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Business and Management : IT in Business

vom Brocke, Jan, Simons, Alexander (Eds.)

Enterprise Content Management in Information Systems Research

Foundations, Methods and Cases

- Provides a research perspective on ECM that is oriented towards bridging the gap between ECM research and practice
- Takes a holistic view of ECM research, covering the foundations and methods of ECM implementation and offering sample applications
- Connects technological and managerial research on ECM, involving not only technologies, but also strategies, methods, and processes

This book collects ECM research from the academic discipline of Information Systems and related fields to support academics and practitioners who are interested in understanding the design, use and impact of ECM systems. It also provides a valuable resource for students and lecturers in the field. "Enterprise content management in Information Systems research – Foundations, methods and cases" consolidates our current knowledge on how today's organizations can manage their digital information assets. The business challenges related to organizational information management include reducing search times, maintaining information quality, and complying with reporting obligations and standards. Many of these challenges are well-known in information management, but because of the vast quantities of information being generated today, they are more difficult to deal with than ever. Many companies use the term "enterprise content management" (ECM) to refer to the management of all forms of information, especially unstructured information. While ECM systems promise to increase and maintain information quality, to streamline content-related business processes, and to track the lifecycle of information, their implementation poses several questions and challenges: Which content objects should be put under the control of the ECM system? Which processes are affected by the implementation? How should outdated technology be replaced? Research is challenged to support practitioners in answering these questions.

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