From the Editor

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After your enjoyment in reading the first issue of volume 36, I am pleased to release the second issue. Included are five articles. In the first article, “Critical Success Factors for Data Governance: A Theory Building Approach,” Ibrahim Alhassan, David Sammon, and Mary Daly identify seven critical success factors (CSF’s) for data governance by conducting several semi-structured interviews within a single case study organization. The CSF’s identified are associated with recommended actions/interactions in order to enable organizations to have a greater chance of success in their data governance programmes. The next article entitled, “Psychological Contract and Turnover Intention in the Information Technology Profession,” authored by René Moquin, Cindy K. Rienschenbder, and Robin L. Wakefield employs the psychological contract theory to examine how unmet expectations may influence psychological contract breach and turnover intention in the IT profession. Their study identifies four antecedents to psychological contract breach and one moderator that significantly influence turnover intentions. In the third article, “Commoditization and IT product innovation strategies from an IT firm perspective,” authors Jeroen Bronkhorst, Jaap Schaveling, and Marijn Janssen, distinguish types of innovation in IT products that have a direct positive impact on the business performance of IT firms and shows how the commoditization level of IT markets dampens the positive relationship between different types of IT product innovations and business performance. In the next article, authors Nikolaus Obwegeser, Daniel T. Nielsen, and Nicklas M. Spandet develop a five-step process improvement framework for ITIL (Information Technology Infrastructure Library) service operations, based on the use of the Lean toolset in, “Continual Process Improvement for ITIL Service Operations: A Lean Perspective.” The proposed model expands the abstract principles of Continual Process Improvement (referred to as CSI) to develop a theory-driven and empirically validated framework which provides clear guidelines and concrete tools to aid practitioners. Finally, in the last of the five articles, entitled “Investigating IT Governance through the Viable System Model,” authors Tim Huygh and Steven De Haes investigate IT governance through the Viable System Model (VSM) from a theoretical and practical perspective. Theoretically, the paper discusses why IT governance can continue to achieve its purpose of creating and preserving IT business value by drawing parallels between the VSM and IT governance. From a practical perspective, the paper demonstrates how the VSM can be used as a lens for IT governance.

Forthcoming special issue

The next issue is a special issue:

- IS Leadership, IS Professional Development & IS Professional Services, 36–3 2019
  Guest Editor: Jennifer Gerow, gerowje@vmi.edu, Virginia Military Institute, Lexington, Virginia, USA
  Drawn from the AIS SIGLEAD (Association for Information Systems Special Interest Group on IS Leadership) workshop tracks at the Americas Conference on Information Systems (AMCIS) 2018 in New Orleans, Louisiana, USA.

Your submissions, for themed issues and for regular issues, are welcome through Manuscript Central at: http://mc.manuscriptcentral.com/uism
Submission details are available on the ISM website: http://www.tandfonline.com/uism
I urge you to consider submitting your quality research to the Information Systems Management journal.

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