Technology Management in the Knowledge Based Economy
Chairs: G. John van der Pijl, Pieter Ribbers, and Martin Smits

This mini-track focuses on the management of technology in a changing business environment: the transition from value chains to value-creating networks and new organisational forms. To enable innovation in the variety of business environments different approaches of technology management may be applied. Also, different business environments may need different approaches. For instance, SMEs have different needs and develop different systems for managing technology than do large organizations.

The scope of the minitrack includes both issues of managing technology and the social and psychological factors, models, and processes of organizational change and technology implementation and management.

In order to cover the full cycle for technology management papers cover (some of) the following phases of the cycle:

- Planning for the use of technology,
- Implementing technology and the organizational changes that are enabled or necessitated by it,
- Evaluating the use of technology, using control frameworks like CMM, ITIL, COSO or COBIT,
- Evaluating the outcomes of technology management as a start for a new management cycle.

The minitrack consists of the following three papers in one session:

- ‘The vanishing IT productivity: a simple theory’, by Effy Oz from Pennsylvania State University, USA.
- ‘Facilitating knowledge management with information management and organizational mechanisms’ by Shih-Wei Chou from National Kaohsiung First University, Taiwan.

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<th>Author(s)</th>
<th>literature based</th>
<th>survey based</th>
<th>case based</th>
<th>Planning oriented</th>
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Paper one reviews the IS literature to define criteria for evaluating the success of IT-projects, and tested how these criteria are used by different actors in organisations. Paper two challenges the methods used to measure IT productivity and proposes an improved approach. Paper three analyses knowledge creation in organisations by combining the data management perspective and the organisational learning perspective. The author provides guidelines to establish an environment to facilitate effective knowledge exchange.