

3rd Innovation in Information Infrastructures (III) Workshop

13th – 16th October 2014

University of Oslo, Norway

PRELIMINARY PROGRAMME

The programme of the workshop consists of 4 keynotes, parallel sessions with 26 paper presentations, a panel, a summary session as well as social activities. A PhD-Consortium will be held on Monday 13th.

The venue of the workshop is the University of Oslo and the Department of Informatics.

Overall programme:

	Tuesday 14 th	Wednesday 15 th	Thursday 16 th
09:00 – 09:30		Keynote 2 <i>Jannis Kallinikos</i> OJD, 2 nd floor, Auditorium Smalltalk	Keynote 4 <i>Kalle Lyytinen</i> OJD, 2 nd floor, Auditorium Smalltalk
09:30 – 10:00			
10:00 – 10:30	Registration/Coffee OJD 5 th floor	Session 5 OJD, 5 th floor, A	Session 9 OJD, 5 th floor, A
10:30 – 11:00		Session 6 OJD, 5 th floor, B	Session 10 OJD, 5 th floor, B
11:00 – 11:30	Welcome OJD 5 th floor		Summing up <i>Ola Henfridsson and Carsten Sørensen</i> KN, Lille Auditorium
11:30 – 12:00		Coffee break	
12:00 – 12:30	Keynote 1 <i>Robin Williams</i> KN, Store Auditorium	Keynote 3 <i>David Ribes</i> OJD, 2 nd floor, Auditorium Smalltalk	
12:30 – 13:00			
13:00 – 13:30	Lunch	Lunch	
13:30 – 14:00			
14:00 – 14:30	Session 1 OJD, 5 th floor, A	Session 7 OJD, 5 th floor, A	
14:30 – 15:00	Session 2 OJD, 5 th floor, B	Session 8 OJD, 5 th floor, B	
15:00 – 15:30			
15:30 – 16:00	Coffee break	Coffee break	
16:00 – 16:30	Session 3 OJD, 5 th floor, A	Panel OJD, 2 nd floor, Auditorium Smalltalk	
16:30 – 17:00	Session 4 OJD, 5 th floor, B		
17:30 – 19:00	Reception OJD 5 th floor		
19:00 – 23:00		Workshop Dinner Trattoria Popolare	

OJD = Ole Johan Dahls house

KN = Kristen Nygaards house

Workshop Sponsors:

Detailed Session programme:

Day 1: Tuesday 14th

Session 1 (14:00 – 15:30) Room A Moderator: Xenia Vassilakopoulou	Session 2 (14:00 – 15:30) Room B Moderator: Bjørn Erik Mørk
<i>Designing Information Infrastructure for Electronic Government-to-Business Services: a Relational Approach</i> Hashan Hashim, Jonathan Foster and Angela Lin	<i>Could constructive empiricism be more useful than critical realism as a foundation for action research on information infrastructure development</i> Petter Øgland
<i>Innovation In Norwegian eGovernment Information Infrastructure</i> Arild Johan Jansen	<i>On becoming an Information Infrastructure: The interplay between technology mental models and institutional factors</i> Amany Elbanna, Henrik Linderøth
<i>Infrastructures and the circulation of agency: Lessons from designing European e-justice systems</i> Francesco Contini and Giovan Francesco Lanzara	<i>Infrastructural Entrepreneurship in interoperability projects: the case of healthcare and social care information systems integration</i> Gian Marco Campagnolo

Session 3 (16:00 – 17:00) Room A Moderator: Joan Rodon Mòdol	Session 4 (16:00 – 17:00) Room B Moderator: Gian Marco Campagnolo
<i>Information infrastructures and the audit society</i> Petter Almklov	<i>MyRecord – between infrastructures</i> Margunn Aanestad, Miria Grisot and Xenia Vassilakopoulou
<i>Infrastructural implosion: a case study of the making of a generic platform as the local specification of generic infrastructural software solutions</i> Klara Benda	<i>Pilot Implementations as an Approach to Infrastructure: Experiences from Two Cases Within Healthcare</i> Maria le Manikas and Arnvør Martinsdóttir á Torkilshegggi

Day 2: Wednesday 15th

Session 5 (10:00 – 11:30) Room A Moderator: Ole Hanseth	Session 6 (10:00 – 11:30) Room B Moderator: Kristin Braa
<i>Design Guidelines for Adoption of an Electronic Data Pipeline Information Infrastructure in the Global Supply Chain Over Sea</i> Arjan Knol, Thomas Jensen, Yao-hua Tan and Niels Bjørn Andersen	<i>Social Media as infrastructure of consumption: a semiotic approach</i> Cristina Alaimo
<i>Innovation and Derivative Mutation of a Video Game Digital Platform</i> Alexander Chekanov, Joan Rodon and Светлана Хомич	<i>Impact of Network Externalities on Digital Infrastructure Adoption and Assimilation: The Case of IPv6</i> Awinder Kaur and Harminder Singh
<i>The Internet of Things as Spaces of Generativity in Digital Infrastructures</i> Ben Eaton, Ola Henfridsson, Youngjin Yoo and Carsten Sørensen	<i>Knowledge Infrastructure: The impact of spectrum management towards wireless innovation</i> Vicky Vilsy, Ian Graham and Tony Kinder

