



**Overview of Research and Related Teaching
by Fons Wijnhoven**

**IS&CM: Research program 2005-2009
Headed by Prof. J. van Hillegersberg**

**Information Systems for a Networked Organized World
(IS4NOW)**

- 1. **Agent & services** based adaptive (on-demand) IS4NOW
- 2. **Methods** for (globally) Distributed development of IS4NOW
- 3. **Change management** and **implementation** of IS4NOW
- 4. **Business models, adoption & management** of IS4NOW
- 5. **Knowledge management & sharing** in IS4NOW



Sector Focus IS4NOW

	1. Agents & Service	2. Methods	3. Change Mgmt & IS	4. Bus Models & adoption.	5. Knowledge and info services
Logistics	X	X		X	
Health	X			X	
Finance			X		
Software development	X	X			
Government			X		X
Tourism	X				
Industry/High-tech			X		X



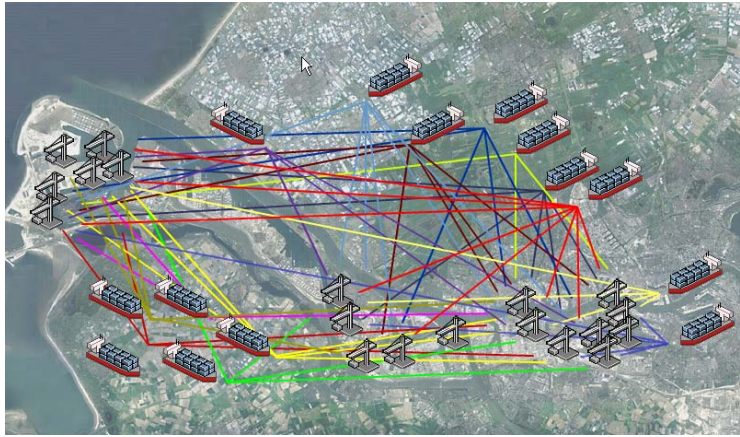
1. Agent & services based adaptive (on-demand) IS4NOW

- **People**
 - Van Hillegersberg, Wilderom, Pieper
- **Projects**
 - DEAL project with RSM/Erasmus
 - Transumo: Agent based systems for Transport
 - PhD Mes en Douma (collaboration with OMPL)
 - CTIT in E-Health track
 - PhD Vacancy
- **Plans**
 - Additional PhD's (2) NL on Demand (collab with PWC, NL-ICT, Muntslag/Pieper collab with IGS/CTIT)
 - 3TU Center "Service Innovation" with TUD and TUE.
- **Related course**
 - **Production and logistic information systems (PLIS)**
 - **E-commerce**

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Transumo



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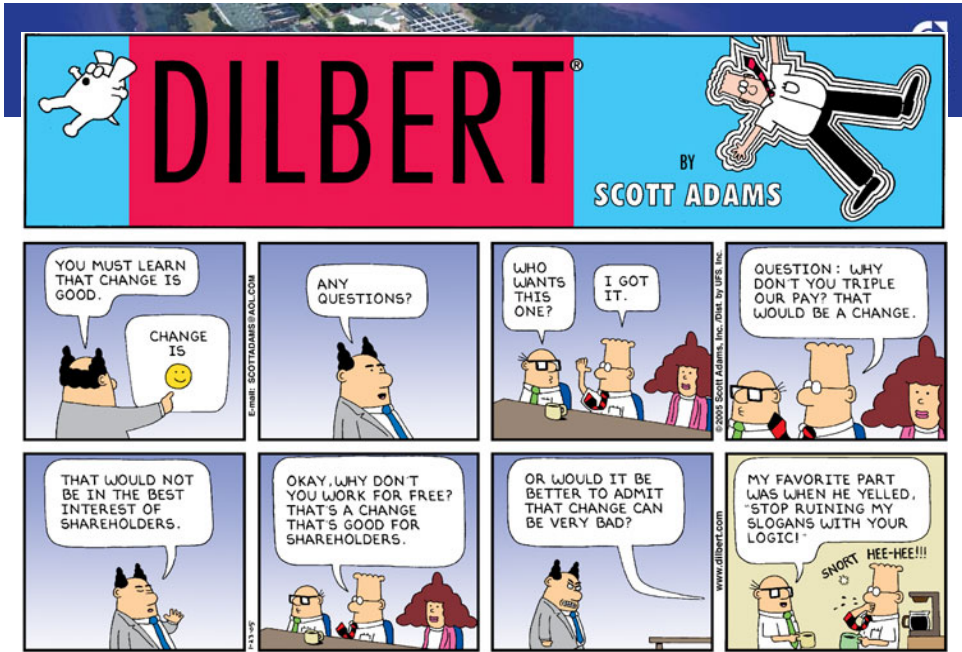
2. Methods for (Globally) Distributed development of IS4NOW

