

Fw: PACIS 2013 submission 164

Faisal Syafar <f_syafar@yahoo.com.sg>

Tue 2/12/2013 2:20 PM

To: Faisal, - yyyfy002 <faisal@mymail.unisa.edu.au>;Jing Gao <Jing.Gao@unisa.edu.au>;Tina Du <Tina.Du@unisa.edu.au>

FYI

--- On **Tue, 2/12/13, PACIS 2013 <pacis2013@easychair.org>** wrote:

From: PACIS 2013 <pacis2013@easychair.org>

Subject: PACIS 2013 submission 164

To: "Faisal Syafar" <f_syafar@yahoo.com.sg>

Date: Tuesday, February 12, 2013, 10:40 AM

Dear authors,

We have successfully received your paper:

Authors : Faisal Syafar, Jing Gao and Jia Tina Du

Title : APPLYING THE INTERNATIONAL DELPHI TECHNIQUE IN A STUDY OF MOBILE COLLABORATIVE MAINTENANCE REQUIREMENTS

Number : 164

Category: Research-in-Progress

Track : 18. IS Implementation, Adoption and Diffusion

Thank you for submitting to PACIS 2013.

Best regards,
EasyChair for PACIS 2013.

PACIS 2013 Review Result for Paper 164

To: Faisal Syafar <f_syafar@yahoo.com.sg>
Sent: Monday, April 1, 2013 12:15 PM
Subject: PACIS 2013 Review Result for Paper 164

Dear Author:

164: APPLYING THE INTERNATIONAL DELPHI TECHNIQUE IN A STUDY OF MOBILE COLLABORATIVE MAINTENANCE REQUIREMENTS

On behalf of the Program Committee of the 17th Pacific Asia Conference on Information Systems (PACIS 2013), we are delighted to inform you that your submission has been accepted as a RESEARCH-IN-PROGRESS paper to be presented at the conference. We received a record breaking number of 583 manuscripts this year and thus the selection of the papers was very competitive.

Enclosed please find the review comments for your paper. You are expected to address the comments while revising your manuscript in preparation for the camera-ready version. Please read the Final Submission Guidelines (http://www.pacis2013.org/sub/sub02_2.asp) carefully, and note that the page limit for a research-in-progress paper is 7 pages. Please submit your camera-ready manuscript no later than May 1, 2013. Papers that fail to follow the guidelines will be removed from the program without further notice.

At least one author MUST register for the conference and present the paper at the conference. In addition, you need to sign an authorization form that allows us to publish your paper in the conference proceedings. The authorization form can be downloaded at http://www.pacis2013.org/sub/sub02_2.asp. Final acceptance is conditional upon the completion of revisions and successful registration (through the conference website at <http://regist.pacis2013.org/>) by at least one author before May 5, 2013, the last day of early registration.

To upload your camera-ready manuscript and the signed authorization form, please visit the following site: <http://www.easychair.org/conferences/?conf=pacis2013>. The more detailed guidelines on how to submit your camera-ready manuscript will be sent in a separate email soon. The guidelines for POSTER sessions are available at http://www.pacis2013.org/sub/sub03_5.asp.

Finally, because of the limited number of domestic flights between Seoul and Jeju, we strongly encourage you to book your flights as soon as possible.

If you have any additional questions, please feel free to contact us.

Once again, thank you for submitting your work to PACIS 2013, and congratulations on its acceptance. We look forward to seeing you in PACIS 2013 in Jeju Island, Korea!

Sincerely yours,

Jae-Nam Lee, Ji-Ye Mao, and James Thong
Program Chairs of PACIS 2013

PACIS 2013 Submission 164

[Proceedings version](#)



Submission information updates are disabled.

For all questions related to processing your submission you should contact the conference organizers. [Click here to see information about this conference.](#)

This submission is included in proceedings. Click on "Proceedings version" in the vertical menu to access the proceedings.

All **reviews sent to you** can be found at the bottom of this page.

Submission 164

Title	APPLYING THE INTERNATIONAL DELPHI TECHNIQUE IN A STUDY OF MOBILE COLLABORATIVE MAINTENANCE REQUIREMENTS
Submission:	 (May 22, 04:18 GMT) (previous versions)
Attachment:	 (Apr 27, 03:59 GMT)
Track	18. IS Implementation, Adoption and Diffusion
Author keywords	mobile technology collaborative technology engineering asset maintenance
EasyChair keyphrases	asset maintenance (172), mobile technology (170), collaborative maintenance (150), mobile collaboration technology (110), mobile collaborative maintenance (95), engineering asset (85), collaboration technology (80), mobile technology role (79), engineering asset maintenance (79), engineering asset management (63), collaborative maintenance system (63), mobile collaborative maintenance requirement (60), maintenance crew (50), research question (50), collaborative asset maintenance (47), mobile collaboration (45), work order (40), social networking (40), maintenance management (40), people requirement (40), maintenance system (40), delphi study (40), maintenance practice (40), critical process asset maintenance (40)
Abstract	<p>This paper focuses on the multiperspective requirements that influence mobile collaborative maintenance adoption and implementation in engineering asset management organizations. Mobile technologies have developed rapidly and they are viewed as business enablers, and have the potential to support asset maintenance practice. Nowadays, several specialized systems have been invested in by engineering asset organizations to enhance their asset management and maintenance systems, however most experts agree that the success rate of such systems is less than thirty per cent. The main reason for unsuccessful implementation is that there is no agreement as to what types of collaborative maintenance systems are required. To the best of our knowledge, this research is among the first in attempts to identify the mobile collaborative maintenance requirements through eliciting the expert panel points of view via a Delphi study. The aim was to develop and propose an appropriate framework for guiding engineering organizations to implement new mobile technologies in facilitating asset maintenance collaboration. The Round two of the three-round Delphi iterations identified 31 of the mobile collaborative maintenance requirements which cover technological, organizational and people perspectives.</p>

