

Editor's Comments

Each year in collaboration with SIM, *MISQE* holds a pre-ICIS workshop on a special topic. The topic for the workshop in Auckland this December, and the subsequent special issue to be printed next December, is Enterprise Architecture for Business Transformation. Phillip Yetton, Michael Rosemann, and Sia Siew Kien will be the coeditors. Please visit the *MISQE* website for the call for abstracts for the workshop as well as information on the special issue. My sincere thanks go to Michael, Phillip, and Sia for their willingness to organize the workshop.

In this September issue of *MISQE*, we are pleased to provide three research articles, all of which were submitted since January. The reviewers and authors of these articles dedicated themselves to a quick, yet quality, turnaround on reviews and revisions in order for us to have the papers ready for September.

The first article is coauthored by Mary Lacity and Leslie Willcocks, two prolific writers in their own right and an outstanding coauthor duo. In their latest article together, Lacity and Willcocks draw data from over 200 business process outsourcing (BPO) clients to identify nine practices associated with best-in-class BPO performance. They illustrate these nine practices through three cases.

The second article represents a new form of article for *MISQE*. Gabriele Piccoli and Myle Ott gathered all reviews from TripAdvisor.com pertaining to the 25 largest U.S. markets during the year 2012. This resulted in an enormous data set of 293,945 reviews. Using this data set, they were able to examine how the posting medium – either a mobile app or a Web site – affected the length, timing and tone of user-generated content in online review systems. Their paper is insightful, offering suggestions for how organizations can minimize negative reviews written in the heat of the moment.

The third article, written by Anthony Gerth and Joe Peppard, provides an analysis of the processes that CIOs go through when they assume the position. Based on interviews with 21 CIOs, they break down the taking charge process into three phases. The exact nature of the three phases depends on the transition type facing the CIOs. *MISQE* has a history of publishing articles on the

challenges facing CIOs. This article is an excellent addition to this stream of research.

This issue closes with a recent APC Forum report written by Madeline Weiss and Heather Smith. In the report, they describe how Verisk Analytics has used agile development to improve the time to market and quality of new software.

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