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

Minitrack

Nicholas C. Romano, Jr.
School of Information Management
Victoria University of Wellington
Wellington, New Zealand
Nicholas.romano@vuw.ac.nz

James B. Pick
School of Business
University of Redlands
Redlands, CA, USA
james_pick@redlands.edu

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

The papers reflect different research questions, dimensions of interaction, and types of collaborations, and draw on extensive prior literature [1]. The first paper, "Managing Global IT Delivery Networks: A Literature Review from the Supplier's Perspective," by Saskia Zelt, Falk Uebernickel, and Walter Brenner, applies robust literature review methodology to examine studies in leading journals of Global IT Delivery Networks (GDNs). GDNs concern high maturity approaches to realize "seamless and efficient delivery of services across multiple locations." This concept is closely related to the narrower offshoring concept. The 67 studies are classified by time period, demographic, and content characteristics, with most of the studies having research focus on processes, people, and skills; culture; and geography. Across all seven focuses, the topic of greatest interest for these networks is how distributed work and teams can be organized and conducted.

The second paper, "Assessment Methodology for a Maturity Model for Interorganizational Systems -- The Search for the Right Assessment Procedure." by Norbert Frick, Tim Kuttner, and Petra Schubert, examines the relationship of assessment approaches to frameworks for maturity models of interorganizational systems. Using two leading models for IOS maturity stages, the Maturity Grid (MG) and Capability Maturity Model (CMM), and considering the assessment techniques in use off self-assessment and 3rd party assessment, assessment approaches are cross classified both by model and subject complexity and by CMM, MG, and CMM/MG. Findings indicate mostly self-assessment is used and proportionately more so for MG. Recommendations are made on techniques in investigations of maturity models that are most appropriate given model type and organizational complexity.

The third paper, "Ecology of Games and Translation Processes in Internet and Computer Networks: Perspectives on Technology-enabled Cross-Organizational Collaboration," by Aljona Zorina and William Dutton, applies the theories of ecology of games and sociology of translation, to perform a complex evolutionary case study of residential internet access in Minsk, Belarus. Four games, having varied but overlapping players, and distinctive goals are played simultaneously over time, namely business/economic, communitarian, regulation of telecommunications, and technology; they are traced through the sociology of translation stages of problematization, interessment, enrolment, and mobilization. The research puts cross-organizational collaboration in a very broad and powerful framework that encompasses multiple organizations, political goals, and social interplay of actors.

Reference