At its most basic, an organization can be conceptualized as ‘a system of people,’ and as such have inputs, processes and outputs that are used to accomplish [organizational] goals. This mini-track focuses on computing personnel within the context of the work environment and fits well within the scope of the Organizational Systems and Technology (OST) track. This minitrack covers issues relating to human capital and computing professionals and includes submissions at the industry level, workgroup and/or department level, and individual level. The need for research on information systems personnel is broad, ranging from deep philosophical questions regarding diversity and equity to practical issues of training and educating computer savvy business professionals.

This mini-track provides an international platform for diverse research in which the following issues may be presented and discussed:

- Professional Commitment of Computing Personnel
- Career Development Practices for Computing Professionals
- Attracting Students to the Computing Professions
- Diversity in the Computing Field
- Emerging Issues facing the Computing Workforce
- Retention and Refilling the Pipeline
- Needs, Interests and Abilities of Computing Professionals
- User-relations
- Individual Fit / Alignment with the Work Environment
- Global Talent Management (e.g., Immigration vs Migration)
- Behavioral Aspects of HCI
- Communication / Interaction (individuals, groups, networks, organizations)
- Work-life Balance
- Training
- HRIS / HRMS
- Legal and Ethical Issues Related to Managing Human Computing Resources

From this year’s submissions, two papers have been selected to be presented at the conference. The first paper entitled, “Understanding Customer-Oriented Organizational Citizenship Behavior in Information Systems Support: An Exploratory Study” written by Xuefei (Nancy) Deng and Tawei (David) Wang, uses organizational citizenship behavior theory to explore and identify IS professionals’ customer-oriented behaviors. The authors used a two-level qualitative coding strategy to analyze 300 support service interactions at three points in time with two different applications. They will discuss how their findings can help IS support departments enhance their quality of service.

The second paper entitled, “Computer Personnel: A Brief Historical View of the People Who Make Digital Things Work,” by Svetlana Krasteva and Fred Niederman, includes a review of the proceedings of a Computer Personnel focused conference over a 50 year period. From a qualitative analysis of three time periods, the authors present and analyze a broad picture of trends regarding computing personnel research. These trends are illustrated with vignettes from practice and observations derived from particular studies.

Taken together, these papers paint a picture of the increasingly shifting and/or blurring of the boundary around the IS profession and IS professional and begin to tackle questions regarding the impact of the shift toward a system of more inter-related human ‘parts’ within organizations.

We thank the authors for submitting their work to this minitrack. We hope that you enjoy the engaging presentations and papers at the conference.