Session 7 (14:00 – 15:30) Room A Moderator: Kristin Braa	Session 8 (14:00 – 15:30) Room B Moderator: Eric Monteiro
<i>Information Infrastructure Architecting</i> Johan Sæbø and Petter Nielsen	<i>Digitalization and the transformation of contemporary work and organizing</i> Thomas Østerli
<i>Generative Information Infrastructure: The Coming of Lightweight IT</i> Bendik Bygstad	<i>Innovation and emergence in infrastructure evolution: the case of Helsenorge.no and the Health Archive</i> Miria Grisot, Xenia Vassilakopoulou and Margunn Aanestad
<i>Not all Platforms are Born Equal: Towards an Understanding of Digital Platforms</i> David Tilson, Carsten Sørensen and Kalle Lyytinen	<i>Cultivating Software Platforms in Organizations: A case study of a SharePoint-based digital infrastructure in a global company</i> Knut Rolland

Day 3: Thursday 16th

Session 9 (10:00 – 11:00) Room A Moderator: Bjørn Erik Mørk	Session 10 (10:00 – 11:00) Room B Moderator: Bendik Bygstad
<i>Inter-organizational collaboration to develop patient-centered services</i> Anne Thorseng and Tina Blegind Jensen	<i>Bootstrapping as the emergence of phenomena and the information infrastructure</i> Elena Parmiggiani
<i>Cultivating novelty in patient-healthcare provider communication: an effectuation perspective</i> Xenia Vassilakopoulou, Miria Grisot and Margunn Aanestad	<i>Digital Platforms As The Basis Of Business Development: The Case Of Amazon.Com</i> Andrea Resca and Paolo Spagnoletti

Keynotes

Kalle Lyytinen: *Local-Global Dialectics of Infrastructural Standards: The Experience of Implementing RDS-TMC Messaging Standards in Swedish Road-Administration*

One prominent challenge in developing digital infrastructures is how to balance the tension between the universal character of the (language/information) standards and the diverse and changing local needs. Most current solutions and debates prefer to side with meeting the local needs. This approach, however, leads to a conundrum as it reaps all the benefits of having a universal information infrastructure. To understand how this challenge can be potentially addressed, we examine through a longitudinal case study Swedish Road Administration's (SRA) attempts to mitigate tensions that arose when two messaging standards - Alert-C and Location Code - were implemented to deliver a successful Pan-European traffic service called RDS-TMC. We conduct a dialectic analysis of SRA's balancing acts to overcome three language tensions related to global-local dialectics denoted as: "Identification Ambiguity", "Representational Limitation", and "Relevance Distortion" tension. We follow how socio-technical maneuvers were carried out over a period of a decade by standardization bodies, SRA, and local actors which included standard modifications and extensions, new agreements and guidelines on how information objects referred in service messages are identified, creation of routines that systematize production of RDS-TMC messages, and development of IT functionalities to support and enable those routines. By carefully honing such adaptation capabilities SRA became successful in balancing the language tensions, which led to the subsequent growth of the RDS-TMC service. Based on our analysis, we formulate a more generic model that delineates how organizations can balance global-local tensions while implementing infrastructural standards.

David Ribes: *The Matter of Infrastructures: Establishing Viral Load in AIDS Science*

With the increasing circulation of digital data, have scientists left the material world behind? This presentation will examine a controversy amongst AIDS scientists in order to demonstrate that we need holistic analyses of infrastructure: we should focus simultaneously on their informational features and their ability to mobilize entangled material resources. In 1995, scientists from the Multicenter AIDS Cohort Study

(MACS) asserted a relationship between the number of HIV particles in the blood — known as viral load — and progression to AIDS. But other scientists questioned this link by challenging the integrity of the materials, data and instruments that MACS scientists had used to make their arguments. What followed was an impressive mobilization of a research infrastructure, as thousands of vials of archived blood were pulled from cold storage and tested, and as associated metadata were placed under aggressive scrutiny. The MACS is an information infrastructure, facilitating access to data, but it also supports the preservation and circulation of materials, such as blood, and ensures the calibration of the instruments that translate materials into data.

Materials, instruments, data and scientific expertise are entangled: the epistemic force of a research infrastructure cannot be grasped by focusing solely on its informational aspects, it can only be understood by examining all its resources simultaneously.

