# Contents

## Part I Foundations and Trends

**Enterprise Content Management in Information Systems Research** .......................................................... 3
Alexander Simons and Jan vom Brocke

**The Market for ECM Software** ............................................................ 23
Martin Böhn

**Factors in the Acceptance of Enterprise Content Management Systems** .................................................. 37
Laurent Wiltzius, Alexander Simons, Stefan Seidel and Jan vom Brocke

**Rhetorical Challenges and Concerns in Enterprise Content Management** .............................................. 63
Dave Clark

**Cultural Values Matter: The Role of Organizational Culture in ECM** ..................................................... 75
Theresa Schmiedel and Jan vom Brocke

## Part II Methods and Tools

**Strategy Development for Enterprise Content Management** ................................................................. 91
Martin Smits and Ramon O’Callaghan

**Critical Success Factors in Enterprise Content Management: Toward a Framework for Readiness Assessment** .................................................. 109
Andrea Herbst, Alexander Simons, Jan vom Brocke and René Derungs
Content Management for Advisory Support Information Systems 125
Joachim Pfister and Gerhard Schwabe

Make or Buy? Factors that Impact the Adoption of Cloud Computing on the Content Level 145
Ivo Gonzenbach, Christian Russ and Jan vom Brocke

Fostering Comparability in Content Management Using Semantic Standardization 163
Jörg Becker, Tobias Heide and Łukasz Lis

Part III Examples and Cases

The Knowledge Garden and Content Management at J. D. Edwards 183
Judy E. Scott

Lessons Learned from Implementing Enterprise Content Management at the National Public Administration in Liechtenstein 199
Alexander Simons, Jan vom Brocke, Sven Lässer and Andrea Herbst

Exploring Two Approaches to Information Management: Two Swedish Municipalities as Examples 217
Proscovia Svärd

Conceptual Modeling of Electronic Content and Documents in ECM Systems Design: Results from a Modeling Project at Hoval 237
Alexander Simons, Jan vom Brocke, Stefan Fleischer and Jörg Becker

Justifying ECM Investments with the Return on Process Transformation: The Case of an ECM-Driven Transformation of Sales Processes at Hilti Corporation 255
Jan vom Brocke, Christian Sonnenberg and Christian Buddendick

Author Biographies 279
Enterprise Content Management in Information Systems Research
Foundations, Methods and Cases
vom Brocke, J.; Simons, A. (Eds.)
2014, XII, 287 p. 36 illus., Hardcover
ISBN: 978-3-642-39714-1