

Editorial

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The 2nd Linnaeus Student Conference on Information Technology (LSCIT) was held for two days between September 24 and September 25, 2020. The conference was simultaneously held on the Växjö campus and online via Zoom. Due to the outbreak of Covid-19 virus, on-site attendance was restricted to a very limited number of participants. However, there were approximately 30 online participants.

Professor Anita Mirijamdotter of the department of Informatics inaugurated the conference and presented the aim and vision of the conference. There were eleven student presentations, one academic keynote speech, and three industrial keynote speeches.

The presentation session began with Paul John McConnon, a graduated master's student in Information Systems, who presented his master's thesis titled, "*Investigation into agile as a model for cloud service delivery*". Later, PhD student in Informatics Aparna Lohiya and research assistant Ioannis Allagiannis presented their paper titled "*Omnichannel Retail and Business Model Transformation*" which they co-authored with Professor Anita Mirijamdotter. Afterwards, a graduated master's student in marketing Mosarrat Farhana presented a paper titled "*Digitalization as a Game Changer: A Study on Swedish Video Game Industry*", which was based on the master's thesis that she co-authored with Daniel Swietlicki, another graduated master's student in marketing. Following this presentation, we had an industrial keynote speech by Natasha Asimiadis, Information Engineer of Sigma Technology Solutions. Her keynote was titled "*Technology to inform – The possibilities it brings for the future*".

After lunch, we had a keynote speech titled "*Who's gonna drive you home: The driverless taxi and qualitative research*" by Professor David Randall. Professor Randall is a visiting professor at Linnaeus University and the University of Siegen, Germany. Afterwards, master's student Jonida Sinaj presented a paper based on her ongoing master's thesis titled "*SSBI Success Factors that Create Value for Business*".

We had an exciting beginning of the second day with a keynote speech by Konstantinos Viglas, CIO of ATEA Logistics. He gave a nice presentation about the company. Later, a graduated master's student in digital business development from our Ljungby campus Josefine Elme presented her master's thesis titled "*Digital Tools in Higher Education from a Student's Perspective - A Qualitative Study at Higher Education Institutions in Sweden*". Following Josefine, we had a very inspiring keynote speech by Dr. Essayas Gebrewahid, IT consultant at HiQ. He talked about his experience as a former PhD student and his current role in the IT industry. Later, master's student Anandhi Ramasamy gave a presentation titled "*Big Data Quality Dimensions: A Systematic Literature Review*". Justyna Kaletka, a graduated master's student presented a paper titled "*It Has a Lot of Potential!': Use of Blockchain Technology for Education Records*". The paper was written together with Andreas Herkommer, another graduated master's student in Information Systems and their supervisor Niki Chatzipanagiotou, PhD candidate in Informatics. After lunch, a graduated master's student in information systems Viktoria Schumann Eriksson presented a paper titled "*Project Managers' Knowledge Sharing Supported by Technology: The Case of Microsoft Teams*", which was based on her master's thesis. The paper was co-authored with her supervisor Niki Chatzipanagiotou. Later, we had

two back-to-back presentations from two master's students, Rei Shahini and Eleni Hysenllari who presented their ongoing theses. Rei's thesis is titled "*Business Intelligence in the Hotel Sector*" and Eleni talked about "*Open Data Portals: A Framework for Assessing User Experience*". A graduated master's student Zihan Song could not present her paper due to personal reason. We concluded the session by master's student in information systems Ifasanya Subuloye Ogunjobi's presentation titled "*Systematic Literature Review on Cloud ERP Implementation - A shift from the Traditional (on premise) Version*".

In the current conference proceedings, we have included six papers. The first paper is written by Mosarrat Farhana and Daniel Swietlicki. The paper title is "*Digitalization as a Game Changer: A Study on the Swedish Video Game Industry*". The purpose of their study is to extend the understanding of the business model of video game retailers using online and physical stores. It focuses on the impact of digitalization on the retailing industry considering different actors like retailers and consumers. This is a qualitative multiple-case study based on deductive reasoning. Two cases of click-and-mortar retailers operating in the Swedish video game industry have been considered along with feedback from customers. Online personal interviews and semi-structured interviews have been conducted with retailers and customers respectively. Both primary and secondary data have been used. Findings show that video game retailers need to encourage engagement through incentives and other activities to create value and change up their formats and sales strategies through pricing to reach new customers and focus on design of their online store fronts to convey trustworthiness.

