The information listed in this brochure is correct at the time of publication but is subject to change as part of the School’s policy of continuous improvement and development. Please check our website for more information on our programmes.
BIANNUAL RESEARCH REPORT 2010/11

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Convenor’s Welcome

Welcome to our biannual research report which is intended to provide a summary of research and related activities of the Technology and Innovation Management (TIM) group in the School of Management, Royal Holloway, University of London.

In 2010/11 the group performed outstandingly in many aspects of research showing our multidisciplinary strengths and commitment to high quality work.

As measurable outcomes, we generated over thirty peer reviewed articles in international journals, and a similar number of contributions to international conferences. As such our role in the RAE return of the School of Management, published during the year, was highly significant in the School gaining its high place in the rankings. We are also already well placed for the REF in 2013.

In other research activities, our engagement with the wider community is shown by the number of conference organising and editorial roles we undertook. In addition we operated our own series of research seminars aimed at disseminating our work to colleagues as well as linking to our own research networks. We also had a number of overseas visitors who added to the strong research culture in the group and are always keen to welcome new contributors.

During the period we welcomed three new members of staff, Dr Adrian Coronado, Dr Amany Elbanna and Dr Yingqin Zheng strengthening our international status and links around the world.

I hope you find the information you are looking for, if not then please do contact us.

Dr Alan Pilkington
Group Convenor
October 2011
The Technology and Information Management Group

The Technology and Information (TIM) Group was established in 2006 when the School of Management introduced research related subject groups to manage the increasing complexity of teaching activity within the rapidly expanding school.

The TIM Group provides a focus for teaching and research in the two broad but interlinked areas, concerned with the management of:
- Technology; including operations management and innovation, and
- Information; including information and communication technologies, information systems, e-business and knowledge management.

The common thread binding these two areas together is the use of technology (in its broadest sense) to improve organisational performance. The group’s research is concerned with the impact of technology at an individual, organisational and societal level. Current research activity covers areas as diverse as communication in virtual workplaces, fuel cell technology and the use of ICTs in SMEs.

The group’s research is usually applied in nature and links with industry and commerce are strong. The group has a healthy track record of income generation from funding bodies as diverse as the EU, the Leverhulme Trust, the Higher Education Innovation Fund, and Chartered Institute of Management Accountants as well as directly from industry.

Group members frequently collaborate with industrial and commercial research partners, as well as with academic colleagues at other institutions (both in the UK and further afield) and in other departments within Royal Holloway. Group members are also active within the academic research community, making regular contributions at conferences and in the pages of the leading academic journals in their fields.

The group is relatively small in the School. In terms of student numbers, it contributes a large amount of teaching to the School as well as running a joint MSc in Business Information Systems with the Department of Computer Science. It provides an excellent academic environment for the pursuit of scholarship at both undergraduate and postgraduate levels and in the field of research.

The TIM Group aims to provide its graduates with an educational foundation that will stand the test of time, plus familiarity with the latest knowledge and techniques to serve as a springboard for career development – qualities reflected in an exceptionally low unemployment rate. Underpinning its teaching programs are the research activities which have earned the School a place among the top ten of UK Business Schools.
School of Management and the RAE 2008

The TIM Group were part of the RAE (Research Assessment Exercise) 2008 submission of the School of Management. The following is a commentary on the School results:

The Royal Holloway School of Management is in the top 20 for UK Business Schools, ranked 5th in London, and for regional universities we are second after Oxford University for University Business and Management departments in the South East of England.

The School of Management has seen excellent improvement on its RAE return from the exercise in 2001. The research profile is on a 5-point scale, where 4* world ranking; 3* internationally excellent; 2* internationally recognised; 1* nationally recognised; 0 – unclassified. The School research profile was:

- 4* – 15%
- 3* – 40%
- 2* – 40%
- 1* – 5%
- 0* – 0%

This means that 95% of the research is international; 55% in the top 2 categories.

According to the THES the School of Management has a weighted Grade Point Average of 2.65 which places the School joint 19th (out of 90) in the Business and Management UOA, above the national profile of 2.55. The School is in the upper quartile of all Business and Management submissions.

The Royal Holloway School of Management is ranked 5th out of the 15 London-based Business and Management submissions, and for regional universities, we are number 2nd after Oxford University for University Business and Management departments in the South of England.