Robin Williams: *Analysing the uneven contours of information infrastructure innovation*

A growing body of research findings allows our enquiry into information infrastructures (II) to move beyond case-studies of particular moments/contexts of II development and use to explore both longitudinal developments and systematic differences surrounding II development across different settings. Thus e-research infrastructures appear to present rather different challenges to IIs in health service delivery. This paper draws lessons from the papers published in the recent special edition of the Journal of the Association for Information Systems (Vol. 14, Issue 4/5, 2014) and from an ongoing study of hospital electronic prescribing and medicine administration (HEPMA) systems.

The development and longer-term sustainability of Health IIs seem to present particular challenges. On the one hand we find huge investments geared towards expectations of significant improvements in quality, safety and efficiency of service. On the other we find recurrent patterns of difficulty and failure. These have in turn been attributed to a long list of factors including – the huge scale of operations (UK Connecting for Health cost c\$20bn); the growing range of functions and users encompassed; the complexity of health interventions; the multiplicity of professional expertise; the difficulties for providers in meeting demands for service innovation/differentiation from health practitioners; the inhibition of innovation by the inflexible regime for managing such sensitive and safety critical information exchange. However, this is not an Iron Law. Within this sector we find instances of 'generativity' in which local innovations have been more widely taken up. Elsewhere (e.g. HEPMA in the UK) we find a clash between local customisation pressures and attempts to develop and deploy generic packaged solutions. How can we understand this complex and contradictory pattern?

Jannis Kallinikos: *Social Media Platforms as Information Infrastructures*

Social media or social networking platforms are increasingly becoming a widely diffused mode by which people access the Web and interact with other people. Social media platforms have predominantly been conceived as technology-driven congregations of widely dispersed and heterogeneous populations of individuals. They have accordingly been studied from the viewpoint of online social activities and relationships users build around personal or common interests and projects. Such an understanding of social media platforms is both fascinating and problematic. It is fascinating as far as it can cast light on patterns of online sociality and the ways by means of which users enact social technologies. But is also problematic as far it assumes social media platforms to be flat, neutral spaces on which users can skate freely in any direction they like. I propose to draw on the literature on information infrastructures to understand the dynamics of social media platforms and lay open some of the premises on the basis of which users interact with technological media and other users. But I would also like to draw on research on social media platforms to explore the social embedment of information infrastructures and possibly enrich the understanding of information infrastructures as socio-technical arrangements

Panel (Wednesday 15th 16:00 – 17:00)

Topic:

- The Innovations in Information Infrastructures research agenda
- Institutional arrangement for publishing research related to this agenda

Participants:

Kalle Lyytinen
Robin Williams
David Ribes
Jannis Kallinikos

Moderator:

Ole Hanseth

Directions

The Department of Informatics is located in [Ole-Johan Dahls House](#)

<https://goo.gl/maps/PLuV5>

Street address: Gaustadalleén 23 B



You can easily reach there from the city centre by

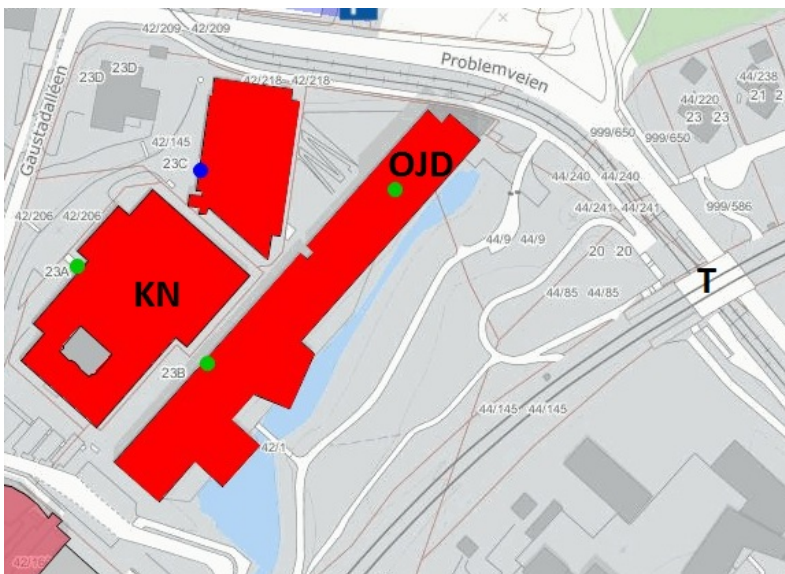
- T-bane (subway) number 3, 4 or 6 Eastbound to Forskningsparken station
- Trikk (tram) number 17 or 18 towards Rikshospitalet to Forskningsparken station

Building Map:

T: Subway and tram station

OJD: Ole Johan Dahls house

KN: Kristen Nygaards house



Workshop Dinner

When you register, please let us know if you are going to participate at the Workshop dinner. We would also like to know whether you would like wine or soft drinks for the dinner. Please also let us know if you have any food allergies we should inform the restaurant about.

Trattoria Popolare

http://www.popolare.no/index_en.html

<https://goo.gl/maps/742YQ>



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If you have any questions or issues related to the workshop, do not hesitate to get in touch with the workshop organizers:

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