

## EDITORIAL

This is the second issue of volume 3 of the Australian Journal of Information Systems. As Editor, I am pleased to report the on-going interest in the journal, both from authors and more recently from a number of international conferences who have kindly agreed to advertise the journal to their participants. In this issue we have three articles from Australian authors, two from New Zealand, one from Scotland, one from the USA and one co-authored by an Australian and an Israeli academic.

Our first paper - 'Software Quality Certification: Identifying the Real Obstacles' - by Megan Baker, Department of Business Management and Anne Rouse, Department of Information Systems, Monash University - examines the difficulty of certifying software quality beyond superficial assessment. The paper takes a case study of a consulting arm of one of Australia's leading accounting firm and shows that by using a number of management strategies, the company was able to far more quickly gain certification.

The next paper - 'Grammatical Conversion of Descriptive Narrative - An Application of Discourse Analysis in Conceptual Modelling' - by Bruce Calway and James Sykes, Centre for Information Systems Research, Swinburne University of Technology, examines the use of discourse analysis techniques as an approach to developing elementary fact based sentences for information systems conceptual schema development. The paper suggests that the application of discourse analysis techniques provides a narrative which will retain its meaning and contextual integrity while at the same time providing a simplified and independent clause representation for input to the fact-oriented conceptual schema modelling technique.

Bill Doolin, School of Management Studies, University of Waikato, contributes a paper entitled - 'Alternate Views of Case Research in Information Systems'. Using different case studies drawn from the literature, this paper discusses the differences between the positivist research philosophy and the interpretive research philosophy. The paper shows that the differing ways of looking at reality help in the understanding the nature and use of case studies as a method of conducting research.

Stephen Draper, Glasgow Interactive Systems Centre, University of Glasgow contributes a paper entitled - 'Facing up to the Plurality of Goals, Methods Needs and Resources in HCI'. This paper argues that most analyses of human artifacts and interactive software in particular tend to be carried out in a 1:1 manner, while in fact most really require a multiplicity of goals, methods, information needs and information resources. The paper suggests that to address this plurality we perhaps must draw on such concepts as Activity Theory to address the users' mental organisation of such plurality.

The next paper is - 'Groupware and Business Process Improvement: Technology Enabled Organisational Learning' - by Nereu Kock Jr. and Robert McQueen, Department of Management Systems, University of Waikato. This paper qualitatively examines the introduction of groupware into a service company based in Brazil. The paper argues that improvements on business redesign efficiency and effectiveness can be obtained from asynchronous groupware support as well as public sharing of historical information.

Nava Pliskin, Department of Industrial Engineering and Management, Ben Gurion University of the Negev, Israel, and Celia Romm, Department of Management, University of Wollongong contribute the next paper, entitled - 'The Role of E-Mail in an Industrial Dispute'. The paper examines the use of email communications in a two and a half month long strike by academic staff in Israel's universities. The paper argues that analyses of the data suggests that the emailing list was instrumental in enabling strikers to succeed in what was presumed to be a hopeless battle.

The next paper - 'Philosophical and Conceptual Perspectives on the Design of Group Support Systems' - by Karma Sherif and James Courtney, Department of Business Analysis and Research, Texas A&M University, suggests that even more elusive than the design of information systems is the design of group support systems (GSS) since they involve groups who vary in behaviour, process and culture. In an attempt to shed new light, the paper examines GSS design from four philosophical perspectives - Functionalism, Relativism, Radical Structuralism and Neohumanism.

The final paper in this issue is 'Computerised Support for Requirements Modelling in FOOM' - by Terence Tan and Paul Swatman, Centre for Information Systems Research, Swinburne University of Technology. This paper firstly introduces an information systems development/acquisition method, FOOM. The paper describes a workbench which can be used in conjunction with FOOM and reports on the experiences gained through the use of FOOM in requirements analysis and modelling processes.

Once again I would like to pass on my thanks to the authors and consulting editors for the high quality of material in this issue. I would also like to thank David Dodds for his assistance in producing final copy of the journal and the maintenance of the Home page.

R. MacGregor

Editor

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