



22nd Bled eConference

eEnablement: Facilitating an Open, Effective and Representative eSociety

Bled, Slovenia, June 14-17, 2009

P R O G R A M

Co-organizers

eCenter, Faculty of Organizational
Sciences, University of Maribor
Government of the Republic of Slovenia
European Commission

<http://BledConference.org/Program>

About the Bled eConference

This conference attracts speakers and delegates from business, government, information technology providers and universities and is the major venue for researchers working in all aspects of "e". The program consists of a variety of keynote speakers from industry, government and academe. The conference venue is the alpine village of Bled, 30 km south of the Austrian border - one of the most beautiful spots imaginable. Expect to learn and play and come away feeling that you have achieved more than you normally would at any conference.

The conference has a wide appeal, offering:

- A fully-refereed Research Track, devoted to researchers in all aspects of "e";
- A Business and Government Panel Track which attracts eminent business and government leaders from Europe, the Americas and Asia-Pacific;
- Business, Government and Academic Meetings offering unparalleled opportunities to think and share ideas with colleagues from around the world.

INFORMATION

Conference Chair:

Andreja Pucihar, Assistant Professor and Vice-dean for International Cooperation
Faculty of Organizational Sciences, University of Maribor, Slovenia
Andreja.Pucihar@fov.uni-mb.si

Business Track Chair:

Jože Gričar, Professor and Director
eCenter, Faculty of Organizational Sciences,
University of Maribor, Slovenia
Gricar@fov.uni-mb.si

Research Track Chair:

Paula M.C. Swatman, State Records of S.A./Fuji Xerox/State Library of S.A.
Professor of Business Information Management
School of Computer & Information Science,
University of South Australia, Australia
Paula.Swatman@unisa.edu.au

Research Track Co-chair:

Hans-Dieter Zimmermann, Professor & Director
Swiss Institute for Information Research – SII,
University of Applied Sciences - HTW Chur,
Switzerland
Hans-Dieter.Zimmermann@htwchur.ch

Outstanding Paper Award Committee Chair:

Roger Clarke, Principal
Xamax Consultancy Pty Ltd, Canberra, Australia
& Visiting Professor in Computer Science,
Australian National University and the University
of Hong Kong, PR of China
Roger.Clarke@xamax.com.au

Program Committee:

<http://BledConference.org/OrganizingTeam>

Technical support:

Gregor Lenart
Gregor.Lenart@fov.uni-mb.si

Registration Manager:

Marjeta Marolt
Marjeta.Marolt@fov.uni-mb.si

Local Transfer – Albatros, Bled:

Boris Ljubič
Congress Agency Albatros Bled
<http://www.albatros-bled.com>
Boris@albatros-bled.com
Mobile: +386 (0)41 696 475

Registration Desk

Sunday, June 14
14:00 - 19:00
Monday, June 15 – Wednesday, June 17
8:00 – 17:30

Refreshments

Monday, June 15 – Wednesday, June 17
10.30 – 11.00, 15.30 – 16.00

Lunch – bife, Hotel Golf

Monday, June 15 – Wednesday, June 17
12.30 – 14.00

Social Events

Sunday, June 15

Reception and Dinner

by the Faculty of Organizational Sciences
Hotel Golf at 20.00

Monday, June 16

Reception and Dinner

by Microsoft, Slovenia
Panorama Restaurant at 20.00

Tuesday, June 17

Reception and Dinner

by SRC, Slovenia

Restaurant "Kunstelj" Radovljica at 20.00
(busses will depart from the Hotel Golf at 19.00)

INTERNET/eMAIL SERVICE

Wireless access to the Internet at 22nd Bled eConference

Wireless Internet access will be available at no charge in the lobby and Internet room of Hotel Golf. Computers will be provided by SRC, Slovenia.

ORGANIZERS



eCENTER



FOV

University of Maribor
Faculty of Organizational Sciences



SPONSORS

SRC

<http://www.src.si>



Microsoft Slovenija

<http://www.microsoft.com/slovenija>

Microsoft

Slovenian Research Agency

<http://www.arrs.gov.si/en/>



MEDIA SPONSORS

In Your Pocket

<http://www.inyourpocket.si>

inyourpocket

International Media Sponsor

Varnostni forum

<http://www.varnostniforum.com>

**varnostni
forum**

Moj Mikro

<http://www.mojmikro.si>

**moj
Mikro**

OFFICIAL CARRIER

Adria Airways

<http://www.adria-airways.com>

ADRIA
www.adria-airways.com

PROGRAM TIMELINE

Monday, June 15, 2009

Location/Time	9.00 – 10.30	11.00 – 12.30	14.00 – 15.30	16.00 – 17.30
Hotel Golf				
Libertas			<p><i>Workshop:</i> Interorganizational Information Systems in Health Care – From Systems to Infrastructures</p> <p>Co-chairs: Robert Johnston, Stefan Klein, Kai Reimers</p> <p><i>(Page 7)</i></p>	<p><i>Panel:</i> eHealth Panel Part I: The Possibilities are Only Limited by our Imagination</p> <p>Chair: Nilmini Wickramasinghe</p> <p><i>(Page 9)</i></p>
Jupiter I	<p>Opening Plenary Session</p> <p>Chair: Andreja Pucihar</p> <p><i>(Page 7)</i></p>	<p><i>Plenary Session II:</i> Open Innovation for Services - a Winning Paradigm?</p> <p>Chair: Bror Salmelin</p> <p><i>(Page 7)</i></p>	<p><i>Research Track:</i> Social Networking</p> <p>Chair: Paula M.C. Swatman</p> <p><i>(Page 7)</i></p>	<p><i>Panel:</i> Knowledge Mobilisation – Enhancing the Limits of the Possible</p> <p>Chair: Christer Carlsson</p> <p><i>(Page 9)</i></p>
Jupiter II			<p><i>Research Track:</i> Mobile Commerce</p> <p>Chair: J. Felix Hampe</p> <p><i>(Page 8)</i></p>	<p><i>Panel:</i> Making International Supply Chains more Efficient and Secure</p> <p>Chair: Yao-Hua Tan</p> <p><i>(Page 9)</i></p>

