

Association for Information Systems

AIS Electronic Library (AISeL)

12th Scandinavian Conference on Information
Systems

Scandinavian Conference on Information
Systems

6-18-2021

Foreword: Living in a Digital World?

Elena Parmiggiani
NTNU, parmiggi@ntnu.no

Alexander Kempton
University of Oslo

Patrick Mikalef
NTNU

Follow this and additional works at: <https://aisel.aisnet.org/scis2021>

Recommended Citation

Parmiggiani, Elena; Kempton, Alexander; and Mikalef, Patrick, "Foreword: Living in a Digital World?" (2021). *12th Scandinavian Conference on Information Systems*. 1.
<https://aisel.aisnet.org/scis2021/1>

This material is brought to you by the Scandinavian Conference on Information Systems at AIS Electronic Library (AISeL). It has been accepted for inclusion in 12th Scandinavian Conference on Information Systems by an authorized administrator of AIS Electronic Library (AISeL). For more information, please contact elibrary@aisnet.org.



Proceedings of the 12th
Scandinavian Conference on
Information Systems (SCIS2021)

ISBN 978-82-303-5054-6

Foreword

Living in a digital world?

The 12th Scandinavian Conference on Information Systems (SCIS 2021) was organized by the Department of Computer Science at the Norwegian University of Science and Technology (Trondheim, Norway). Originally planned to take place in Orkanger, Norway, the conference was held fully online on August 9th-11th as a result of the Covid-19 pandemic and the associated travel restrictions.

Given the strong uncertainty that characterizes the present situation and the role of digital systems in work and day-to-day life, the time was ripe for investigating and questioning the ongoing digitalization and its consequences.

Information Systems and its neighboring fields have long been concerned with digitalization processes. The widespread use of digital technologies has sparked opportunities for unprecedented development in terms of lifestyle (Yoo 2010), the relationship between citizens and governments (Androutsopoulou et al. 2019), remote operations (Jonsson et al. 2009), work and organizing (Huysman 2020), healthcare (Kempton and Grisot 2019), and addressing societal challenges (Majchrzak et al. 2016) and digital divides (Masiero and Das 2019; Roland et al. 2017).

In sum, phenomena are being reassessed in terms of how they are increasingly shaped by digital technologies, i.e. become digital (Baskerville et al. 2020). In a sense, it might be obvious that we live in a digital world.

But do we? The rhetoric of digital transformation—and with it the idea of digital disruption—is still accompanied by substantial hype (Skog et al. 2018). It often tends to fall short of critically examining the actual day-to-day nature, challenges, and long-term implications of digitalization on a broad scale. The Covid-19 pandemic in 2020 has been only one illustration of the unresolved tensions associated with digital transformation. On the one hand, it has fast-forwarded the adoption of digital technologies for performing tasks remotely in real-time in ways that would have been unthinkable twenty years ago. Interestingly, the adopted technologies were already available in the market, having been developed as part of long-term processes of infrastructuring in different domains (see for example Pardo-Guerra's (2019) study of finance infrastructures).

On the other hand, the sudden turn to the digital has also widened existing challenges and re-presented existing tensions and questions that scholarship in IS and in related fields such as Computer-Supported Cooperative Work (CSCW), Science and Technology Studies (STS), and Human Computer Interaction (HCI), has dealt with for quite some time (Baptista et al. 2020; Leidner 2020). In the last years, researchers have for example demonstrated how living with digital technology—as opposed to just adopting it (Faraj et al. 2016)—is causing a re-shuffling of the digital/physical division of labor in organizations (Waardenburg et al. 2018), but also a reconceptualization of labor through the emergence of digital platforms (Constantinides et al. 2018; Erickson et al. 2019). Others have observed how scholars are only beginning to understand the deep consequences that digital technologies, such as those based on AI, are having at different levels (Baptista et al. 2020). Moreover, the increased availability of digital data comes with unresolved social and ethical concerns, for instance in terms of privacy and surveillance (Zuboff 2019). Finally, the remote working arrangements that followed the Covid-19 crisis have shed light on a long-standing tension in our society, whereby remote working often implies that some categories—notably

women—tend to be overburdened with house chores and homeschooling on top of their work tasks (Power 2020; cf. Star and Strauss 1999).