The second paper titled "*It Has a Lot of Potential!': Use of Blockchain Technology for Education Records*" is written by Justyna Kaletka, Andreas Herkommer and Niki Chatzipanagiotou. The paper explores the perceptions of university students and their desired features on the use of blockchain technology for the management of education records. The research adopts the interpretive qualitative approach and collects data through a focus group interview with university students. Computer assisted thematic data analysis yields five key themes: current usage of university education records, understanding how blockchain works, sustainability of blockchain, security of blockchain and implementation of blockchain for education records. Participants are generally positive towards the use of blockchain for the management of education records and see it as one of the potential future solutions. Nevertheless, they voiced some reservations regarding the high energy consumption, costs and security towards a possible use of the blockchain technology. Therefore, careful implementation would be needed, with increased focus on usability, solving some security and sustainability issues and ensuring a fair and transparent access model.

The third paper titled "*Project managers' Knowledge Sharing Supported by Technology: The Case of Microsoft Teams*" is written by Viktoria Schumann Eriksson and Niki Chatzipanagiotou. The paper aims to explore project managers' perceptions regarding their knowledge sharing and how this is supported by recent technology. The paper further explores benefits and challenges experienced by project managers when using the specific technology for their knowledge sharing. The research adopts the interpretive qualitative approach and collects data through semi-structured interviews with project managers using such a technology. 3 C's analysis was used to analyze the collected empirical material to generate 6 concepts. The concepts are then reviewed in context of selected theoretical framework, including the informatics domain model by Beynon-Davies. The findings indicate that the technology largely supports knowledge sharing of project managers, both presenting opportunities for more efficiency as well as new challenges. The technology leads to change in the modus of knowledge sharing and also individuals' approach: what, when and how knowledge is shared.

The fourth paper titled “*SSBI success factors that create value for business*” is written by Jonida Sinaj. This paper focuses on the self-service business intelligence (SSBI) requirements that bring value to business. The paper is organized starting from building knowledge by upon the existing literature and exploring the domain. Data is collected by interviewing experts of the fields. The main findings provide future suggestion related to the topic and the results serve both the companies that have implemented it and the ones that want to see it as a perspective in the future.



The fifth paper titled “*Omnichannel Retail and Business Model Transformation*” is written by Ioannis Allagiannis, Aparna Lohiya and Anita Mirijamdotter. This paper is a contribution to the on-going research on the business model transition to include digital channels in traditional retail companies and to integrate various channels that support and streamline personal customer requirements. In this highly competitive market, traditional European brick-and-mortar retailers face hard challenges. However, studies show that most customers currently do not prefer pure online retailers, but a hybrid model, since traditional stores provide them with the opportunity to experience products and to receive personal advice from experts. Thus, the paper explores challenges and opportunities for omnichannel management in the digital retail industry.

The final paper titled “*Digital Technologies for Managing Innovation of Knowledge Work: The Case of a Chinese SME*” is written by Zihan Song and Niki Chatzipanagiotou. The paper examines the perceptions of knowledge workers of small-medium enterprises (SMEs) in the Chinese context in regard to managing innovation in their knowledge work with the support of digital technologies. Main concepts such as knowledge, knowledge work, knowledge workers, innovation in knowledge work and digital technologies along with Socialization, Externalization, Combination and Internalization (SECI) model form the theoretical framework of this research which is used to discuss the research findings. The research adopts the interpretive qualitative approach and collects data through semi-structured face-to-face individual and group interviews. The collected empirical material that is analyzed thematically, yields eight themes which show that knowledge workers’ active interaction with knowledge supports the conversion from tacit to explicit knowledge back and forth. This assists the creation of new knowledge and, therefore, innovation in knowledge work; digital technologies play a supportive role in managing innovation in SME knowledge workers’ daily work.

With a successful completion of the second edition of the conference, we believe that we will be able to continue this tradition to provide opportunities to the students for presenting their research as well as listening to industry representatives and renowned researchers.

On behalf of the organizing committee,
Soumitra, Ali, Niki & Anita