Introduction to Cross-Organizational and Cross-Border IS/IT Collaboration

The minitrack on Cross-Organizational and Cross-Border IS/IT Collaboration considers collaborative linkages across organizations that impact the success and business value of IS/IT. Along with the trend towards globalization, many collaborative linkages occur across national borders.

This research area involves diverse types of models, methodologies, data sources, dimensions and types of collaboration, and constructs [1]. The "The Effects of Relationship Characteristics on Task Performance in Collaborative Environments Mediated by Information Systems," by Jaesong Yang, Ilsang Ko, Hyeyoung Jang and Joonkee Cho, analyzes influences of characteristics of relationships on task performance in collaborative business environments based on information technology. It builds a conceptual model and validates it using factor analysis and regression. Results indicate that communication and community orientation are most significant for perceived usefulness and collaboration is most important for user satisfaction. In turn perceived usefulness and user satisfaction are positive determinants of collaborative task performance. The second paper, "The Value Proposition of Captive Offshore Development Centers: Exploring the Role of IT Capabilities and Antecedent Factors," by S. Balaji, Donald Chand and Gary David, seeks to determine how value is realized other than economic cost advantages, as outsourcing captive centers evolve. The study applies case study methodology to a large U.S. financial services firm, with captive centers in India and Europe. Captive centers evolve based on how headquarters assigns responsibilities and what the captive center decides for its activities. Those factors influence the IT of each captive center, particularly its HR, technological, and relationship capabilities, which in turn determine whether the captive center has a charter as a cost, profit, or strategic center. The study contributes findings on how captive centers lower in the hierarchy can deliver non-economic benefits to the parent company and helps managers practically get the most benefit from captive centers.

The third paper, "Comparing Business Process and IT Outsourcing Risks - an Exploratory Study in Germany and Australasia," by Heiko Geward and Anne Rouse, examines and evaluates how risks of business process outsourcing (BPO) compare to information technology outsourcing (ITO), both in Australasia and Europe. After building a conceptual model, exploratory interviews are conducted in ten firms. The conclusion from the interviews is that BPO and ITO have essentially similar risk factors, although half of the risks factors were considered higher for BPO. The study fills in a gap on collaboration similarities and differences involving these two types of outsourcing.

Reference