

RETHINKING MANAGEMENT INFORMATION SYSTEMS

An Interdisciplinary Perspective

edited by , ,

WENDY C, URRIE AND BOB GALLIERS

CONTENTS

List of Figures	xiv
List of Tables	XV
List of Contributors ,	xvi
Part I: Theoretical and Methodological Perspectives	1
Introduction	3
1. Researching MIS	7
Allen S. Lee	
2. Routinisation, Re-engineering, and Socio-technical Design: Changing Ideas on the Organisation of Work <i>Enid Murnford</i>	. 28
3. Systems Thinking	45
Peter Checkland	
 4. Research on Information Systems .Development in Scandinavia: Unity in Plurality Juhani Evan and Kalle Lyylinen 	57
5. Structuration Theory • • • •	103
Matthew Jones ' ' ·	105
6. A Theory of Information Systems Based on Improvisation <i>Claudia U. Ciborra</i>	136
Part II: Information Systems, Strategic Management,	
and Performance Evaluation	157
Introduction	159
7. Strategy-Making in the Information Age	161
Michael j. Earl	
8. Thinking the Unthinkable: What Happens if the IS Field as we Know it Goes Away? .	175
M. Lynne Markus	

xii	Contents	
9.	IS Evaluation: A Process for Bringing Together Benefits, Costs, and Risks	• 204
	Barbara Farbey, Frank Land, and David, Target!,	
10.	Accounting as a Representational Craft: Lessons for Research on Information Systems	229
	Richard J. Boland, Jr.	
Ð		
Pai	t III: Developing and Implementing Change Programmes	245
	-	
	Introduction .	247
11.	Information Systems Development	250
	David E. Avison and, Guy Fitzgerald,	
12.	Deciding the. Future for IS Failures: Not the Choice	
	You, Might Think	279
	Chris Sauer	
13.	A Historical Analysis of Implementing IS at f. L'yons	• 310
	Frank Land	
14.	Information Technology Outsourcing: What Problems are we Trying to Solve?	' 326
	Mary C. Lacity and Rudy Hirschheim	
15.	Information Systems and Strategic Change: A Critical Review of Business Process'Re-engineering	361
	Bob Galliers and Jacky Swan	
Pa	rt IV: Organisation and Management Issues	389
	Introduction	391
16.	The Cultural Context of Information Management	393
	Robert I. Tricker	
17. •	Hybrid Managers: An Example of Tunnel Vision and Regression in Management Research	.417
	Wendy L. Currie and Ian A. Glover	
18.	Rethinking Capabilities and Skills in the Information Systems Function	
	David, F. Feeny and Leslie P. Willcocks	

Contents		xiii
19. The Management of Knowledge Workers	,	474
Harry Scarbrough		
Postscript		497
Index •		499