example, has demonstrated remarkable success as an OIS. In their paper, Corkindale , Chen and Ram (2019) investigate a Taiwan-based OIS, using a cross-sectional survey to investigate adoption of the platform.   An interesting finding is that "Social interaction in the form of 'networking' among users is not associated with the Behavioural Intention (BI) to adopt or with the Trust of the service provider" (pg. 50).   Rather "the behavioural influence exerted through subjective norms is different and more pronounced compared to influence that mere networks of social media contacts exert" (ibid.)   This is an important finding for OIS businesses given the high level of competitiveness of this sector. The associated business models of OISs may very well be enhanced by taking into account the nature of consumer adoption behaviors as reported in this paper.

Finally, I would like to acknowledge my colleagues on the EJISE Editorial board who dedicate their time and effort unstintingly to the pursuit of scholarship.   In this regard we want to welcome our new board members, Paul Griffiths and Terry White.   They both bring to us considerable academic and industry expertise, and will enhance our work in the journal.   On behalf of my colleagues on the EJISE Editorial board, I must record our sincere appreciations to the reviewers of the papers in this issue. Without their unstinting support, our commitment to independent assessment and review of the scientific endeavor cannot be upheld.

Yours in scholarship,

Shaun Pather

EJISE, Editor in Chief

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