- **People**
 - Van Hillegersberg, Fairchild (0,4), Moody (visiting)
- **Projects**
 - Method engineering
 - Aydin
 - Globally Distributed Implementation process management support using social network theory
 - PhD student Amrit
 - Software mass customization
 - PhD Vacancy (partly funded by Xebic)
- **Plans**
 - 1 to 2 PhD projects funded in collaboration with CapGemini/Cordys
- **Related courses**
 - **Business process integration lab;**
 - **(Business) information systems design**

3. Change management and implementation of IS4NOW

- **People**
 - Wilderom, Muntslag
- **Projects**
 - Organizational development and ERP; Katsma
 - Change & middle management behavior in public sector; Ehrenhard
 - Hospital managers vs Specialists Power and Change; Klopper
 - Learning barriers in Implementation; Schimmel
- **Plans**
 - Develop further project at Grolsch
 - (implementation of PI system; 7 MSc students, Wilderom & Wouters)
 - 4 IST project proposal(s) pending
 - PhD depending on EU or external funding
- **Related courses:**
 - **Implementation of Information Technologies in Organizations**

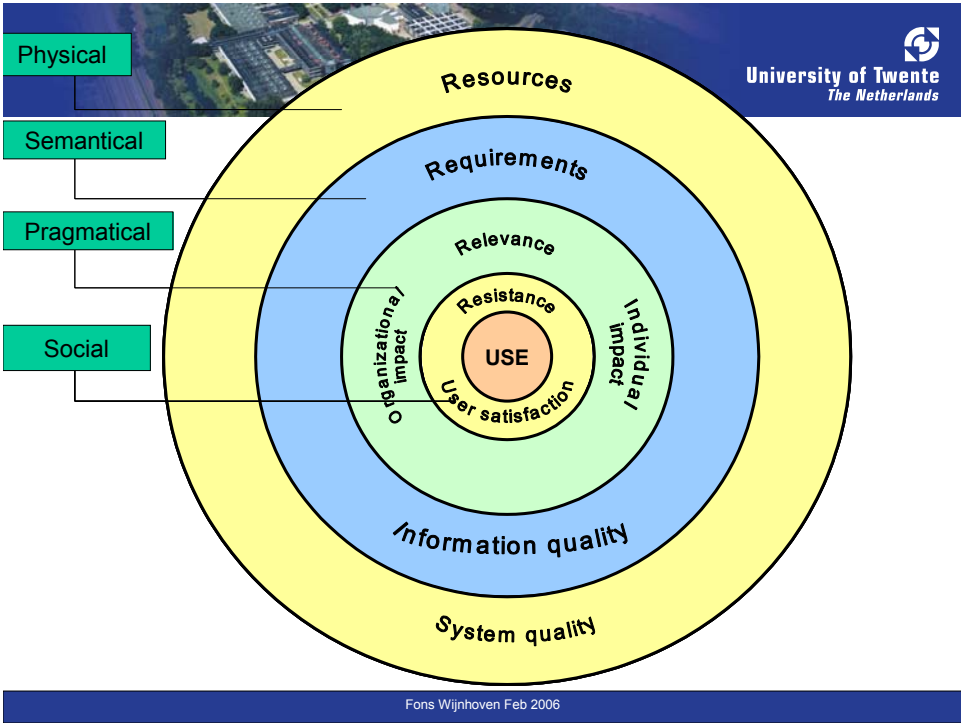
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4. Business models, adoption & management of IS4NOW

- People
 - Spil, Thiadens, v. Hillegersberg
- Projects
 - Investment decisions in IT
 - PhD Hanjun Suh
- Plans
 - Cost estimation of cross-organizational ERP (COSMOS)
 - PhD proposal funded by CTIT
- Related courses
 - **E-strategizing**
 - **Business case development**
 - **E-health strategies**





5. Knowledge & information services in IS4NOW

- **People**
 - Wijnhoven, Wilderom
- **Projects**
 - Information services
 - Jeroen Kraaijenbrink
 - Consultant-Client relationships
 - Hicks
 - BI information scanner
 - Doron Faran (external PhD)
- **Plans**
 - EU proposal Cortex Pending
- **Related course**
 - **Information & knowledge management (foundations)**
 - **Information & knowledge exchange services (design research)**

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<http://www.lexisnexis.nl/>

- Organizing and structuring of information services back offices
- Within a firm (intranet), in networks of companies (communities of practice), and on information markets
- Examples Kinx; Wehkamp; Shell TDC; Euronorm.net; NEDAP; V2.

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