

Track no. 22

Management, information technology and change.

Today and in many aspects of ordinary and organizational life, different types of information and communication technology solutions (ICT) are increasing their significance. However, we still lack academic studies about such technology, with all its applications and consequences for work and business. The focus in this track is on how new organizational solutions (e.g. roles, routines, rules) is inspired and supported by new ICT. A special focus will be given to change management and organizational change issues related to ICT, especially “Green ICT” (i.e. the use of ICT and its accompanied change issues that together aims to contribute to a more sustainable and “greener” world).

Access to new ICT creates both possibilities and problems, for individuals, organizations and society at large. With “Enterprise Systems” (increased integration), “Business Intelligence” (increased transparency), “Social Media” (increased social interaction) and “Internet of things” (increased materiality), we are now living in an era of high complexity and existence of “Big Data”. From a management perspective, for example, it is now possible to measure performance with high granularity in multiple dimensions and in real time. At the same time this possibility creates enormous amounts of data that, in turn, creates problems such as the lack of managerial attention. The full potential of all these various internet based solutions can only be reached if this technology is supported by organizational change(s). For example, new organizational roles, routines, rules are paramount to reap the full benefits of the technology.

In spite of its high practical importance, there is an obvious lack of academic studies about management and ICT (cf. Orlikowski, 2010). In the rare cases when the subject is actually

studied it is often based on classical definition where technology is viewed as a static and deterministic artifact with a one-sided and traditional cause–effect contingency approach. However, with a more informative theoretical standpoint—e.g. structuration theory (Barley, 1986), ANT (Ciborra, 2002), practice perspective (Orlikowski, 2000)—the view of technology differs. With such perspectives ICT is viewed as a dynamic and interactive concept. This viewpoint of ICT is also highly relevant in the more recent work done on the concepts of routines (e.g. Feldman & Pentland, 2003) and materiality (e.g. MacKenzie, 2009).

From a Nordic perspective, the subject of this track is specifically empirically interesting since we are in many respects in the forefront of ICT development and use. To the track “Management, information technology and change” we invite empirical work, with different theoretical point of departures, and related to the many topics in the field of “Management” with its numerous subfields. Welcome!’

Examples of specific themes:

Use of ICT based organizational solution for a greener and sustainable world

Creation and use of information - “Big Data”

Machine learning vs. Human learning

Transparency and accountability, with accounting and enterprise systems (ES)

Use of social media for marketing and internal/external communication

Business Analytics and Business Intelligence (BI) solutions

Virtualisation: Computer’s as services (“The Cloud”)

Creation of new routines, supported by new IT

“The Internet of things”

Visualisation of structured data

Creation and use of unstructured data for business purpose

IT-enabled change

Contact information.

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References (“inspirational” examples)

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