In 2001 the RAE applied a single grade, and the School obtained 4, along with 20 other departments also ranked 4. With a GPA ranking, we can now see how the 4-ranked departments performed in 2008. Twelve of the Business and Management U that scored 4 in the 2001 RAE that have a lower GPA in 2008 than the Royal Holloway School of Management, and only 5 Business and Management departments that scored 4 in the 2001 RAE that have a higher 2008 GPA this time round. Moreover 2 departments that scored 5 in the 2001 RAE now have a lower 2008 GPA than the Royal Holloway School of Management. On this basis, the School of Management is on a strong upward trajectory.
Staff Members & Research Interests

The names of current staff members (as at October 2011) are as follows:

**Dr José-Rodrigo Córdoba-Pachón**, Bsc Computer Science and Systems Engineering (Universidad de Los Andes, Colombia), MA and PhD in Management (Hull), Postgraduate Certificate in Higher Education Learning, Teaching and Assessment (Hull) – Senior Lecturer in Technology and Information Management; Director of MSc Business Information Systems Director (Management)

*Research interests*: Systemic thinking; information technology evaluation; electronic government; sustainability education; corporate social responsibility; complex project management.

**Dr Adrian E Coronado Mondragon**, BSc (ITESM-CEM, Mexico), MSc (Birmingham) and PhD (Brunel), Postgraduate Certificate in Higher Education (Hull), FHEA – Lecturer in Technology and Operations Management, Distance Learning MBA Deputy Director

*Research interests*: Supply chain performance, modularization and mass customization, schedule and information visibility in the supply chain, reverse logistics, multimodal logistics and Intelligent Transport Systems (ITS)

**Dr Amany Elbanna**, BSc, MBA, MSc, PhD (LSE) FHEA – Senior Lecturer in Information Systems

*Research interests*: Information Systems development and management including IS project management, Enterprise Resource Planning, and Agile software development. The relationship between information systems development and business innovation and value realisation.

**Dr Simon Foley**, BA, PhD (Leeds), FRSA – Lecturer in Business Information Systems; Director of Graduate Studies

*Research interests*: Information Communications Management - how practitioners and users of new media and communication technologies are fashioning new ways of working in national, European and global environments.

**Ms Catherine Harbor**, MusB, MusM – Teaching Associate; Director of Undergraduate Studies (from January 2010)

*Research interests*: The development of the commercial concert in London 1660-1750; databases and database technology in business; computer-mediated communication in teaching and learning.

**Dr G. Harindranath**, BA (Madras), MA (Jawaharlal Nehru), PhD (LSE) – Senior Lecturer in Management Information Systems.
Research interests: Information systems adoption, use, and management - especially in SMEs, ICT in transition and developing economies, and ICT - for-development.

Dr Ashok Jashapara, BSc Eng, MBA (City), DBA (Henley), FRSE, PhD – Senior Lecturer in Knowledge Management

Research interests: Knowledge sharing including practices of communication, social practices and technical interventions, Impact of information and knowledge inequities/poverty between industrialised and developing nations, Interdisciplinary approaches to team performance.

Dr Alan Pilkington, C.Eng, BEng, PhD (Aston), SMIEEE, MIET – Senior Lecturer in Production and Operations Management; Director of Academic Resources

Research interests: Operations and technology management investigation including bibliometric techniques, the alignment of strategy, organisations and technology, adoption of emerging/disruptive technology including fuel cell and nanotechnology.

Dr Yingqin Zheng, BA, MSc (LSE), PhD (Cantab.) – Lecturer in Information Systems Management

Research interests: Social and organisational implications of ICT in developed and developing countries; ICT for Development; Sen's capability approach and its operationalisation; new media and social changes in China; software service outsourcing in China and global contexts; collaborative innovation and knowledge processes across time and space.

Other Group Members

Dr David Barnes, BSc, MBA, PhD (Staffordshire) – Senior Lecturer in Operations and Strategic Management; former Subject Group Convenor. (From 1st April 2010 at University of Westminster Business School).

Prof. Dr. Edward Bernroider, CISA, CISM – former Senior Lecturer in Information Management; (From 1st January 2011 at Institute for Information Management and Control Vienna University of Economics and Business).