Submitted	Feb 12, 03:40 GMT
Last update	Feb 12, 03:40 GMT
Address	6 Ethel Street, Forestville Adelaide, 5035 Australia
Category	Research-in-Progress

Authors						
first name	last name	email	country	affiliation	Web page	corresponding?
Faisal	Syafar	f_syafar@yahoo.com.sg	Australia	University of South Australia		✓
Jing	Gao	Jing.Gao@unisa.edu.au	Australia	University of South Australia		
Jia Tina	Du	Tina.Du@unisa.edu.au	Australia	University of South Australia		

Reviews

Review 1	
Additional scores	
Review	
<i>Review</i>	<p>It's no doubt that a remarkable idea was issued in this paper. The author(s) used Delphi technology as a method to study the mobile collaborative maintenance requirements. It's a good research topic in the field of mobile technology applications.</p> <p>However, I also find a little problems in it, even just is my opinion.</p> <ol style="list-style-type: none"> 1. This paper employed a Delphi technology as an analysis method and showed us a descriptive result. If possibly, I suggest that an empirical research could be processed in future study. Although empirical data collecting is a new work, an empirical research also could be conducted to verify more details in future. 2. The period of the study was not presented by author(s) in this paper. Researchers should record the dates explicitly from beginning to deadline. Therefore, in my opinion, author(s) need to indicate the times they spend on this study. <p>The above reviews of this paper are just my suggestions and differing opinions. Thanks.</p>

Review 2	
Additional scores	
Review	
<i>Review</i>	<p>General Overview</p> <p>This paper aims to develop an appropriate framework for guiding engineering organisations to implement new mobile technologies in facilitating asset maintenance collaboration. The paper uses Delphi methodology. Round two of Delphi methodology identified 31 mobile collaboration maintenance (MCM) requirements which cover technological, organisational and people perspectives.</p> <p>My Comments Below:</p> <ol style="list-style-type: none"> 1. Title The title indicates the use of Delphi technique in a study of MCM requirements. The title looks fine. 2. Abstract

Generally, the abstract has been described well. However, domain of the study is too general "engineering asset management organizations". This could be narrowed down to a specific sector (I have elaborated this in the next section).

3. Introduction/Literature Review

The motivations of this paper and focus of this study is not clear.

The motivation and objectives of this paper is not very clear. What is the paper trying to achieve? What are the shortcomings of the current asset maintenance systems? Or what current frameworks /theories are you trying to improve? These theories as mentioned by Tam & Price 2006 p.287 could be: maintenance theories, mathematical models or frameworks within assets maintenance management. I believe if you give the reader clear gap in literature could form a good motivation behind this study. Perhaps, you could elaborate specifically types of collaborative maintenance systems this paper will be focusing on. In general terms, it's hard to be convinced on the shortcoming of the current systems or clear gap in literature which might necessitate for improvement. Perhaps the paper could describe some major complaints received from mobile maintenance crews- showing the need for improvement etc. Generally speaking maintenance crews carry well documented maintenance kits/procedures and have access to online tools when needed. Thus clear descriptions of shortcomings of these tools could help the reader appreciate the need for implementing new mobile technologies in collaborative asset maintenance.

As mentioned above, from the quoted literature review: Bestern, Dalle & Galle (2006) focused on open source software (OSS) projects in software engineering sector. Their study focused on understanding how OSS projects are managed and maintained. According to these authors, this is because the whole development process of open source projects process is recorded and achieves and recordings are freely available for investigations. Thus, the paper of Bestern, et al, (2006) investigated collaboration work among maintainers of OSS by analysing these logs. Similarly Ferrarro & Smythy (2001) focused on case-based maintenance of case-based reasoning (CBR) systems. Their study analysed Ulysses system in relationship with collaboration maintenance, focusing on the difficulties in maintaining up to date and accurate content case base. Finally Tam & Price (2006) looked at computerised maintenance management systems (CMMS) as mentioned in your paper. However, their study [Tam & Price (2006)] proposed a generic asset management framework that integrates enterprises decisions for optimizing maintenance investment. In the same manner, your paper could be narrowed down to give a reader the domain of the "engineering asset management organizations"- which you're focusing on. Is it computer software, hardware, power stations or telecommunications equipment? I believe given such boundaries appropriate experts could be engaged in Delphi technique.

4. Research Design/Method

The use of Delphi techniques is well documented and very clear.

All the best.

[Urgent] PACIS 2013: Paper 164 - Checking Paper Format

Jae-Nam Lee <isjnlee@korea.ac.kr>

Wed 5/22/2013 1:45 PM

To: Faisal, - yyyfy002 <faisal@mymail.unisa.edu.au>;Jing Gao <Jing.Gao@unisa.edu.au>;Tina Du <Tina.Du@unisa.edu.au>

Cc: isjnlee@korea.ac.kr <isjnlee@korea.ac.kr>

📎 1 attachments (68 KB)

PACIS2013_Template_submission.doc;

Dear Authors of Paper 164

Thank you for your contribution to PACIS 2013.

One last request for your paper is here: the title of your paper is currently bold, but it should be plain font

Please revise and resubmit your paper to EasyChair. Since we plan to close EasyChair very soon, your urgent action is strongly required.

Thank you in advance. Hope to see in Jeju!

Best regards,

Program Chairs of PACIS 2013

Jae-Nam Lee, Ji-Ye Mao, and James Thong

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