PROGRAM TIMELINE

Tuesday, June 16, 2009

Location/Time	9.00 – 10.30	11.00 – 12.30	14.00 – 15.30	16.00 – 17.30
Hotel Golf				
Concordia	<p><i>Research Track:</i> eCommerce I</p> <p>Chair: Yao-Hua Tan</p> <p>(Page 10)</p>	<p><i>Research Track:</i> eCommerce II</p> <p>Chair: Christer Carlsson</p> <p>(Page 11)</p>	<p><i>Research Track:</i> Modelling eBusiness I</p> <p>Chair: Thomas Acton</p> <p>(Page 13)</p>	<p><i>Research Track:</i> Modelling eBusiness II</p> <p>Chair: Eveline Van Stijn</p> <p>(Page 14)</p>
Libertas	<p><i>Research Track:</i> eHealth I</p> <p>Chair: Sybren de Kinderen</p> <p>(Page 10)</p>	<p><i>Research Track:</i> eHealth II</p> <p>Chair: Hans-Dieter Zimmermann</p> <p>(Page 12)</p>	<p><i>Panel:</i> eHealth Panel Part II: Critical Success Factors to Move from Idea to Realisation</p> <p>Chair: Nilmini Wickramasinghe</p> <p>(Page 13)</p>	<p><i>Panel:</i> Enabling Strategies Techniques and Technologies for Disaster Recovery</p> <p>Chair: Arnold M. Jenkins III</p> <p>(Page 14)</p>
Jupiter I	<p><i>Research Track:</i> Environmental eBusiness</p> <p>Chair: Steve R. Elliot</p> <p>(Page 11)</p>	<p><i>Research Track:</i> ERP</p> <p>Chair: Andreja Pucihar</p> <p>(Page 12)</p>	<p><i>Panel:</i> Do the Eyes Have it? Consumer Acceptance of Potentially Intrusive Identity Authentication Mechanisms</p> <p>Chair: Roger Clarke</p> <p>(Page 13)</p>	<p><i>Panel:</i> Doing eBusiness with China</p> <p>Chair: Wilfred V. Huang</p> <p>(Page 15)</p>
Jupiter II	<p><i>Panel:</i> Teaching eCommerce in the 21st Century</p> <p>Chair: Paula M.C. Swatman</p> <p>(Page 11)</p>	<p><i>Research Track:</i> Theory Development</p> <p>Chair: Johan Versendaal</p> <p>(Page 12)</p>	<p><i>Workshop:</i> The 5th International Academic Electronic Marketplace Workshop</p> <p>Co-chairs: Andreja Pucihar, Matt Glowatz</p> <p>(Page 14)</p>	<p>Professor René W. Wagenaar ePrototype Bazaar</p> <p>Co-chairs: Harry Bouwman, Johan Versendaal</p> <p>(Page 15)</p>

PROGRAM TIMELINE

Wednesday, June 17, 2009

Location/Time	9.00 - 10.30	11.00 - 12.30	14.00 - 15.30	16.00 - 17.30
Hotel Golf				
Libertas		<p style="text-align: center;"><i>Workshop:</i> eEnablement for Agricultural and Rural Entrepreneurship</p> <p style="text-align: center;">Co-chairs: Nikos Palavitsinis, Andreja Pucihar <i>(Page 16)</i></p>	<p style="text-align: center;"><i>Panel:</i> The Design Research Dilemma for Mobile Application Development and Prototyping: Evaluation Requirements vs. Missing Market Maturity</p> <p style="text-align: center;">Chair: J. Felix Hampe <i>(Page 17)</i></p>	
Jupiter I	<p style="text-align: center;"><i>Research Track:</i> eGovernment</p> <p style="text-align: center;">Chair: Pirkko Walden <i>(Page 16)</i></p>	<p style="text-align: center;"><i>Workshop:</i> VIDI – Visualizing the Impact of the Legislation by Analyzing Public Discussions Using Statistical Means</p> <p style="text-align: center;">Chair: Nenad Stojanovic <i>(Page 16)</i></p>	<p style="text-align: center;"><i>Workshop:</i> Innovative eParticipation Solutions for the European Regions</p> <p style="text-align: center;">Chair: Angelo Marcotulli <i>(Page 17)</i></p>	<p style="text-align: center;"><i>Closing Plenary Session:</i> eKnowledge – Mobilizing Knowledge in Business and Society</p> <p style="text-align: center;">Chair: Hans-Dieter Zimmermann <i>(Page 18)</i></p>
Jupiter II		<p style="text-align: center;"><i>Research Track:</i> Inter-Organisational Change I</p> <p style="text-align: center;">Chair: Harry Bouwman <i>(Page 17)</i></p>	<p style="text-align: center;"><i>Research Track:</i> Inter-Organisational Change II</p> <p style="text-align: center;">Chair: Paul A. Swatman <i>(Page 18)</i></p>	

