CALL FOR PAPERS

*Information Systems Frontier*

**Special Issue on**

*The Role of Information Technology (IT) in Service Delivery*

Rationale and Aim

Much of the radical transformation of the world economy from an industrial, manufacturing-oriented economy to a post-industrial, service-oriented one comes from the application of information technology (IT) to service delivery. IT contributes to increased efficiency and effectiveness in service delivery, reduces the cost of service, and creates additional service-related revenues.

This special issue encompasses a broad view of service, centering on how service entities utilize IT to create value for individuals, firms, collectives, and/or ecosystems. Contexts for service delivery may include healthcare, financial services, education, social services, and government programs at various levels. All approaches (empirical, analytical, or conceptual) that create or extend theory are welcome.

Topics of interest

Topics of interest include, but not limited to:

- The role of IT in the delivery of services
- The role of IT in providing cost-effective service delivery
- IT enabled service design and development for service delivery
- IT-related delivery of services and consumer behavior
- The impacts of economics and pricing on IT-related service delivery
- Multi-level analyses of IT-related change in service delivery
- Facilitating service delivery through IT processes and practices
- Delivery of services in emerging markets
- IT servitization in service delivery
- Requirements analysis frameworks for IT-related service delivery
- Implications of value co-creation for IT-based service delivery
- Delivery of services in E-commerce environments

Special Issue Guest Editors
Invitations will be extended to the authors of the best papers on the topic of services delivery at the Pacific Asia Conference on Information Systems (PACIS). Authors will be invited to submit extended versions of their conference papers for full review at the journal. The version submitted to the journal should be a substantial extension of the version that appears in the conference proceedings. Papers that have appeared in the conference proceedings could be submitted to this special issue if they are substantially revised, improved, and extended from their earlier versions with at least 30% new material or results. Such papers will be considered in compliance with copyright regulations. Authors will be asked to write an accompanying letter explaining how their conference paper has been extended to meet this requirement and how referees’ comments and discussion during the conference have been addressed.

Submission Instruction

This special issue intends to give an overview of state-of-the-art problems and solution guidelines emerging in services delivery. Prospective authors should submit full manuscripts with MS Word format or PDF format, electronically by e-mail to the Corresponding Guest Editor (jaeki.song@ttu.edu), and should copy to all co-editors.

Important dates

- Submission Due: August 31th, 2013
- Authors to receive a 1st decision by: November 31th, 2013
- Final notification of acceptance: March 31st, 2014
- Publication: subject to ISF schedule
Fred D. Davis is Distinguished Professor and David D. Glass Chair in Information Systems at the Sam M. Walton College of Business, University of Arkansas. He earned his PhD from MIT and served on the faculty at University of Michigan, University of Minnesota, and University of Maryland. His major research areas include technology adoption and innovation, technology-assisted decision making, computer training and skill acquisition, and software development practices. He introduced the "Technology Acceptance Model" (TAM), and his papers have been influential among scholars investigating information systems adoption, e-Business success, and Web technology adoption. His peer-reviewed journal publications have been cited more than 5,000 and 12,000 times according to Web of Science and Google Scholar, respectively. He has served on the editorial boards of top journals including MIS Quarterly, Information Systems Research, and Management Science. More than 7 papers of his are recently published in top ranked journals.

Jaeki Song is an associate professor and the Jerry S. Rawls Professor of MIS at the Rawls College of Business at Texas Tech University. His primary area of research is the service engineering and adoption of Web-based technologies. Specific research issues include service innovation, service productivity, service design, technology continuance, trust, business intelligence, and social aspects of adoption. His research findings have appeared more than 30 refereed journal papers in Management Science, Journal of Management Information Systems, Journal of the Association for Information Systems, IEEE Transactions on Professional Communication, Decision Support Systems, Information & Management, International Journal of Information Management, and other decent journals.

Jeff Baker works as an Assistant Professor of Management Information Systems at the American University of Sharjah. He is also a Research Associate at the Institute for Internet Buyer Behavior at Texas Tech University. His primary research interest is IT investment and strategy, with an emphasis on IT business value, strategic alignment, and strategies in electronic commerce. His research has appeared in the Journal of the AIS, Communications of the AIS, the International Journal of Production Research, International Journal of Information Management and others.