In sum, we are far from understanding what a digital world means and implies. The conference theme “Living in a digital world?”—with a question mark— seeks to trigger reflection on the nature and implications of the ongoing digital transformation we are living in. A critical and reflective stance toward digital technology design and development has always been at the heart of the Scandinavian IS and Participatory Design (PD).

SCIS/IRIS has a tradition of cross-disciplinarity, openness, and inclusion. We therefore welcomed a plurality of voices and themes that engaged with digital innovation and that seek to construct “more accurate explanations of innovation processes and outcomes in an increasingly digital world” (Nambisan et al. 2017). A total of 34 papers were submitted to the conference – the highest number in the last years. After a double-blind review process, 12 papers were finally accepted for presentation at the online conference and inclusion in the proceedings.

SCIS2021 proudly presented two top-level keynote speakers: Professor Virpi Tuunainen from Aalto University, Helsinki, Finland, and Professor Marleen Huysman from the Free University (VU) in Amsterdam, Netherlands. In addition, a panel including academics and managers from the industry and public sector was organized to problematize the rhetoric around digitalization. The panel was chaired by Miria Grisot (University of Oslo). Participants were Jonas Slørdahl Skjerpe (Norwegian Welfare and Labour organization), Ingrid Anette Wulff (A2), and Vidar Hepsø (NTNU and Equinor).

Following the tradition, SCIS2021 was organized in parallel with the Information Systems Research Seminar (IRIS).

Finally, we would like to thank all those involved in organizing this conference in these uncertain times and all reviewers. We are deeply grateful to the Norwegian Research Council for supporting the event.

Elena Parmiggiani
Alexander Kempton
Patrick Mikalef

Organization

Conference chair: Elena Parmiggiani (NTNU)

Programme chairs: Miria Grisot (UiO) and Eric Monteiro (NTNU)

SCIS papers chairs: Patrick Mikalef (NTNU) and Alexander Moltubakk Kempton (UiO)

IRIS general chair: Babak A. Farshchian (NTNU)

IRIS co-chairs: Stefan Hochwarter (NTNU), Tangni Dahl-Jørgensen (NTNU), and Hamid Mehmood (NTNU)

Social committee: Casandra Grundstrom (NTNU), Tangni Dahl-Jørgensen (NTNU), and Silvia Masiero (UiO)

Website: Stefan Hochwarter (NTNU)