Monday, June 15

9:00 – 10:30

Opening Plenary Session

Hotel Golf, Jupiter Hall

Plenary Session I

CHAIR

Andreja Pucihar, Assistant Professor
& Vice-dean for International Cooperation
& Conference Chair
Faculty of Organizational Sciences, University of
Maribor, Slovenia

WELCOME ADDRESS

Marko Ferjan, Dean
Faculty of Organizational Sciences, University of
Maribor, Slovenia

SPEAKERS

Present Challenges of Information Society
Davorka Šel, Acting Director-General
Directorate for the Information Society, Ministry of
Higher Education, Science and Technology,
Slovenia

**Good Governance through E-Government: The
case of Egypt**

Ashraf Hassan Abdelwahab, Deputy Minister
Ministry of State for Administrative Development,
Egypt

Open Platforms for Creativity and Productivity
Bror Salmelin, Policy Adviser to the Director
European Commission, Information Society and
Media Directorate-General,
ICT addressing Societal Challenges Directorate,
Belgium

Innovation in Times of Crisis

Wilfried Grommen, Regional Technology Officer
CEE
Microsoft Corporation

**The New Impact of IT on Business: Impacting
Both Top and Bottom Lines**

Miha Žerko, Member of the Board
SRC, Slovenia

Paula M.C. Swatman, State Records of S.A./Fuji
Xerox/State Library of S.A.
Professor of Business Information Management
School of Computer & Information Science,
University of South Australia, Australia

Roger Clarke, Principal

Xamax Consultancy Pty Ltd, Canberra, Australia
& Visiting Professor in Computer Science, Australian
National University and the University of Hong Kong,
PR of China
& Outstanding Paper Award Committee Chair

Monday, June 15

11:00 – 12:30

Plenary Session:

Open Innovation for Services - A Winning Paradigm?

Hotel Golf, Jupiter Hall

Plenary Session II

CHAIR

Bror Salmelin, Policy Adviser to the Director
European Commission, Information Society and
Media Directorate-General,
ICT addressing Societal Challenges Directorate,
Belgium

SPEAKERS

Open Innovation as Industrial Driver

Serge Ferre, Vice President
Nokia, Finland

**How can a Country Strategy Respond to New
Service Innovation in the Cross-border e-Region**

Jože Gričar, Professor and Director
eCenter, Faculty of Organizational Sciences,
University of Maribor, Slovenia

**Open Web Services: Trends and Challenges for
Technology, Openness and Sustainability**

Philippe Aigrain, CEO
Sopinspace, France

Monday, June 15

14:00 – 15:30

**Interorganizational Information Systems in Health Care – From Systems to
Infrastructures**

Hotel Golf, Libertas Hall

Workshop

CO-CHAIRS

Robert Johnston, Professor of Information
Systems and Organisation
University College Dublin, Ireland
Stefan Klein, Professor
European Research Center for Information
Systems (ERCIS), University of Münster, Germany
Kai Reimers, Professor of Information Systems
Research Group on Electronic Business - RWTH
Aachen University, Germany

PRESENTERS

Michael Barrett, Reader in Information Technology
and Innovation
Judge Business School, Cambridge University,
United Kingdom

Joan Rodon Mòdol, Assistant Professor
Department of Information Systems, ESADE, Spain

Yao-Hua Tan, Professor of Electronic Business
Department of Economics and Business
Administration, Vrije University Amsterdam, The
Netherlands

Social Networking

Hotel Golf, Jupiter Hall I

Research Track

CHAIR

Paula M.C. Swatman, State Records of S.A./Fuji
Xerox/State Library of S.A.
Professor of Business Information Management
School of Computer & Information Science,
University of South Australia, Australia

PRESENTERS

**Users' Awareness of Privacy on Online Social
Networking sites – Case Facebook**

Virpi Kristiina Tuunainen

Helsinki School of Economics, Finland

Olli Pitkanen

Helsinki Institute for Information Technology HIIT &
Helsinki University of Technology, Finland

Marjaana Hovi

Trainer's House Oyj, Finland

**Social Networking Sites and Equal Opportunity:
The Impact of Accessibility**

Denise Leahy

Ultan Ó Broin

Trinity College Dublin, Ireland

**Motives for the Usage of Social Network Sites
(SNSs) – An analysis of the Adoption of SNSs by
Students**

Jan vom Brocke

Daniel Richter

University of Liechtenstein, Liechtenstein

Kai Riemer, Assistant Professor & Chair of the

e-Collaboration Research Group

European Research Center for Information Systems
(ERCIS), University of Münster, Germany

Customer Loyalty in Social Virtual Worlds

Matti Mäntymäki

Turku Centre for Computer Science (TUCS), Turku
School of Economics, Finland

Mobile Commerce

Hotel Golf, Jupiter Hall II

Research Track

CHAIRS

J. Felix Hampe, Professor & Chair of Corporate
Communication Systems
Institute for IS Research, Faculty of Informatics,
University of Koblenz-Landau, Germany

PRESENTERS

A Mobile Accident Report System

J. Felix Hampe, Professor & Chair of Corporate
Communication Systems

Institute for IS Research, Faculty of Informatics,
University of Koblenz-Landau, Germany

Stefan Stein

Institute for IS Research, University of Koblenz-
Landau, Germany

**A Comparison of Mobile Payment Procedures in
Finnish and Chinese Markets**

Junying Zhong, Assistant Researcher

Department of Computer Science and Engineering,
Software Business and Engineering Institute,
Helsinki University of Technology, Finland

