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Editorial

It is our great pleasure to bring you the first number of the third volume of IJISPM - International Journal of Information Systems and Project Management. The mission of the IJISPM is the dissemination of new scientific knowledge on information systems management and project management, encouraging further progress in theory and practice.

In this issue readers will find important contributions on business process improvement, Health Information Technology acceptance, and on Building Information Modeling.

The first article, "Business process improvement by means of Big Data based Decision Support Systems: a case study on Call Centers", is authored by Alejandro Vera-Baquero, Ricardo Colomo-Palacios, Owen Molloy and Mahmoud Elbattah. Big Data is a rapidly evolving and maturing field which places significant data storage and processing power at our disposal. To take advantage of this power, organizations need to create new means of collecting and processing large volumes of data at high speed. Meanwhile, as companies and organizations, such as health services, realize the importance and value of "joined-up thinking" across supply chains and healthcare pathways, for example, this creates a demand for a new type of approach to Business Activity Monitoring and Management. This new approach requires Big Data solutions to cope with the volume and speed of transactions across global supply chains. The article describes a methodology and framework to leverage Big Data and Analytics to deliver a Decision Support framework to support Business Process Improvement, using near real-time process analytics in a decision-support environment. The system supports the capture and analysis of hierarchical process data, allowing analysis to take place at different organizational and process levels. Individual business units can perform their own process monitoring. An event-correlation mechanism is built into the system, allowing the monitoring of individual process instances or paths.

As Abd Rahman Ahlan and Barroon Isma'eel Ahmad state in the second article, "An overview of patient acceptance of Health Information Technology in developing countries: a review and conceptual model", the potential to improve the quality, efficiency, outcomes, patient safety, and reduce cost of healthcare by Health Information Technology (HIT) has been established by researchers. But unfortunately HIT systems are not properly utilized or are not widely available. This problem is even more glaring in developing countries. The article presents a review of some available HIT systems in order to assess the level of their presence and the technology used in developing them. Works related to acceptance of HIT systems were also reviewed so as to study the gaps in this area and propose a solution in order to fill the gaps identified. The problems discovered from the review include lack of availability of these systems especially in developing countries, low rate of HIT systems acceptance and insufficient works on patient acceptance of HIT systems. Studying the factors that affect the acceptance of HIT systems by patients and considering the factors while developing the systems will play a significant role in getting over the aforementioned limitations. The authors propose a conceptual model of HIT acceptance in developing countries based on Technology Acceptance Model (TAM).

Romain Morlhon, Robert Pellerin and Mario Bourgault, in their article "Defining Building Information Modeling implementation activities based on capability maturity evaluation: a theoretical model", develop an assistance model for Building Information Modeling (BIM) implementation. BIM has become a widely accepted tool to overcome the many hurdles that currently face the Architecture, Engineering and Construction industries. However, implementing such a system is always complex and the recent introduction of BIM does not allow organizations to build their experience on acknowledged standards and procedures. Moreover, data on implementation projects is still disseminated and fragmentary. The solutions that are proposed by the authors will help develop BIM that is better integrated and better used, and take into account the different maturity levels of each organization. Based on Critical Success Factors, concrete activities that help in implementation are identified and can be undertaken according to the previous maturity evaluation of an organization. The result of the research consists of a structured model linking maturity, success factors



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and actions, which operates on the following principle: once an organization has assessed its BIM maturity, it can identify various weaknesses and find relevant answers in the success factors and the associated actions.

We would like to take this opportunity to express our gratitude to the distinguished members of the Editorial Board, for their commitment and for sharing their knowledge and experience in supporting the IJISPM.

Finally, we would like to express our gratitude to all the authors who submitted their work, for their insightful visions and valuable contributions.

We hope that you, the readers, find the International Journal of Information Systems and Project Management an interesting and valuable source of information for your continued work.

The Editor-in-Chief,

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João Varajão is currently professor of information systems and project management at the *University of Minho*. He is also a researcher of the *Centro Algoritmi* at the *University of Minho*. Born and raised in Portugal, he attended the *University of Minho*, earning his Undergraduate (1995), Masters (1997) and Doctorate (2003) degrees in Technologies and Information Systems. In 2012, he received his Habilitation degree from the *University of Trás-os-Montes e Alto Douro*. His current main research interests are in Information Systems Management and Information Systems Project Management. Before joining academia, he worked as an IT/IS consultant, project manager, information systems analyst and software developer, for private companies and public institutions. He has supervised more than 50 Masters and Doctoral dissertations in the Information Systems field. He has published over 250 works, including refereed publications, authored books, edited books, as well as book chapters and communications at international conferences. He serves as editor-in-chief, associate editor and member of the editorial board for international journals and has served in numerous committees of international conferences and workshops. He is co-founder of CENTERIS – Conference on ENTERprise Information Systems and of ProjMAN – International Conference on Project MANAGEMENT.

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