



CALL FOR PAPERS

Journal of Management Information Systems *International Journal of Electronic Commerce*

Special Issues

“Information Systems in Services” “Service Science in E-Commerce”



Purpose. The deployment of information systems and technology increasingly determines competitiveness in the service economy. There is a need to apply robust research findings in the appropriate management and organizational contexts related to services innovation, quality, architecture, design and delivery, and the resulting customer satisfaction and business value. Services innovations affect people in their multiple roles as providers, co-producers and consumers of services. IT-based services delivery systems span business functions, enterprises and geographies, resulting in new levels of complexity. These are difficult to evaluate, implement and manage. Managers also are faced with developing effective service-sourcing strategies. The complexities and brittleness of current organizational information architectures and infrastructures provide a new impetus for the emerging services-oriented paradigm. The commoditization of hardware and processes, and on-demand and utility computing characterize today's economy. Matched with the convergence of information and communication technologies and the move to global e-commerce, these developments prompt senior managers and academic researchers to rethink their organization's IT capabilities from new technical, organizational, market and economic vantage points.

This call for papers encourages research that will help us to achieve multiple objectives in the context of the IS discipline. First, we need to understand the impacts of IT-enabled and IT-driven service orientation on individuals, organization structures, modern enterprises, markets and industries. Second, we need to formulate the basic tenets of the new managerial discipline. Third, we wish to provide a basis for evaluating relevant technical and managerial approaches to service-oriented architecture, infrastructure, business processes, workflows and strategy. We also wish to encourage the identification of appropriate governance mechanisms. The new design and management ideas related to IT services should overcome current limitations and support enhanced performance in practice. Our overall goal is to establish services-oriented research in the IS and e-commerce research domains with foundational and interdisciplinary papers to be published in the *Journal of Management Information Systems* and the *International Journal of Electronic Commerce*.

Editors. The review process for submitted papers to *JMIS* and *IJECE* will be handled in an expedited manner by:

- Indranil Bardhan, University of Texas at Dallas, bardhan@utdallas.edu (Associate Editor)
- Haluk Demirkan, Arizona State University, haluk.demirkan@asu.edu (Associate Editor)
- P. K. Kannan, University of Maryland, pkannan@rhsmith.umd.edu (Associate Editor)
- Robert J. Kauffman, Arizona State University, rkauffman@asu.edu (Advisory Senior Editor)

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In addition, an editorial review board for the special issues is currently being formed, with the involvement of prominent practitioners in the services arena and of the leading academicians in multiple disciplines.

Topics. This call for papers seeks foundation-building research on IT services management that explores: technical, managerial, strategic, social, and public policy challenges; organizational, economic and social issues; and innovative design science applications in the IS and e-commerce domains to deliver service. Interdisciplinary works as well as industry-academic joint research efforts are especially welcome. We seek high-quality, original contributions on the following topics from the IS/IT perspective:

- Theories, challenges and impacts of service-orientation on enterprises, organizations and individuals
- Theories and approaches for services architecture, infrastructure, processes, workflows
- Services strategy, value chains and innovation lifecycles; digital options, firm agility and services
- Service discovery, modeling, co-development, delivery, deployment, marketing and maintenance
- Theoretical perspectives on service marketing and empirical studies of service
- Service innovation and issues in service design
- Co-production as a driving component of service orientation
- Decision models and decision support systems for service-related management and operations
- Intra- and inter-service engineering, integration and management
- Collaborative service management in B2B and B2C e-commerce
- B2B and B2C processes for service negotiation, operations, and management
- Services security, privacy and trust; risk management practices in services-oriented settings
- Quality and cost, and the economics of technology services
- Financial evaluation of investments in services systems, and performance metrics
- Organizational, cultural and economic issues related to the adoption of the services paradigm
- Service-oriented enterprise industry standards and solution stacks
- Service contract specifications, models, and related legal and intellectual property issues
- Automated service-level agreement negotiation and orchestration
- Ontology, semantic Web and business rules for services computing
- Infrastructures, standards and interorganizational practices for federations of service-oriented enterprises
- Managing service networks in the supply chain and procurement management context
- Case studies of service-oriented architecture implementation and management
- Design of service blueprints for IT services
- Self-service technologies and management

Submission Guidelines. Only original research papers will be considered. Authors should limit initial submissions to no more than 32 double-spaced pages in 12-point font with appropriate margins, inclusive of all materials (i.e., references, figures, tables and appendices). Author names and affiliations should not be included in the paper, including in the Document Properties of DOC and PDF files. Reviewing will be double-blind.

Interested authors are required to submit extended abstracts of no more than two pages for their planned submissions. This will give the editorial team an opportunity to determine if a given submission is appropriate for expedited handling and review. Full papers should be submitted by email to Haluk Demirkan via haluk.demirkan@asu.edu. The authors should specify the journal to which the paper is being submitted.

Review Process. The editorial team will return reviews and AE reports no later than 90 days from the date of submission or resubmission. Submitting authors will receive an indication as early as possible of rejection, including on the basis of a first reading of a full paper. Inappropriately targeted or underdeveloped papers will be returned to the authors, with brief explanatory notes.

Timeline. Notification of the acceptance of special issue papers in *JMIS* and *IJEC* will occur based on two rounds or three rounds of review, as appropriate. The planned timeline for special issue development is:

- **April 15, 2008** ***Extended deadline for required abstract submissions***
- July 1, 2008 Deadline for full paper submissions
- October 1, 2008 First round of reviews provided to the authors
- January 20, 2009 Deadline for submitting revisions of papers
- May 1, 2009 Final decisions on acceptance of papers