2015 International Conference on
Information Resources Management

Call for Papers
Submission deadline: February 1, 2015

ICT Design, Development and Services Management
Track of the
2015 International Conference on Information Resources Management
Theme: Realizing the Digital Enterprise
May 18-20, 2015 - Delta Ottawa City Centre Hotel
Ottawa, Ontario, Canada

Track Chairs

Edward W.N. Bernroider, WU Vienna, Austria, edward.bernroider@wu.ac.at
Rob Benyon, Rhodes University, South Africa, r.v.benyon@ru.ac.za
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Important Dates
Submission deadline: **February 1, 2015**
Notification of Acceptance/Rejection: **March 12, 2015**
Final Submission due date for accepted papers: **March 25, 2015**
Early Registration deadline: **April 5, 2015**

Submission website: www.conf-irm.org

TRACK COVERAGE

This track is a broad-based call for research aimed at designing and developing ICTs with a special emphasize on Service Management. In this track we seek to explore the status of international research about the ways in which new ICT designs allow organizations to store and process information and contemporary avenues for ICT development. By this we mean, how organizations extract value from ICTs through, e.g., effective strategy, design and development processes. This includes the general application and understanding of Service Management as well as how the ideas relate to IT services.

RECOMMENDED TOPICS

This track encourages the submission of research papers, research-in-progress papers, teaching cases, and panel proposals in the following areas (but not limited to):

- Requirements Engineering
- ICT Evaluation and Decision Making
- Make or Buy Decisions
- ICT Development Methodologies
- Software Processes and Process Improvement
- Metrics and Maturity Models
- Service Innovation and Management
- Best practice in IT Service

- Service Desk & Incident Management
- Service Strategy
- Service Design
- Service Transition
- Service Continuity Management
- Continual Service Improvement
- Service Offerings and Agreements
- ICT Projects and Program Management
- Service Performance Management

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Submission Types and Guidelines

Full Length Submissions

Submissions must be no more than 12 pages, including references, appendices and title page. All submissions must follow the submission template specifications. Submissions must be original, and previously unpublished, conceptual or empirical research manuscripts. Papers that are highly rated by the reviewers will be considered for publications in selected journals. The paper that best represents, in terms of quality and suitability, the theme and ideals of the conference will be awarded the "Best Paper Award" during the conference.

Research-in-Progress Submissions

Submissions of no more than 7 pages.   All research-in-progress submissions will be published in the proceedings as short papers.

Teaching Cases

We welcome submissions of teaching cases. The cases should be based on real situations and targeted at specific learning objectives. Cases should be no more than 12 pages and must be accompanied by instructor teaching notes (not included in the 12 pages). The teaching notes will not be published.

Panel and Tutorial Submissions

Submissions of not more than 3 pages: Proposals should include objectives, topics to be covered and full details of all presenters. Method of presentation is at the submitter's discretion; however, the submitter has the responsibility for providing his/her own panel members. All accepted proposals will appear in the conference proceedings.

Important Announcements

- The number of submissions by an author (including joint authorship) is strictly limited to a maximum of two.
- Authors of accepted papers (at least one person per submission) and all panel members and tutorial presenters MUST register AND attend the conference.
- Submissions of ALL TYPES must be received by the above deadlines.
- While the primary language of the conferences is English, papers in French will also be accepted. The ICT in Latin America and the Caribbean track will accept papers in Portuguese and Spanish, as well as English.
- Accepted papers will be published in the conference proceedings in their entirety upon payment of registration fees. Papers accepted and presented at the conference will also be placed in the AIS e-Library. Papers not presented at the conference, for any reason, will not be included in the AIS e-Library.

Organizing Committee

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We look forward to your submissions and seeing you in Ottawa, Canada in May 2015!!