Collaboration Issues in Cross-Organizational and Cross-Border IS/IT
Minitrack Introduction

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Investments in IS/IT represent a substantial portion of many firms’ corporate capital spending. As globalization progresses, many such investments are being deployed across nations and world regions. Cross-system integration and collaboration technologies play essential roles and often determine the success or failure of IT systems and projects. Despite the intensive investigation for two decades of different aspects of IS/IT collaboration, defined in the context of this minitrack as the integration of people, systems, processes and infrastructure across organizations, borders, nations and world regions to enable productive teamwork toward accomplishing mutual goals, many findings are based solely on the cultural environment of North America or Western Europe. As corporate reality demands that firms cooperate across national, economic and social boundaries, collaboration models need to be constructed, validated, and further refined in terms of the Global economy.

IS/IT collaboration in the Global economy differs substantially from collaboration in any single country or region for several reasons. First, IS/IT infrastructures may vary significantly in terms of stage of development and maturity. Second, regulatory, legal, social, and cultural environments may also vary substantially. Third, various stakeholders in global IS/IT projects often have different or even conflicting goals and ascribe to their own definitions of project success. In addition, managing globally distributed teams requires a high level of coordination and collaboration that exceeds that needed for more typical virtual teams within one economy or region.

In summary, few studies have investigated the linkages between global collaboration and the business value and success of IS/IT investment. To address these issues and others in terms of the Global economy, this minitrack focuses on global collaboration processes and projects and their potential impact on IS/IT productivity, performance, and success.

This minitrack has five papers. The first paper entitled “An Integrative Framework for Contextual Factors Affecting IT Implementation,” authored by Namchul Shin and Barbara Edington, proposes a broad enterprise-level framework of internal environmental factors that allows researchers and business practitioners to better evaluate, for IT investment decisions, the overall environment, weigh its strengths and weaknesses, and better implement projects. The second paper entitled “A Conceptual Model for Bidirectional Service, Information and Product Quality in an IS Outsourcing Collaboration Environment,” authored by Subrata Chakrabarty, proposes a conceptual model in the outsourcing environment for understanding the bidirectional collaboration in services, information and products between vendors and clients. The third paper entitled “IT-Enabled Virtual Integration as a Mechanism for Mediating the Impact of Environmental Uncertainty on Supply Chain Performance,” by Jeffrey Tai, Eric Wang and Hsiao-Lan Wei, focuses on how IT-enabled virtual integration may increase the flexibility and efficiency in supply chains. The fourth paper entitled “Collaboration and conflict in the electronic integration of supply networks,” authored by Akos Nagy, explores the diffusion and adoption of interorganizational systems (IOS) throughout the supply chain and concludes that power relationships between trading partners are crucial to success or failure of IOS. Finally, the fifth paper entitled “Cross-Border E-Collaboration for New Product Development in the Automotive Industry,” by Elisabeth Lefebvre, Louis Lefebvre, Gael LeHen, and Ralf Mendgen, presents preliminary results of a study of new product development in the global automotive industry, which suggests that human factors such as language and professional background differences are important determinants of the level of use of e-collaboration tools.