**Enhancing Collaborative CRM with Mobile
Technologies**

Olaf Reinhold

Rainer Alt

University of Leipzig, Germany

**Adoption of Personalisation Mobile Services:
Evidence from young Australians**

Sally Rao Hill

Indrit Troshani

University of Adelaide Business School, Australia

eHealth Panel Part I: The Possibilities are Only Limited by our Imagination

Hotel Golf, Libertas Hall

Panel

CHAIR

Nilmini Wickramasinghe, Professor
& Representative of the Health Care Technology
Management Association (HCTM), Unites States

PANELISTS

**ICT Innovativeness in the Healthcare Domain;
Virtual Baby Visit**

Ronald Spanjers, former CFO/CIO
Catharina Hospital, Eindhoven, The Netherlands

Giuseppe Turchetti, Associate Professor
Scuola Superiore Sant'Anna, Italy

Douglas R. Vogel, Professor (Chair)
Information Systems, City University of Hong Kong,
PR of China
& an AIS Fellow

Tanya Znamenskaya, Microsoft Senior Business
Developer
Central and Eastern Europe Industry Manager
Health and Social Services Public Sector

Knowledge Mobilisation – Enhancing the Limits of the Possible

Hotel Golf, Jupiter Hall I

Panel

CHAIR

Christer Carlsson, Professor & Director
Institute for Advanced Management Systems
Research – IAMSR, Åbo Akademi University,
Finland

PANELISTS

Christer Carlsson, Professor & Director
Institute for Advanced Management Systems
Research – IAMSR, Åbo Akademi University,
Finland

Bror Salmelin, Policy Adviser to the Director
European Commission, Information Society and
Media Directorate-General,
ICT addressing Societal Challenges Directorate,
Belgium

Other participants to be announced

Making International Supply Chain more Efficient and Secure

Hotel Golf, Jupiter Hall II

Panel

CHAIR

Yao-Hua Tan, Professor of Electronic Business
Department of Economics and Business
Administration, Vrije University Amsterdam, The
Netherlands

PANELISTS

**Bringing Innovation in International Supply
Chains: The Experience from the ITAIDE Project**

Yao-Hua Tan, Professor of Electronic Business
Department of Economics and Business
Administration, Vrije University Amsterdam, The
Netherlands

**The Experience from the Drug Living Lab:
Facilitating Collective Action**

Stefan Klein, Professor
European Research Center for Information Systems
(ERCIS), University of Münster, Germany

**The Experience from the Food Living Lab: Using
IT Innovations to Export Dairy Product Supply
Chain**

Niels Bjørn-Andersen, Professor
Center for Applied ICT, Copenhagen Business
School, Denmark

**New Trust-based Governance Models for the
Relation Business-Government**

Fred van Ipenburg, Project Leader
Process Improvement Group, Dutch Tax and
Customs, The Netherlands

**Simplifying International Trade with Innovation
such as with Authorized Economic Operator,
Single Window**

Godfried Smit, Manager
Customs and Trade Affairs, Dutch Shippers
Association (EVO), The Netherlands

eCommerce I

Hotel Golf, Concordia Hall

Research Track

CHAIR

Yao-Hua Tan, Professor of Electronic Business
Department of Economics and Business
Administration, Vrije University Amsterdam, The
Netherlands

PRESENTERS

***Moving an innovation from a Living Lab to the
real world: Politically savvy framing in ITAIDE's
Beer Living Lab***

Eveline Van Stijn

Boriana Rukanova

Vrije University Amsterdam, The Netherlands

Anthony Wensley

University of Toronto, Canada

Yao-Hua Tan, Professor of Electronic Business
Department of Economics and Business
Administration, Vrije University Amsterdam, The
Netherlands

Competing in the Message Market

Denise Tolhurst, Lecturer

Business Information Systems, Faculty of
Economics and Business, University of Sydney,
Australia

Susan P. Williams, Associate Professor
Business Information Systems, Faculty of
Economics and Business, University of Sydney,
Australia

***The lost "E" in Clustering: an Australian Case
Study***

Helen Cripps

Edith Cowan University, Australia

Jari Salo

University of Oulu, Finland

eHealth I

Hotel Golf, Libertas Hall

Research Track

CHAIR

Sybre de Kinderen

Department of Computer Science, VU University
Amsterdam, The Netherlands

PRESENTERS

***Activity, ICT, and Material Infrastructure in
Complex Multi-Organisational Settings: An
Assessment of Innovation Potential for
Pharmaceutical Cold Chains***

Allen Higgins

Warwick Business School, University of Warwick,
United Kingdom

Anita Mangan

Centre for Innovation, Technology & Organisation,
University College Dublin, Ireland

Angela Kerrigan

Suzanne Laffan

Stefan Klein, Professor

European Research Center for Information Systems
(ERCIS), University of Münster, Germany

***An Empirical Investigation of Mobile Health
Adoption in Preventive Interventions***

Mihail Cocosila, Assistant Professor

School of Business, Athabasca University, Canada

Norm Archer, Professor Emeritus

DeGroote School of Business, McMaster University,
Canada

***Procurement Maturity, Alignment and
Performance: a Dutch Hospital Case
Comparison***

Marijn G.A. Plomp

Department of Information and Computing Sciences,
Utrecht University, The Netherlands

Ronald Batenburg

NIVEL, The Netherlands Institute for Health Services
Research

& Utrecht University, Department of Information
and Computing Sciences, The Netherlands

***A Computational Approach towards Eliciting
Needs-driven Bundles of Healthcare Services***

Sybre de Kinderen

Jaap Gordijn

Department of Computer Science, VU University
Amsterdam, The Netherlands

Rose-Marie Dröes

Department of Psychiatry, EMGO institute for health
and care research, VU University medical center
Amsterdam, The Netherlands

