



## ISM SEMINAR

Summer Term 2014-15

**Speaker:** Professor Liette Lapointe, McGill University, Canada

**Title:** What is Yours is Mine: A Social Capital Perspective on How IT Champions Secure Socially Held Resources

**Date:** Tuesday 05 May 2015

**Venue:** B1.19, WBS Scarman Road

**Time:** 14.00

**Abstract:** Champions are key to the success of IT projects. While extensive research has been conducted on the personal characteristics of champions, very little is known on the championing process itself. Drawing on the Social Capital Theory (SCT), this paper studies how IT champions secure resources held by others during IT implementation projects. We interviewed 36 practitioners (physicians, residents, nurses, and administrators) in three healthcare settings. The results indicate that IT champions drew on different elements of social capital to secure socially held resources. We also found that the championing process evolves through three distinct phases (bridging-in, bonding, bridging-out) as the IT implementation progresses. These phases can be distinguished based on the saliency of the dimensions of social capital used and on the type of socially held resources secured by IT champions. This paper contributes to the extant literature by developing a theory-based model of the IT championing process and providing an understanding of how IT champions secure resources that are crucial to the success of IT projects.

**Biography:** Professor Lapointe's research integrates information systems management and behavioral issues as well as issues related to the adoption of information systems in healthcare settings. Her work has led to more than 30 papers in peer-reviewed publications, including MIS Quarterly, the International Journal of Medical Informatics, the Journal of Information Technology, and the Journal of the Association for Information Systems, to name but a few.

In IS, she has first worked on resistance to information technology; this stream of research has led to several articles in top-tier scholarly international journals and professional refereed journals. One of these papers received the MIS Quarterly Paper of the Year Award in 2005. She is currently working on follow-up projects that include a wide spectrum of user reactions, including enhanced use, ambivalence, collective use, and IT addiction. She is also working on projects that deal IT innovation, IT championship, and IT literacy. In the domains of health informatics and healthcare management, she has focused on the implementation and impacts of IT in healthcare settings. One of these papers received the International Journal of Medical Informatics Paper of the Year Award in 2011. She is also working on projects on the use of IT in geriatrics, particularly on the issues related to Alzheimer's disease and related disorders, on chronic care diseases and on knowledge co-creation.

She has developed collaborations with highly recognized researchers at the local, national and international levels. Her interdisciplinary research is supported by grants from diverse councils, such as the FQRSC, CIHR, and SSHRC. She extends her research to impact practice and brings her expertise to the service of the healthcare system through public policy research and hospital board membership.

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This seminar has been organised by the iSM Group.