Financial chair and local arrangements chairs: NTNU PCO

References

- Androutsopoulou, A., Karacapilidis, N., Loukis, E., and Charalabidis, Y. 2019. "Transforming the Communication between Citizens and Government through AI-Guided Chatbots," *Government Information Quarterly* (36:2), pp. 358–367. (<https://doi.org/10.1016/j.giq.2018.10.001>).
- Baptista, J., Stein, M.-K., Klein, S., Watson-Manheim, M. B., and Lee, J. 2020. "Digital Work and Organisational Transformation: Emergent Digital/Human Work Configurations in Modern Organisations," *The Journal of Strategic Information Systems* (29:2), Strategic Perspectives on Digital Work and Organizational Transformation, p. 101618. (<https://doi.org/10.1016/j.jsis.2020.101618>).
- Baskerville, R., Myers, M. D., and Yoo, Y. 2020. "Digital First: The Ontological Reversal and New Challenges for Information Systems Research," *Management Information Systems Quarterly* (44:2), pp. 509–523.
- Constantinides, P., Henfridsson, O., and Parker, G. G. 2018. "Introduction—Platforms and Infrastructures in the Digital Age," *Information Systems Research* (29:2), INFORMS, pp. 381–400. (<https://doi.org/10.1287/isre.2018.0794>).
- Erickson, I., Menezes, D., Raheja, R., and Shetty, T. 2019. "Flexible Turtles and Elastic Octopi: Exploring Agile Practice in Knowledge Work," *Computer Supported Cooperative Work (CSCW)* (28:3), pp. 627–653. (<https://doi.org/10.1007/s10606-019-09360-1>).
- Faraj, S., von Krogh, G., Monteiro, E., and Lakhani, K. R. 2016. "Special Section Introduction—Online Community as Space for Knowledge Flows," *Information Systems Research* (27:4), pp. 668–684. (<https://doi.org/10.1287/isre.2016.0682>).
- Huysman, M. 2020. "Information Systems Research on Artificial Intelligence and Work: A Commentary on 'Robo-Apocalypse Cancelled? Reframing the Automation and Future of Work Debate,'" *Journal of Information Technology*, SAGE Publications Ltd. (<https://doi.org/10.1177/0268396220926511>).
- Jonsson, K., Holmström, J., and Lyytinen, K. 2009. "Turn to the Material: Remote Diagnostics Systems and New Forms of Boundary-Spanning," *Information and Organization* (19:4), pp. 233–252. (<https://doi.org/10.1016/j.infoandorg.2009.07.001>).
- Kempton, A., and Grisot, M. 2019. "Real Person, Digital Patient: Representations and Reflective Practices in Remote Care," *AMCIS 2019 Proceedings*. (https://aisel.aisnet.org/amcis2019/healthcare_it/healthcare_it/21).
- Leidner, D. 2020. "Editorial Reflections: Lockdowns, Slow Downs, and Some Introductions," *Journal of the Association for Information Systems* (21:2). (<https://doi.org/10.17705/1jais.00600>).
- Majchrzak, A., Markus, M. L., and Wareham, J. 2016. "Designing for Digital Transformation: Lessons for Information Systems Research from the Study of ICT and Societal Challenges," *Management Information Systems Quarterly* (40:2), pp. 267–277.
- Masiero, S., and Das, S. 2019. "Datafying Anti-Poverty Programmes: Implications for Data Justice," *Information, Communication & Society* (22:7), pp. 916–933. (<https://doi.org/10.1080/1369118X.2019.1575448>).
- Nambisan, S., Lyytinen, K., Majchrzak, A., and Song, M. 2017. "Digital Innovation Management: Reinventing Innovation Management Research in a Digital World," *Management Information Systems Quarterly* (41:1), pp. 223–238.
- Pardo-Guerra, J. P. 2019. *Automating Finance: Infrastructures, Engineers, and the Making of Electronic Markets*, Cambridge, UK: Cambridge University Press.
- Power, K. 2020. "The COVID-19 Pandemic Has Increased the Care Burden of Women and Families," *Sustainability: Science, Practice and Policy* (16:1), Taylor & Francis, pp. 67–73. (<https://doi.org/10.1080/15487733.2020.1776561>).
- Roland, L. K., Sanner, T., Sæbø, J. I., and Monteiro, E. 2017. "P for Platform. Architectures of Large-Scale Participatory Design," *Scandinavian Journal of Information Systems* (29:2). (<https://aisel.aisnet.org/sjis/vol29/iss2/1>).

- Skog, D. A., Wimelius, H., and Sandberg, J. 2018. "Digital Disruption," *Business & Information Systems Engineering* (60:5), pp. 431–437. (<https://doi.org/10.1007/s12599-018-0550-4>).
- Star, S. L., and Strauss, A. 1999. "Layers of Silence, Arenas of Voice: The Ecology of Visible and Invisible Work," *Computer Supported Cooperative Work (CSCW)* (8:1–2), pp. 9–30.
- Waardenburg, L., Sergeeva, A., and Huysman, M. 2018. "Hotspots and Blind Spots," in *Living with Monsters? Social Implications of Algorithmic Phenomena, Hybrid Agency, and the Performativity of Technology*, IFIP Advances in Information and Communication Technology, U. Schultze, M. Aanestad, M. Mähring, C. Østerlund, and K. Riemer (eds.), Springer International Publishing, pp. 96–109.
- Yoo, Y. 2010. "Computing in Everyday Life: A Call for Research on Experiential Computing," *MIS Quarterly* (34:2), pp. 213–231. (<https://doi.org/10.2307/20721425>).
- Zuboff, S. 2019. *The Age of Surveillance Capitalism: The Fight for a Human Future at the New Frontier of Power*, (1 edition.), New York, NY, USA: PublicAffairs.