Franka Meiland

Department of Psychiatry, EMGO institute for health
and care research, VU University medical center
Amsterdam, The Netherlands

Environmental eBusiness

Hotel Golf, Jupiter Hall I

Research Track

CHAIR

Steve R. ElliotBusiness Information Systems, University of
Sydney, Australia

PRESENTERS

***Developing Organizational Capabilities in SMEs:
Enabling Environmentally Sustainable ICT*****Steve R. Elliot**Business Information Systems, University of
Sydney, Australia***An eCommerce Perspective on Carbon Trading*****Roger Clarke**, PrincipalXamax Consultancy Pty Ltd, Canberra, Australia
& Visiting Professor in Computer Science, Australian
National University and the University of Hong Kong,
PR of China**Teaching eCommerce in the 21st Century**

Hotel Golf, Jupiter Hall II

Panel

CHAIR

Paula M.C. Swatman, State Records of S.A./Fuji
Xerox/State Library of S.A.Professor of Business Information Management
School of Computer & Information Science,
University of South Australia, Australia

PANELISTS

J. Felix Hampe, Professor & Chair of Corporate
Communication SystemsInstitute for IS Research, Faculty of Informatics,
University of Koblenz-Landau, Germany**Wolfgang Maass**, Professor

Furtwangen University, Germany

Gerald Quirchmayr

University of Vienna, Austria

Paul A. Swatman, ProfessorInSyL Laboratory, University of South Australia,
Australia**Douglas R. Vogel**, Professor (Chair)Information Systems, City University of Hong Kong,
PR of China
& an AIS Fellow**eCommerce II**

Hotel Golf, Concordia Hall

Research Track

CHAIR

Christer Carlsson, Professor & Director
Institute for Advanced Management Systems
Research – IAMSR, Åbo Akademi University,
Finland

PRESENTERS

***Assessment of SOA Potentials in B2B Networks
– Concept and Application to German Used Car
Distribution Networks*****Jan Löhe****Christine Legner**Institute of Research on Information Systems
European Business School (EBS), Oestrich-Winkel,
Germany***Understanding SOA Perspective******of e-Governance in Indian Context: Case Based
Study*****Harekrishna Misra**, ProfessorIT & Systems Group, Institute of Rural Management
Anand, India

eHealth II

Hotel Golf, Libertas Hall

Research Track

CHAIR

Hans-Dieter Zimmermann, Professor & Director
Swiss Institute for Information Research – SII,
University of Applied Sciences - HTW Chur,
Switzerland

PRESENTERS

**Management of Medication Information – Data
Collection on Physicians' Internet Discussion
Board**

Eeva Heiro, Doctoral student
Turku Centre for Computer Science, Turku School of
Economics, Finland

**Seeing the Patient's Eyes: System Trust in
Telemedicine**

Janis L. Gogan, Professor of Information & Process
Management

Monica Garfield, Associate Professor of Computer
Information Systems

Ryan Baxter, Assistant Professor of Accountancy
Bentley University, United States

**Augmenting Successful UK Healthcare IS
Adoption and Diffusion: An Analysis of Inherent
and Emergent Organizational Structures**

Matthew Guah, Assistant Professor
Erasmus School of Economics, The Netherlands

Raymond Hackney
Brunel University, United Kingdom

Peter Baloh
Faculty of Economics, University of Ljubljana,
Slovenia

ERP

Hotel Golf, Jupiter Hall I

Research Track

CHAIR

Andreja Pucihar, Assistant Professor
eCenter, Faculty of Organizational Sciences,
University of Maribor, Slovenia

PRESENTERS

**Constructing a Framework for Investigating and
Visualizing ERP Benefits and Business Change**

Petra Schubert, Professor
Centre for Applied Information and Communication
Technologies - CAICT, Copenhagen Business
School, Denmark

Susan P. Williams
University of Sydney, Australia

**European Criteria for Assessing Enterprise
Resource Planning (ERP) Systems: Preliminary
Results from Multiple Empirical Studies**

Edward Bernroider, Senior lecturer
Royal Holloway, University of London, United
Kingdom

Frantisek Sudzina, Assistant professor
Copenhagen Business School, Denmark

Andreja Pucihar, Assistant Professor
eCenter, Faculty of Organizational Sciences,
University of Maribor, Slovenia

**Looking Beyond Technology: A Framework for
Business Intelligence and Business Process
Management Integration**

Olivera Marjanovic, Senior lecturer
University of Sydney, Australia

Theory Development

Hotel Golf, Jupiter Hall II

Research Track

CHAIR

Johan Versendaal, Assistant Professor
Utrecht University, The Netherlands
& Professor, University of Applied Sciences Utrecht,
The Netherlands

PRESENTERS

**A Blueprint for Joint Research between
Academia and Industry**

Petra Schubert, Professor
Centre for Applied Information and Communication
Technologies - CAICT, Copenhagen Business
School, Denmark

Julie Fisher
Faculty of Information Technology, Monash
University, Australia

**Challenges in Explaining Structure and
Evolution of Inter-organisational Information
Systems: Lessons from an Empirical Research
Journey**

Kai Reimers, Professor of Information Systems
Research Group on Electronic Business, RWTH
Aachen University, Germany

Robert B. Johnston, Professor of Information
Systems and Organisation,
Center for Innovation, Technology & Organisation,
University College Dublin, Ireland

Stefan Klein, Professor
European Research Center for Information Systems
(ERCIS), University of Münster, Germany

