From the Editor

Janice C. Sipior

To cite this article: Janice C. Sipior (2015) From the Editor, Information Systems Management, 32:1, 1-1, DOI: 10.1080/10580530.2015.983006

To link to this article:  http://dx.doi.org/10.1080/10580530.2015.983006

Accepted author version posted online: 06 Nov 2014.

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This issue of *Information Systems Management*, the first of volume 32, includes five articles. The first of the five articles, “Organization’s Performance, Customer Value, and the Functional Capabilities of Information Systems,” by Sulaiman Ainin, Noor Akma Mohd Salleh, Shamshul Bahri, and Tengku Mohd Faziharduan examines the impact of functional capabilities of information systems on organizational performance. In the next article, “Delineating IT Resources and Capabilities to Obtain Competitive Advantage and Improve Firm Performance,” authors Rafi Ashrafi and John Mueller present the results of a survey of IT managers and executives which suggest that intangible IT assets are positively associated with IT capabilities that lead to IT competitive advantage and improved financial performance of the organization. In the third article, “Examining the Success of the Online Public Grievance Redressal Systems: An Extension of the IS Success Model,” Nripendra P. Rana, Yogesh K. Dwivedi, Michael D. Williams, and Banita Lal examine the success of the online public grievance redressal system (OPGRS) from the perspective of the citizens of India in order to provide practical insight to the Indian government. Markus Bick, Tyge-F. Kummer, and Stephanie Ryschkova provide an initial basis for decisions regarding the implementation of ambient systems in hospitals based on their analysis of technology-related anxieties of medical professionals in “Determining Anxieties in Relation to Ambient Intelligence—Explorative Findings from Hospital Settings.” The last of the five articles in this issue, entitled “The Hong Kong e-Identity Card: Examining the Reasons for Its Success When Other Cards Continue to Struggle,” by Leo F. Goodstadt, Regina Connolly, and Frank Bannister, provides lessons learned from Hong Kong’s experience with electronic identity cards.

**FROM THE EDITOR**

Janice C. Sipior, Editor-in-Chief  
*Villanova School of Business, Villanova University*

“The Hong Kong e-Identity Card: Examining the Reasons for Its Success When Other Cards Continue to Struggle,” by Leo F. Goodstadt, Regina Connolly, and Frank Bannister, provides lessons learned from Hong Kong’s experience with electronic identity cards.

**FORTHCOMING SPECIAL ISSUE**

The following topic is planned for a forthcoming special issue:

*Business Intelligence.* Guest Editors: Mark N. Frolick, Williams College of Business, Xavier University, USA, [mark@markfrolick.com](mailto:mark@markfrolick.com); Thilini R. Ariyachandra, Williams College of Business, Xavier University, USA, [ariyachandra@xavier.edu](mailto:ariyachandra@xavier.edu)

For submission details, kindly visit the *ISM* website: [http://www.tandfonline.com/UISM](http://www.tandfonline.com/UISM). I continue to welcome your submissions through ScholarOne Manuscript (formerly Manuscript Central) for *ISM* at: [http://mc.manuscriptcentral.com/uism](http://mc.manuscriptcentral.com/uism)

I look forward to receiving submission of your quality research for publication consideration in the *Information Systems Management* journal, for both regular and themed issues. Contributions by our authors are valued for their excellence, reviewers for their diligence in providing insightful suggestions on submissions, senior editors for their care and overseeing submissions, and our readers for referencing relevant articles published in *ISM* in their own research publications.