Number	T - 23
Name	Methods, Tools and Human Factors in IS/IT Management

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Descripton	Information technology and information systems (IT/IS) management and governance is a complex phenomenon. IT/IS management and governance typically involve individuals or groups from various cultures, educational / professional backgrounds, and organizations who work together using various methods (or methodologies/ frameworks) and tools to ensure that the final product will meet the expectations of all stakeholders. They also raise sophisticated problems in terms of value creation, alignment with enterprise strategy and evaluation of return on investment. In order to better understand the intricate problems that can arise in such a complex and dynamic work environment, this track adopts a multi-dimensional approach focusing on both user-centric, as well as, method-centric aspects: *Human factors in IS/IT Management:* understanding the large variety of human factors that need to be considered during IS/IT Management. Issues such as (but not limited to) lack of proper communication and coordination among team members, task management in a distributed setting, cultural differences etc. This topic also deals with human issues related to IS/IT management in specific project and organizational environments. For example, customer collaboration is important in an agile context, while developer coordination and communication is critical in a globally distributed IS/IT environment. *Methods and Tools for IS/IT Management:* understanding and explaining the design, adoption, and success of methods (or methodologies/ frameworks) and tools from areas such as (and not limited to) project management, software engineering, method engineering, architecture management, service management, and IS/IT governance. The goal is to foster research by providing deeper insights into factors that affect their successful design, dissemination, and application. The track emphasizes the relevance of both behavioral science, as well as, design science research. The former is understood as a "problem understanding paradigm", the latter as a "problem solving paradigm". Papers submitted to this track should therefore addresses distinct phases of a problem-oriented process, understanding and solving it. Researchers and practitioners interested in submitting papers to this track are encouraged to explore IT/IS management issues related to the above mentioned themes from different perspectives. Papers may consider different units of analysis: individual, group, or organizational level and can be either completed research or research in progress. The track focuses on publications that are based on sound academic research. We encourage authors to submit practitioner oriented research to other more suitable outlets. Topics of interest include, but are not limited to: • Socio-technical approach to IS/IT management and governance

	- Coordination, communication and collaboration issues in IS/IT management and governance - Organizational and governmental issues in IS/IT management and governance - Management and governance issues in IT/IS strategy alignment - Methods and tools for IS/IT project management - Issues relevant to IS/IT Project Management, Project Portfolio Management, and Program Management - Management issues in eliciting and validating project requirements - Knowledge management issues in IT project management - Management and governance issues in Enterprise Systems (e.g. ERP) and other packaged software applications - Cloud computing and IS/IT management and governance - Management of security and privacy issues in cloud computing - Software and tools that support effective IS/IT management and governance - IS/IT and enterprise strategy alignment: definition, measurement and monitoring - Communities of interest, communities of practice, knowledge sharing and organizational learning in IS/IT management - Methods and tools for IT/IS quality management and assurance - Issues related to Open Source Software management - Design, configuration and customization of IT/IS management methods and tools - Empirical studies in method design and engineering: experiences, case studies and usage-oriented evaluations - Data mining and big data approaches to IS/IT method understanding and optimization - Standardization and normalization issues for IS/IT methods and tools - Issues related to computer-based support to IS/IT methods - IS/IT method and tool acceptance and adoption - Strategies to improve IS/IT methods acceptance - Leadership, power, and politics in IS/IT management
Track Associate Editors	List of Track Associate Editors