The Business/IT Interface – A Major Success Factor for Operational Alignment

Case Study Perspectives on Social and Organizational Structures

von Katja Walentowitz
Table of contents

Introductory Paper ................................................................. 1
Introduction and overview of this dissertation.

Paper 1 ...................................................................................... 99
Aligning Multiple Definitions of Alignment – A Literature Review
Katja Walentowitz
In Proceedings of the 45th Hawaii International Conference on System Sciences (HICSS), Maui (HI).

Paper 2 ...................................................................................... 123
The Social Antecedents of Business/IT Alignment – Reviewing the Role of Social Network Structure in Alignment Research
Katja Walentowitz and Daniel Beimborn
In International Journal on IT/Business Alignment and Governance (2:2), 15-32.
A previous version has been published in Proceedings of the 44th Hawaii International Conference on System Sciences (HICSS), Kauai (HI).

Paper 3 ...................................................................................... 149
The Impact of Business/IT Social Network Structures on IT Service Quality
Katja Walentowitz, Daniel Beimborn, Tim Weitzel

Paper 4 ...................................................................................... 165
How Business/IT Social Structures Affect IT Service Quality – Case Studies and Social Network Analysis
Katja Walentowitz, Daniel Beimborn, Tim Weitzel

Paper 5 ...................................................................................... 213
How much Business/IT Intermediation Do We Need? – A Case Study Analysis of Governance Setups at the Operational Business/IT Interface
Katja Walentowitz, Daniel Beimborn, Tim Weitzel
Why the River Leaves its Bed – Analyzing Deviations Between Planned and Actual Interaction Structures in IT Change Processes
Katja Walentowitz, Daniel Beimborn, Tim Weitzel

Appendix

Publications