Modelling eBusiness I

Hotel Golf, Concordia Hall

Research Track

CHAIR

Thomas Acton

Business Information Systems Group, National University of Ireland Galway, Ireland

PRESENTERS

Assessing Strategic Alignment to Improve IT Effectiveness**Martin Smits**, Associate Professor of Information Systems and Management**Alea Fairchild****Piet Ribbers**

Department of Information Management, Tilburg University, The Netherlands

Koen Milis

Universiteit Brussel, Belgium

Erik van Geel

KZA BV, Baarn, The Netherlands

Towards a Toolset for Intranet Evaluation**Peter O'Boyle**

Department of Communications, Marine and Natural Resources, Ireland

Thomas Acton**Michael Campion****Kieran Conboy****Murray Scott**

Business Information Systems Group, National University of Ireland, Galway, Ireland

An Empirical Study of the Current State of B2B Integration in Practice**Norbert Frick**

Institute for IS Research

University of Koblenz-Landau, Germany

Petra Schubert, Professor

Centre for Applied Information and Communication Technologies – CAICT

Copenhagen Business School, Denmark

eHealth Panel Part II:**Critical Success Factors to Move from Idea to Realisation**

Hotel Golf, Libertas Hall

Panel

CHAIR

Nilmini Wickramasinghe, Professor

& Representative of the Health Care Technology Management Association (HCTM), Unites States

PANELISTS

An Evolution Of Using Social Networks In Chronic Disease Management: A Diabetes Case Study**Steve Goldberg**

INET International Inc., Ontario, Canada

Disaster Recovery**Arnold M. Jenkins III**, LAN/WAN Architect –

Disaster Recovery

Information Technology@Johns Hopkins, Johns Hopkins Hospital, United States

Going from an Initial Idea towards a Request for Tender**Peter Neirinck**, Project Manager ICT

Federal Public Service Finances, Ministry of Finance, Belgium

Do the Eyes Have it?**Consumer Acceptance of Potentially Intrusive Identity Authentication Mechanisms**

Hotel Golf, Jupiter Hall I

Panel

CHAIR

Roger Clarke, Senior Partner

Xamax Consultancy Pty Ltd, Canberra, Australia & Principal, Xamax Consultancy Pty Ltd, Canberra, Australia

& Visiting Professor in Computer Science, Australian National University and the University of Hong Kong, PR of China

PANELISTS

Khaled Hassanein, Associate Professor & Chair of the Information Systems Area

DeGroote School of Business, McMaster University & Director, McMaster eBusiness Research Centre (MeRC), Canada

Milena M. Head, Associate Professor of Information Systems & Associate Dean

DeGroote School of Business, McMaster University, Canada

Roger W.H. Bons, Senior Product Manager

ING Payments Retail Europe & Guest Researcher, Faculty of Economics and Business Administration, Vrije University Amsterdam, The Netherlands

The 5th International Academic Electronic Marketplace Workshop

Hotel Golf, Jupiter Hall II

Workshop

CO-CHAIRS

Andreja Pucihar, Assistant Professor
eCenter, Faculty of Organizational Sciences,
University of Maribor, Slovenia

Matt Glowatz, College Lecturer
MBS eBusiness Coordinator, School of Business,
University College Dublin, Ireland

PRESENTERS

Andreja Pucihar, Assistant Professor
eCenter, Faculty of Organizational Sciences,
University of Maribor, Slovenia

Matt Glowatz, College Lecturer
MBS eBusiness Coordinator, School of Business,
University College Dublin, Ireland

Gregor Lenart, Researcher
eCenter, Faculty of Organizational Sciences,
University of Maribor, Slovenia

Johan Versendaal, Assistant Professor
Utrecht University, The Netherlands
& Professor, University of Applied Sciences Utrecht,
The Netherlands

STUDENT GROUPS PRESENTERS

Jaap Kabbedijk
Kevin Vlaanderen
University of Applied Sciences Utrecht, The
Netherlands

Simon Morris

Gavin Ross
School of Business, University College Dublin,
Ireland

Darko Atanasov

Mateja Poljanec
Matej Rozman
Faculty of Organizational Sciences, University of
Maribor, Slovenia

Modelling eBusiness II

Hotel Golf, Concordia Hall

Research Track

CHAIR

Eveline Van Stijn
Vrije University Amsterdam, The Netherlands

PRESENTERS

***Towards a Validated Construct for Information
Systems Pervasiveness: An Exploratory
Assessment***

Dimitris Karaiskos, Doctoral Researcher

Panayiotis Kourouthanassis

George Giaglis

Athens University of Economics and Business,
Department of Management Science and
Technology, Greece

***Business Model Adaptation as A Dynamic
Capability: A Theoretical Lens for Observing
Practitioner Behaviour***

Antonio Gabriele Dottore

University of Adelaide, Australia

***Modelling the Effects of Decision Tools in Online
Shopping***

Ultan Sharkey, PhD student

Thomas Acton

Kieran Conboy

National University of Ireland, Galway, Ireland

Enabling Strategies Techniques and Technologies for Disaster Recovery

Hotel Golf, Libertas Hall

Panel

CHAIR

Arnold M. Jenkins III, LAN/WAN Architect –
Disaster Recovery
Information Technology@Johns Hopkins, Johns
Hopkins Hospital, United States

PANELISTS

David Brooks, Disaster Recovery Coordinator
Information Technology@Johns Hopkins, Johns
Hopkins University, United States

Peter Neirinck, Project Manager ICT
Federal Public Service Finances, Ministry of
Finance, Belgium

William Rider, Manager – Disaster Recovery and
Security
Information Technology@Johns Hopkins, Johns
Hopkins Hospital, United States