Professor Duska Rosenberg, BA (Zagreb), MA (Reading), PhD (Brunel) – Retired as Professor in Information and Communications Management 2011.
Visitors to the Department

The Department had a number of national and international visitors during 2010/11,

Ricardo Barros, Universidad de los Andes in Colombia
Cecilia Loureiro-Koechlin, University of Brunel
Chong Wu, Xiamen University, China
Dr Sherif Kamel, American University in Cairo
Prof Maung K Sein, University of Agder, Norway
Dr Rajiv Kohli, College of William and Mary, USA
Dr Margi Levy, Warwick University
Dr Riccardo Spinelli, University of Genoa

Publications

The following is a record of recent publications:


Lacity, Mary C., Leslie P. Willcocks, and Yingqin Zheng (Eds.), China’s Emerging Outsourcing Capabilities: The Services Challenge, Palgrave Macmillan 2010


Teaching: Undergraduate & Postgraduate

The TIM group offers the following modules on undergraduate and postgraduate taught programmes. TIM Group members also teach on a number of interdisciplinary subjects and subjects offered by other departments.

BI561  People and Technology (MSc BIS)
BI564  MSc BIS Dissertations
BI565  Technology Management (MSc BIS Elective)
BI566  Information Systems Theory & Practice (MSc BIS)
BI567  Knowledge Management (MSc BIS)
BI569  Networked organisations (MSc BIS Elective)
MN202  Management Information Systems (Undergraduate)
MN203  Production & Operations Management (Undergraduate)
MN331  UG Dissertations
MN332  Project Management (Undergraduate)
MN342  Strategies for the Info Age (Undergraduate)
MN355  e-commerce (Undergraduate)
MN5121 International Operations & Information Systems (MSc Int Mgt)
MN5122 International Operations Management (MBA)
MN5123 Information Systems (MBA)
MN525  MBA/MSc International Management Dissertation
MN567  Knowledge Management (MBA & MSc IM Elective)
MN601  PhD methods

Community Interaction & Service

Dr Alan Pilkington is Chair of IEEE Technology Management Council, UKRI Chapter (http://ewh.ieee.org/r8/ukri/em_pc/)

Dr Amany Elbanna is Chair of the Association of Information Systems Special Interest Group on Enterprise Systems (AIS SIG ENTSYS) from August 2008-August 2011.

Dr Edward Bernroider is Academic Advocate for the Information Systems Audit and Control Association (ISACA, USA).

Dr Edward Bernroider serves as Scientific Appointee for Integration3000(.at) – Association for Promoting Interdisciplinary Research, Vienna, Austria.

Dr G. Harindranath is a Founding Executive Committee Member of the new AIS Affiliate conference, the International Conference on Information Resources Management (Conf-IRM).
Journal Editorial Board Representations

AIS Transactions on Enterprise Systems
Information & Management (I&M)
Information and Management
Information Technology and People Journal
International Journal of Innovation and Technology Management (IJITM)
International Journal of Knowledge and Learning
International Journal of Knowledge Management (IJKM)
International Journal of Organizational Design and Engineering
International Technology Management Review (ITMR)
Journal of Enterprise Information Management
Journal of Global Information Management (JGIM)
Journal of information technology and the systems approach (IJITSA)
Knowledge Management Research & Practice
The Open Information Systems Journal (TOISJ)
VINE: The Journal of Information and Knowledge Management Systems

Conference Organisation

The TIM Group hosted:

OR52- Operational Research Society Annual Conference, September 2010.

TIM Group members were involved in organising the following conferences:

Conf-IRM 2012 - International Conference on Information Resources Management, Vienna.
Conf-IRM 2009 - International Conference on Information Resources Management, UAE
ECIS 2009 - European Conference on Information Systems, Verona, Italy
ICMIT 10 – IEEE 5th International Conference on Management of Innovation and Technology, Singapore.
International Conference of Information Systems (ICIS), 2011
Consultancy

TIM Group members have recently worked with the following organisations:

British Airways
Chartered Institute of Purchasing and Supply
Corus (UK)
Hult International Business School
IEEE
Integration 3000 (Austria)
JP Morgan Fleming (UK)
Mobilkom Austria Group
Oesterreichische Post AG (Austria)
tecnet capital Technologiemanagement GmbH (Austria)
YKK (Japan)