## **Table of Contents**

Part I: Information Technology and1 Organizational Issues
CHAPTER 1 Improving Organization Absorption of Emerging
CHAPTER 2  Designing Architectures for Emerging Information31  Technologies: A Multiple Methodology Approach Robert A. Stegwee, University of Groningen Enno J. Ebels, American Power Conversion Europe, SA
CHAPTER 3  Evaluating IS Effectiveness: A Survey of Business61  Practice and Implications for Emerging Information  Technologies  Edward J. Szewczak, Canisius College
CHAPTER 4  IThe Challenge of Implementing SIS Across the
Part II: Emerging Technologies in the 1990s101
CHAPTER 5 Emerging Applications of Computer Graphics in 103 Support of Managerial Decision Making Jerry A. Van Os, Westminster College of Salt Lake City

CHAPTER 6
Communication Challenge in Designing,131
Teaching and Using Emerging Information
Technologies
Karen J. Pettingell, University of Texas, El Paso
CHAPTER 7
Expert Systems to Support Managerial Diagnosis 154
and Evaluation
Nancy Green Hall, Kennesaw State College
P. Mohan Rao, Salisbury State University
CHAPTER 8
Example-Based Information Systems for Expert 174
Managerial Decision Support
Aaron Patula, Memphis State University
CHAPTER 9
Expert Systems Development Issues Confronting203
Organizations in the Evolving Global Marketplace
Brenda L. Killingsworth, East Carolina University
Michael E. McLeod, East Carolina University
Part III: Strategies for Emerging Technologies225
Part III: Strategies for Emerging Technologies225 CHAPTER 10
Part III: Strategies for Emerging Technologies225  CHAPTER 10  Strategies for Information Resources Management:226
Part III: Strategies for Emerging Technologies225  CHAPTER 10  Strategies for Information Resources Management:226  Developing Corporate-Wide Information Systems
Part III: Strategies for Emerging Technologies225  CHAPTER 10  Strategies for Information Resources Management:226
Part III: Strategies for Emerging Technologies225  CHAPTER 10  Strategies for Information Resources Management:226  Developing Corporate-Wide Information Systems Richard M. Kesner, Babson College  CHAPTER 11
Part III: Strategies for Emerging Technologies225  CHAPTER 10  Strategies for Information Resources Management:226  Developing Corporate-Wide Information Systems Richard M. Kesner, Babson College  CHAPTER 11  Symblosis: A Theoretical Foundation for the
Part III: Strategies for Emerging Technologies225  CHAPTER 10  Strategies for Information Resources Management:226  Developing Corporate-Wide Information Systems Richard M. Kesner, Babson College  CHAPTER 11  Symbiosis: A Theoretical Foundation for the
Part III: Strategies for Emerging Technologies225  CHAPTER 10  Strategies for Information Resources Management:226  Developing Corporate-Wide Information Systems Richard M. Kesner, Babson College  CHAPTER 11  Symbiosis: A Theoretical Foundation for the
Part III: Strategies for Emerging Technologies225  CHAPTER 10  Strategies for Information Resources Management:226  Developing Corporate-Wide Information Systems Richard M. Kesner, Babson College  CHAPTER 11  Symbiosis: A Theoretical Foundation for the
Part III: Strategies for Emerging Technologies225  CHAPTER 10  Strategies for Information Resources Management:226  Developing Corporate-Wide Information Systems Richard M. Kesner, Babson College  CHAPTER 11  Symbiosis: A Theoretical Foundation for the
Part III: Strategies for Emerging Technologies225  CHAPTER 10  Strategies for Information Resources Management:226  Developing Corporate-Wide Information Systems Richard M. Kesner, Babson College  CHAPTER 11  Symbiosis: A Theoretical Foundation for the
CHAPTER 10 Strategies for Information Resources Management: 226 Developing Corporate-Wide Information Systems Richard M. Kesner, Babson College  CHAPTER 11 Symbiosis: A Theoretical Foundation for the
CHAPTER 10 Strategies for Information Resources Management: 226 Developing Corporate-Wide Information Systems Richard M. Kesner, Babson College  CHAPTER 11 Symbiosis: A Theoretical Foundation for the
CHAPTER 10 Strategies for Information Resources Management: 226 Developing Corporate-Wide Information Systems Richard M. Kesner, Babson College  CHAPTER 11 Symbiosis: A Theoretical Foundation for the

Part IV: Emerging Technologies Decisions315
CHAPTER 13
Technology Choice and User Training:316
A Tradeoff Perspective
Nancy C. Weida, Bucknell University
CHAPTER 14
An Overview of the Outsourcing Decision331
Karen Ketler, Eastern Illinois University
John Walstrom, Eastern Illinois University
Jennifer L. Wagner, Roosevelt University
CHAPTER 15
Implementing Decision Support Systems: Lessons 359
Learned From Implementing a Danish Regional
Computerized Economic-Demographic Model
Kim V. Andersen, University of Copenhagen
CHAPTER 16
CASE Tools as Work Redesign386
Systems: Toward a Global View
Dwight A. Haworth, University of Nebraska at Omaha
Leah R. Pietron, University of Nebraska at Omaha
Glossary407
Authors' Biographies412
Index416
HILLER

## **ACKNOWLEDGMENT**

Editing a book of this magnitude requires tremendous cooperation from everyone. Many thanks to all the authors of the chapters for their significant contribution to this book. Special thanks to Dr. Girish Subramanian at Penn State Harrisburg and Dr. Mohammad Dadashzadeh at Wichita State University for their valuable assistance in reviewing chapters for this book. I would also like to thank Dr. Krishna Dhir, Director of the School of Business Administration, Dr. Howard Sachs, Associate Dean of Research and Graduate Studies, and Dr. Ernie Dishner, Associate Provost and Dean of Faculty, all at Penn State Harrisburg for their support for my initiatives. Finally, I would like to thank Jan Travers at Idea Group Publishing for her hard work and devotion toward this book.

Mehdi Khosrowpour Harrisburg, PA September 1993