

## EJISE Editorial: Volume 18, Issue 1

In presenting the current issue of EJISE, it is opportune to reflect for a moment on the big picture in which the area of IS evaluation prevails. Worldwide IT spending is on pace to total \$3.8 trillion in 2015, which reflects a 2.4 percent increase from 2014<sup>1</sup>. Of this the largest category of forecasted expenditure is on Telecommunications services (42.78%) followed by IT services (25.6%) This underscores the trend which the ICT sector has been experiencing since the mainstreaming of the internet in the 1990s. In this regard attention is focused beyond just the traditional domain of internal organizational efficiency. Both large and small business and the public sector as well reflect constantly evolving models of business, disrupting commercial tradition, and harnessing the ubiquitousness of ICT presence and the usage thereof. From a research and development perspective we also see the trends perpetuating technological advances in respect of the cloud, wearable devices, and the internet of things, amongst others.

The implications of this for IS researchers working in the realm of IS evaluation is to keep abreast of the evolving environment in which IS are deployed. Information Systems have certainly become more complex, and the traditional delineation of what constitutes a system is in itself blurred. It is timeous to review the various approaches that have been used over the years to evaluate IS. This necessitates a re-examination of theory, models and frameworks and to re-align the same through a new set of lenses. However it can be argued that much of the fundamental rationale for evaluation remains in place. The increasing sizes of IT budgets still begs robust evaluation, from product, IS design process and service perspectives.

Given the foregoing, the papers in this issue focus on a diverse range of IS Evaluation problems. In the previous issue of EJISE, it was noted that ERP related evaluation studies were subject to an increased focus amongst researchers. The paper in this issue on *Critical Success Factors in Enterprise Resource Planning (ERP) System Implementation* takes forward the ERP evaluation discourse further. Yatat identifies ten ERP implementation success factors, in a study amongst businesses in Oman. Given the continued reports of unsuccessful ERP implementation, the study argues that attention to the success factors across pre-implementation, implementation, and post-implementation stages will increase system success.

Ceric makes an important contribution to the IS evaluation debate in her paper titled *Bringing together evaluation and management of ICT value: A systems theory approach*. She argues that evaluation is being used to gain IS project approval on one hand, and to formally complete the project on the other, and thus this is a constraint in respect of the realisation of ICT value in the post-implementation stages of ICT diffusion. The paper demonstrates the application of the systems theory method and cross-impact analysis to illustrate the importance of bringing together evaluation and management of an ICT value creation system. Ceric presents an evaluation model which integrates the evaluation and management of a system, with the purpose of enabling organisational stakeholders to use the evaluation as the basis for informed management of their ICT value creation system.

Given the advances in networking, information today is more freely and easily accessible than previously. There is also an increasing importance in the way the huge repositories of data and information is manipulated so as to provide intelligence for decision making in a number of areas. It is in this context that Brescianai and Eppler make an important contribution to the field of Information Visualisation. In their paper *Extending Tam to Information Visualization: A Framework for Evaluation* the authors provide a set of factors which should be taken into consideration when developing, assessing or improving information visualization solutions, in order to ensure a wide-spread adoption of such visuals. The authors argue that whereas the extant literature focuses on usability measures and cognitive evaluations their contribution focuses on the various factors that drive the adoption of information visualization techniques. The paper uses the well-known Technology Acceptance Model and the Diffusion of Innovations theory as a basis to develop a framework for evaluating information visualization adoption.

The paper by Zarei and co-authors provides an evaluation perspective on a more traditional Information System, viz. Accounting Information Systems. The focus of the paper is on Activity Based Costing Information Systems (ABCIS), which provides a taxonomy of heuristics which correspond with crucial factors influencing

---

<sup>1</sup> Gartner. 2015. Gartner Says Worldwide IT Spending on Pace to Grow 2.4 Percent in 2015. [Online: <http://www.gartner.com/newsroom/id/2959717>]

successful adoption, implementation, and deployment of ABCISs. The 27 heuristic principles which correspond to the latter stages are categorized into five classes each of which concern adoption, governance, managerial, modeling and deployment.

The final paper in this issue focuses on a problem which exists at a tangent to traditional IS evaluation topics. The contribution by Tanner and Mackinnon hones in on software development and weaknesses which are typically inherent in the associated project management thereof. The authors investigated a specific application of agile software development methodology known as scrum within the South African software development environment. Scrum comprises several iterations of development, within which a completed set of software requirements are produced. The paper presents findings on the causes of interruptions during these development iterations, which often result in changes of scope.

On behalf of the editorial team I want to thank both the contributing authors to this issue, as well as the dedicated reviewers who contribute to the upkeep of scholarly practice of EJISE. We hope that you will enjoy reading this issue of EJISE, and that it will provide the basis to stimulate further inquiry into vexing IS evaluation questions.

*Yours in scholarship,*

*Shaun Pather*  
*EJISE Editor*

=====