Christopher P. Holland, Ben Light & Nicola Gibson
*A Critical Success Factors Model for Enterprise Resource Planning Implementation*  
I, 273

Christopher P. Holland, Ben Light & Peter Kawalek
*Beyond Enterprise Resource Planning Projects: Innovative Strategies for Competitive Advantage*  
I, 288

Michael Holm Larsen, Lesley Robert Franck & Mogens Kühn Pedersen
*Frontline Cals – Extranet Enabled Support Of Customer Relations Based On Product State Information*  
I, 302

Jonny Holmström
"It's as if Somebody Slammed the Door" On the Limits of Organisational Change around Information Technology  
I, 320

Wayne Huang
*Exploring the Fit between GSS Generic Structures and Task Types in Small Group Decision Making Meetings*  
I, 330

Silke Hüsing
*Effects of Internet Facilities on Tax Businesses - Potential Advantages and Vocational Restrictions*  
I, 349

Jakob H. Iversen, Lars Mathiassen & Peter Axel Nielsen
*Managing Risks in Software Process Improvement*  
II, 370

Finn Kensing
*Method Design and Dissemination*  
II, 386

Thomas Kern & Leslie Willcocks
*Contracts, Control and ‘Presentation’ in IT Outsourcing: Research in Thirteen UK Organisations*  
II, 403

Gina Kingston, Richard Webby & Ross Jeffery
*Different and Conflicting Goals in Software Reviews*  
II, 420

Ela Klecun-Dabrowska & Tony Cornford
*Telehealth Acquires Meaning: Information and Communication Technologies within Health Policy*  
II, 436

Lydia M S Lau
*Skills for a Sustainable Intranet*  
II, 453

Michael Lee, Soumitra Dutta & Luk Van Wassenhove
*An Empirical Analysis of Software Production Problems in European Software Units*  
II, 465
Peter Marshall, Janice Burn, Martin Wild & Judy McKay
*Virtual Organisations: Structure and Strategic Positioning* II, 482

Daniel Moody & Peter Walsh
*Measuring the Value Of Information—An Asset Valuation Approach* II, 496

S. Nurcan, J. Barrios, G. Grosz & C. Rolland
*Change Process Modelling Using the EKD-Change Management Method* II, 513

Brian O'Donovan & Dewald Roode
*A Framework for Understanding the Emerging Discipline of Information Systems* II, 530

Joe Peppard
*Bridging the Gap between the IT Organisation and the Rest of the Business: Plotting a Route* II, 542

Simpson Poon
*Management's Role and Internet Commerce Benefit among Online Small Businesses* II, 559

P. Powell, C. Loebbecke & W. Golden
*DSS as Enablers of Flexibility* II, 572

Nasrin Rahmati
*Organisational Change, national Culture and Group Decision Support Systems – A Two Nation Study* II, 585

Victor E. van Reijswoud
*Model Based Business System Transformation* II, 600

Peter Rittgen
*From Process Model to Electronic Business Process* II, 616

Stewart Robertson & Philip Powell
*Looking for the Silver Lining: Investigating the Benefits of the Year 2000 Problem* II, 630

Jeremy Rose
*Frameworks for Practice – Structural Theories of IS* II, 640

Robert W. Smyth
*Understanding Case Success: A basis for Ongoing Case Adoption* II, 656

Jacky Swan, Harry Scarbrough & John Preston
*Knowledge Management – The Next Fad to Forget People?* II, 668
<table>
<thead>
<tr>
<th>Title</th>
<th>Authors</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Careful Cultivation of the IS Change Process</td>
<td>Mikael Söderström &amp; Torbjörn Nordström</td>
<td>II, 679</td>
</tr>
<tr>
<td>Changing Software Development: Case Study at SAP AG</td>
<td>Ralph Trittmann, Dirk Stelzer, Andreas Hierholzer &amp; Werner Mellis</td>
<td>II, 692</td>
</tr>
<tr>
<td>Case Research in IS: State of Affairs</td>
<td>Erik J. de Vries &amp; Daniël Roest</td>
<td>II, 704</td>
</tr>
<tr>
<td>The Status Quo and The Future Of EDI – Results Of An Empirical Study</td>
<td>Falk v. Westarp, Tim Weitzel, Peter Buxmann &amp; Wolfgang König</td>
<td>II, 719</td>
</tr>
<tr>
<td>Reframing IS Project Management: Building an Empirical Model of</td>
<td>Philip Yetton, Andrew Martin, Rajeev Sharma &amp; Kim Johnston</td>
<td>II, 732</td>
</tr>
<tr>
<td>Project Performance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>