2017

Foreword IRIS40: Challenging Smart

Rune B. Rosseland
University of Oslo, Norway, runebro@ifi.uio.no

Follow this and additional works at: http://aisel.aisnet.org/iris2017

Selected Papers of the Information Systems Research Seminar in Scandinavia (IRIS)

1 About issue 8 (2017)

This academic series is published by AIS – IRIS, The Scandinavian Chapter of the Association for Information Systems. The publication is located in the AIS Electronic Library (www.aisel.aisnet.org/iris2017).

1.1 Coordinating editor

Rune B. Rosseland
University of Oslo, Norway

1.2 Issue editors

Harald Holone
Østfold University College, Norway

Susanne K. Stigberg
Østfold University College, Norway

Joakim Karlsen
Østfold University College, Norway

2 Foreword

IRIS40 was hosted by Østfold University College in Halden, Norway, August 6th-9th 2017. The theme of the seminar was *Challenging smart* – selected to put a focus on the challenges of smart technologies and to discuss our responsibilities as researchers in this development. This eighth issue of IRIS Selected Papers contains 11 papers that were nominated by the group leaders at IRIS40. The nominated papers were subjected to a blind peer-review process and were revised and resubmitted for inclusion in this issue. Based on a total of 43 submissions to IRIS40, this issue has an acceptance rate of 26%.

2.1 Selected Papers

In the first paper, *Coaching Self-Management Through Analytic Textualization*, Alexander Moltubakk Kempton, Miria Grisot, and Margunn Aanestad take a health service provider perspective to study a project where patients in remote care are guided into self-management. Through a semiotic approach, the authors analyse the project as a case of digital textualization. The analysis shows how nurses employ an analytic understanding of health in their communication with patients to guide and motivate patients into self-management. It also shows that digital textualization is constitutive of the materiality of remote care.

The second paper, *Identification of Data Representation Needs in Service Design*, addresses a growing demand for data-driven service innovation. Authors Cathrine Seidelin, Yvonne Dittrich, and Erik Grönvall investigate how the use of currently available data analytics tools influence and confine data-driven service innovation in a Danish medium-sized service organization. They present a thematic analysis of empirical data from a three-month field study and identify a need for better data representations in Service Design tools to support stakeholder collaboration, exploration, and design of data services.

Christian Hofma, Michel Avital, and Tina Blegind Jensen present the third paper, *Liquid Workplaces: The Potential Implications of Virtual Reality on the Workplace*. It explores the potential implications and impacts of using virtual reality technologies and immersive virtual environments (IVE) in workplace settings. Applying the theoretical lenses of *liquid modernity*, *point-of-view*, and *presence*, the authors analyse literature on telework, mobile work and virtual teams, and discuss how these concepts led to more fragmented and liquid workplace settings. The authors suggest that IVEs may contribute to the ongoing development towards more fragmented and liquid workplaces, with both positive and negative consequences for workers.

In the fourth paper, *The Empire Strikes Back: The end of Agile as we know it?*, Jeffry Babb, Jacob Nørbjerg. David J. Yates and Leslie J. Waguespack adopt a critical social theoretic perspective on the evolutionary progression from Agile development methods to DevOps. They expose and discuss how trends towards rapid and continuous delivery and an "always on" approach to software and information systems development may hinder and impinge upon processes of reflection and learning that are central to the Agile development ethos. The paper is offered as both a catalyst for discussion and a call to action to sustain and nurture reflective practice and opportunities for learning in Agile and post-Agile methods.

Livia Norström, Anna Sigridur Islind, and Helena Vallo Hult shed light on the use of social media in professional work practices in three different public-sector contexts (nurses, municipal communicators, and physicians). Based on three interpretive field studies, their paper *Balancing the Social Media Seesaw in Public Sector: A Sociomaterial Perspective* presents a narrative analysis of key elements of professionals' transition to social media use. Employing the lenses of *sociomateriality* and *affordances*, the paper analyses how professionals in the public sector have to balance between professional practice and social media practice.

Marie Utterberg and Johan Lundin investigate mathematics teachers' reasons for discarding digital tools in their teaching. Their paper *"What is the benefit of that?" Mathematics Teachers' Motives in Discarding Digital Technology in their Teaching*

presents a case study of ten mathematics teachers who self-identify as reluctant to use digital tools in their teaching. Employing cultural-historical activity theory and thematic analysis, the authors identify three conditions that are important for teachers' activities: policy, teacher practices, and digital tools.

The seventh paper, *Exploring Information Management Practices: Academic Library Professionals' Experiences*, presents an interpretive study of information management for workplace learning. Focusing on a Swedish academic library context, Niki Chatzipanagiotou investigates library managers' information management practices for workplace learning, and the role technology plays in this work. Thematic analysis of empirical data revealed six key concepts that influence and shape information management practices in the academic library.

The eighth paper, *Standardizing Through Software*, addresses attempts by the World Health Organization (WHO) to operationalize standards for monitoring and evaluating public health interventions and health service delivery. Employing the concept of *fluid standards*, Olav Poppe, Johan Ivar Sæbø, Petter Nielsen and Terje Aksel Sanner analyse and discuss a specific attempt by WHO to embed indicators and analytical outputs in a health information system widely used in developing nations. Their findings challenge the conventional understanding of standards as fully specified and unambiguous output of formal standardization processes.

In the ninth paper, *A Comprehensive Review of Data Governance Literature*, Olivia Benfeldt Nielsen provides an overview of the emerging field of data governance in the context of public organizations. From a total of 62 reviewed abstracts, the paper identifies four areas for further development of the field. The findings have the potential to facilitate better decision-making and improve service delivery and may be used by scholars and practitioners to position their future work in the field.

Peter Andersen, Per Svejvig, and Lise T. Heeager present a case study of a global technology company in their paper *Ambidextrous IT Governance: The Art of Balancing Exploration and Exploitation in IT Governance*. They studied how organizations can adapt their IT governance approach to the information system at hand. Based on the findings of the study, the authors introduce the concept of ambidextrous IT governance. They argue that IT managers can alleviate important IT management problems and balance the tension between innovation and efficiency by adapting their approach to the IS at hand.

Finally, the last paper, *Bitcoin: A Social Movement Under Attack* by Venkata Marella uses framing theory to discuss Bitcoin as a social movement and to examine the impact of, and responses to, cyber-attacks on different Bitcoin exchanges. Based on the findings, the author offers recommendations on how the Bitcoin community can overcome the challenges posed by cyber-attacks and uphold the necessary level of trust to ensure the survival of Bitcoin as a social movement in the financial industry.