Ronald Spanjers, Director of Finance and
Information
Teaching Hospital Medical Spectrum Twente, The
Netherlands

Doing eBusiness with China

Hotel Golf, Jupiter Hall I

Panel

CHAIR

Wilfred V. Huang, Professor of Management Information Systems & Director, Confucius Institute College of Business, Alfred University, United States

PANELISTS

Frank G. Duserick, Professor of Management Information Systems College of Business, Alfred University, United States

Jürgen Seitz, Professor & Director Chinese Programs
Baden-Wuerttemberg Cooperative State University
Heidenheim, Germany

Nilmini Wickramasinghe, Professor & Representative of the Health Care Technology Management Association (HCTM), Unites States

Jing Zhao, Professor of Management Information Systems & Director of Center for International Cooperation in E-Business (CICEB)
College of Management, China University of Geosciences (Wuhan), China

**Professor René W. Wagenaar ePrototype Bazaar:
The Undergraduate and Graduate Students Prototype Presentation**

Hotel Golf, Jupiter Hall II

Prototype Bazaar

CO-CHAIRS

Harry Bouwman, Associate Professor Information and Communication Technology, Faculty of Technology, Policy and Management, Delft University of Technology, The Netherlands & IAMSR, Åbo Akademi, Finland

Johan Versendaal, Assistant Professor Utrecht University, The Netherlands & Professor, University of Applied Sciences Utrecht, The Netherlands

PRESENTERS

Restaurant by GPS

Juan Colomina Hernández

Sam Yeganeh

Utrecht University, The Netherlands

Erik-Jan Vos

HU University of Applied Sciences Utrecht, The Netherlands

Hi-T.com

Helen Cardiff

Alaeddin Elmajed

Conor Murphy

Gavin Ross

Michael Smurfit Graduate School of Business, University College Dublin, Ireland

Web Technologies for Education

Javeed Hussain

Michael Smurfit Graduate School of Business, University College Dublin, Ireland

Knowledge Portal

Simon Morris

Trevor Denton

Desmond Sherwin

Michael Smurfit Graduate School of Business, University College Dublin, Ireland

E-nabling of Customers in Software Improvement

Kevin Vlaanderen

Jaap Kabbedijk

Utrecht University, The Netherlands

Wouter Oet

Michel Klijn

HU University of Applied Sciences, The Netherlands

Software Product Idea Market

Mohssen Ali

Styliani Pachidi

Utrecht University, The Netherlands

Rick van den Dijssel

HU University of Applied Sciences, The Netherlands

Wedding Modeller

Allan Kerr

Mark Torpey

Michael Smurfit Graduate School of Business, University College Dublin, Ireland

Service Oriented Sandbox

Bas Huiskens

Delft University of Technology, The Netherlands

eGovernment

Hotel Golf, Jupiter Hall I

Research Track

CHAIR

Pirkko Walden, Professor
Institute for Advanced Management Systems
Research, Department of Information Technologies,
Åbo Akademi University, Finland

PRESENTERS

***A Longitudinal Study of the Use of the Web by
Regional Tourism Organisations (RTOs) in
Australia***

Lois Ann Burgess, Senior Lecturer
School of Management and Marketing, Faculty of
Commerce, University of Wollongong, Australia

Belinda Parrish

University of Wollongong, Australia

Joan Cooper

University of New South Wales, Australia

Carole Alcock

University of South Australia, Australia

***Information Systems – Unavoidable Nuisances
in Combining Local Administratives?***

Raija Halonen, Postdoctoral Fellow
National University of Ireland, Galway, Ireland
& Department of Information Processing Science,
University of Oulu, Finland

Hannu Haapala

Department of Information Processing Science,
University of Oulu, Finland

Thomas Acton

Business Information Systems Group, National
University of Ireland, Galway, Ireland

Kieran Conboy**William Golden**

National University of Ireland, Galway, Ireland

***Value Assessment of Business-to-Government
IT Innovations: A Case Study***

Marta Raus

ETH Zurich Chair of Technology and Innovation
Management and SAP Research, Switzerland

eEnablement for Agricultural and Rural Entrepreneurship

Hotel Golf, Libertas Hall

Workshop

CO-CHAIRS

Nikos Palavitsinis, Researcher
Greek Research & Technology Network, Greece

Andreja Pucihar, Assistant Professor
eCenter, Faculty of Organizational Sciences,
University of Maribor, Slovenia

PRESENTERS

Marjeta Marolt, Researcher
eCenter, Faculty of Organizational Sciences,
University of Maribor, Slovenia

Stanislav Sraka, Director
Sinergija Development Agency, Slovenia

Neva Pajntar, Head

Department for Agricultural Economics, Chamber of
Agriculture and Forestry of Slovenia, Slovenia

**VIDI – Visualizing the Impact of the Legislation by Analyzing Public Discussions
Using Statistical Means**

Hotel Golf, Jupiter Hall I

Workshop

CHAIR

Nenad Stojanovic
Research Center for Information Technologies at the
University of Karlsruhe, Germany

PANELISTS

Marko Grobelnik
Josef Stefan Institute, Slovenia

Simon Delakorda

The Institute for Electronic Participation, Slovenia

Robert Komaromi

The Office for Labour and Social Affairs, Hungary

Emil Petrvalský

Mestska cast Kosice – Sidlisko Tahanovce, Slovakia

András Gábor, Associate Professor & Head
Department of Information Systems, Director,
Technology Transfer Center
Corvinus University of Budapest, Hungary

