

JOURNAL OF OPERATIONS MANAGEMENT
CALL FOR PAPERS
SPECIAL ISSUE:
“IT, SUPPLY CHAIN, AND SERVICES”

EDITOR:

Viswanath Venkatesh, University of Arkansas

Background

Operations management (OM) and information technology (IT) have increasingly become tightly woven together in organizations. IT plays two vital roles—enabling and transformational—in key OM processes, such as production, supply chain management (SCM), customer relationship management (CRM), logistics and inventory management, that constitute much of an organization’s value chain. Enterprise systems, such as enterprise resource planning (ERP) and product lifecycle management (PLM) systems, support the execution of these business processes efficiently. In recent years, firms have implemented IT-enabled interorganizational business process standards to support OM processes that cut across organizational boundaries. Beyond supporting OM processes, IT plays a critical role in improving these processes by helping organizations implement and monitor process management techniques, such as total quality management (TQM) and Six Sigma. While IT plays a key mediating role between OM processes and organizational performance, the relationship between OM and IT is not unidirectional. It is symbiotic and bidirectional because principles and lessons from OM practices have helped IT organizations improve the quality of IT artifacts over the years.

Recognizing the synergy between OM and IT, researchers have examined topics that are at the intersection of OM and IT. Indeed, prior research has offered insights on the enabling and transformational role of IT in realizing value from OM processes. Particularly, we have seen a significant body of knowledge emerge at the junction of IT, supply chain and services. For example, researchers have examined the role and value of IT in supply chain processes, assimilation of IT in supply chain and other OM processes, and impacts of IT-enabled SCM on firm performance. Others have examined the role, value and use of IT in service delivery and performance.

Notwithstanding the prior research at the intersection of OM and IT, we notice a considerable lack of cross-fertilization and collaboration in research between OM and IT. We observe that in many cases, articles published in the IT journals fail to leverage the knowledge from articles published in the OM journals and vice versa. Therefore, there is a significant need for interdisciplinary work in OM and IT, and a platform to support such cross-fertilization and collaboration between OM and IT. In recent years, several researchers have issued a call for more work at the nexus of OM and IT.

Goal of the Special Issue

In this special issue, the focus is on learning and improving the knowledge of the symbiotic relationship between OM and IT. The contexts of this knowledge creation are two core areas of OM: *supply chain* and *service management*. The goal is to offer a launching pad from which researchers can pursue interesting, yet challenging, discourse on the relationship between IT and these two core areas of OM. The specific objectives of this special issue are to: (1) create a knowledge base from which future interdisciplinary work on OM and IT can be launched; (2) encourage OM and IT researchers to pursue challenging research projects that require theoretical

and methodological pluralism; and (3) offer a platform that supports cross-pollination of research from behavioral, economics and design paradigms from both OM and IT.

Broad Topics

While we encourage articles that address any broad topics at the intersection of OM and IT that are related to supply chain and service management, we offer a list of potential topics in keeping within the broad goal of this special issue. Authors are certainly *not* restricted to these topics.

1. Conceptualizing and defining the relationship between IT and supply chain, and IT and services
 - Development and testing of holistic models of the relationship between IT and supply chain, and IT and service management through the integration of multiple theoretical perspectives
2. Role and impact of IT, OM and organizational characteristics in multilevel organizational contexts
 - Development and testing of multilevel models that integrate IT resources and capabilities, operational characteristics, and organizational characteristics
 - Development and testing of cross-level interactions and cross-level mediations that surface the complex interplay of IT, OM and organizational characteristics
3. Role and impact of IT in global supply chains
 - Influence of country, industry and organizational level factors on the relationship between IT and global supply chain arrangements
 - The enabling, transformational or constraining role of IT in supply chain outsourcing.
4. Role and impact of IT in emerging forms of service delivery
 - The role of IT capabilities in global service delivery
 - The enabling, transformational or constraining role of IT in service process outsourcing.
5. Impact of the relationship between IT and supply chain on business strategy
 - The role of IT-enabled process standards in creating value-added relationships with vertical and horizontal organizations
 - The role of senior IT and OM executives in shaping the relationship between IT and supply chain
 - The influence of enterprise architecture on realizing value from IT-enabled supply chain and service processes.

Scope and Types of Papers

We encourage submissions from all theoretical and methodological perspectives, and researchers from IS, OM, and related disciplines. In keeping with the practice at JOM, we welcome papers that are theory driven and empirically based. We expect that the submitted papers will concurrently make substantial contributions to both IT and OM literatures, and break new ground by offering novel and refreshing insights. We particularly encourage collaborative work by teams of interdisciplinary researchers who offer unique perspectives to solve a common problem.

While we encourage papers at all levels of analysis (e.g., individual, group, project, process and organization), we are particularly interested in papers that cut across levels of analysis and focus on multi-level theorizing and analyses. We believe that the relationships between IT and supply chain and IT and services are best captured through the lens of multi-level theorizing because different aspects of these relationships are indeed multi-level phenomena. We also encourage papers that offer a holistic understanding of a phenomenon by integrating multiple theoretical perspectives and developing a comprehensive nomological network.

Please review the Journal of Operations Management “Guide for Authors” at:
http://www.elsevier.com/wps/find/journaldescription.cws_home/523929/authorinstructions

Deadline for Submissions

Please submit manuscripts to jom-si@walton.uark.edu. The deadline for submissions is **May 15, 2011**.

Special Issue Editor

Viswanath Venkatesh

Professor and George and Boyce Billingsley Chair in Information Systems

Walton College of Business

University of Arkansas

Fayetteville, AR 72701

Phone: 479-575-3869; Fax: 479-575-3689

Email: vvenkatesh@vvenkatesh.us

Website: <http://vvenkatesh.com>

IS research rankings website: <http://vvenkatesh.com/ISRanking>