Inter-Organisational Change I

Hotel Golf, Jupiter Hall II

Research Track

CHAIR

Harry Bouwman, Associate +Professor
Information and Communication Technology,
Faculty of Technology, Policy and Management,
Delft University of Technology, The Netherlands &
IAMSR, Åbo Akademi, Finland

PRESENTERS

**Designing and Testing Service Experiences
(Mobile, Web, Public Displays) for Airport Transit**
Richard A. John

TNO ICT, The Netherlands

Luuk Simons, Researcher on Strategic Service
Innovation and Design

& Project Manager TUD Design Challenge
Faculty of Technology, Policy and Management,
Delft University of Technology, The Netherlands

Harry Bouwman, Associate Professor
Information and Communication Technology,
Faculty of Technology, Policy and Management,
Delft University of Technology, The Netherlands &
IAMSR, Åbo Akademi, Finland

**Exploring Inter-organizational Alignment with
e3alignment – An Aviation Case**

Vincent Pijpers**Jaap Gordijn****Hans Akkermans**

VU University Amsterdam, The Netherlands

**Increasing the Loyalty Effects of eCRM Across
the Service Delivery Cycle**

Luuk Simons, Researcher on Strategic Service
Innovation and Design

& Project Manager TUD Design Challenge
Faculty of Technology, Policy and Management,
Delft University of Technology, The Netherlands

Joleen van Loon**Nicole M. de Koning****Janneke Kruse**

TNO ICT, The Netherlands

Harry Bouwman, Associate Professor
Information and Communication Technology,
Faculty of Technology, Policy and Management,
Delft University of Technology, The Netherlands &
IAMSR, Åbo Akademi, Finland

The Design Research Dilemma for Mobile Application Development and Prototyping: Evaluation Requirements vs. Missing Market Maturity

Hotel Golf, Libertas Hall

Panel

CHAIR

J. Felix Hampe, Professor & Chair of Corporate
Communication Systems
Institute for IS Research, Faculty of Informatics,
University of Koblenz-Landau, Germany

PANELISTS

Harry Bouwman, Associate Professor
Information and Communication Technology,
Faculty of Technology, Policy and Management,
Delft University of Technology, The Netherlands &
IAMSR, Åbo Akademi, Finland

Christer Carlsson, Professor & Director
Institute for Advanced Management Systems
Research – IAMSR, Åbo Akademi University,
Finland

Pirkko Walden, Professor
Institute for Advanced Management Systems
Research, Department of Information Technologies,
Åbo Akademi University, Finland

Innovative eParticipation Solutions for the European Regions

Hotel Golf, Jupiter Hall I

Workshop

CHAIR

Angelo Marcotulli, IDEAL-EU Consortium
Coordinator
Regione Toscana, Italy

PANELISTS

The Social Networking Platform**Marion Ben-Hammo**

Conseil Régional de Poitou-Charentes, France

The Electronic Town Meeting**Clelia Colombo**

Generalitat de Catalunya

**The Network of European Regions for
eParticipation**

Manuele Braghero

Regione Toscana, Italy

The Participatory Workflow**Ljupco Todorovski**

University of Ljubljana, Slovenia

DISCUSSANT

Francesco Molinari

Italy

CONCLUSIONS

Priit Ojamaa

European Commission

Inter-Organisational Change II

Hotel Golf, Jupiter Hall II

Research Track

CHAIR

Paul A. Swatman, Professor
InSyL Laboratory, University of South Australia,
Australia

PRESENTERS

The Role of Redress in B2C E-Business

Chin Eang Ong

RMIT University, Australia

Mohini Singh, Professor and Director

Research School of BIT, RMIT University, Australia

**Organisational Change in the Third Sector and
Implications for Organisational Networks**

Nicole Howard

Paul A. Swatman, Professor

InSyL Laboratory, University of South Australia,
Australia

**Towards an e-Service Knowledge System for
Improving the Quality and Adoption of
e-Services**

Boštjan Šumak

Gregor Polančič

Marjan Heričko

Faculty of Electrical Engineering and Computer
Science, University of Maribor, Slovenia

Closing Plenary:**eKnowledge – Mobilizing Knowledge in Business and Society**

Hotel Golf, Jupiter Hall

Plenary Session III

CHAIR

Hans-Dieter Zimmermann, Professor
Swiss Institute for Information Research – SII,
University of Applied Sciences - HTW Chur,
Switzerland

PANELISTS

Christer Carlsson, Professor & Director
Institute for Advanced Management Systems
Research – IAMSR, Åbo Akademi University,
Finland

Nilmini Wickramasinghe, Associate Professor and
Associate Director
Center for the Management of Medical Technology
(CMMT), Stuart School of Business, Illinois Institute
of Technology, United States

Rolf T. Wigand, Jerry L. Maulden - Energy Chair
and Distinguished Professor of Information Science
and Management

Donaghey College of Information Science and
Systems Engineering (CyberCollege), Department of
Information Science, University of Arkansas at Little
Rock, United States

Wilfred V. Huang, Professor for Management &
Director of the Alfred University Confucius Institute
College of Business, Alfred University, Alfred, NY,
United States

Next Conference

The 23rd Bled eConference

June 20 – 23, 2010

Bled, Slovenia

<http://BledConference.org>



Faculty of Organizational Sciences
University of Maribor
Kidriceva cesta 55a
4000 Kranj, Slovenia

phone: +386 (0)4 237 4291, fax: +386 (0)4 237 4365

Contact: Maruša Babnik

Marusa.Babnik@fov.uni-mb.si

<http://eCenter.FOV.Uni-Mb.si>

