Title:
Cognition, Behavior and Structure in IT/IS Customer Teams

Speaker:
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Abstract:
This presentation is about the social subsystem of information technology/systems (IT/IS) teams, that is, their structural configuration and the cognitive and behavioral traits of their members. In particular, I focus on the customer team that develops customized information systems in partnership with external technology suppliers and business consultants. In-house and external teams share project authority and responsibility, and as such they should be designed and managed in reference to goals and performance – but the customer team is much neglected in the team literature. A preliminary framework for the management of the social subsystem of customer teams is METRICS – Model for Eliciting Team Resources and Improving the Structures of Competence, which consists of 27 metrics dispersed in seven indicators. All empirical studies on METRICS were done in the Brazilian IT/IS sector so far: in the developed South (2001-2006) and in the underdeveloped Northeast (2008-present). This presentation is a summary of METRICS. In view of the fact that more research is needed to determine if the framework is generally applicable or if it is specific to Brazil, Latin-America or the developing world, possible future work may include replication studies that may provide evidence on its applicability to other settings.
Carlo Bellini holds PhD and MSc degrees in Management and BSc degree in Computer Science from Universidade Federal do Rio Grande do Sul (UFRGS) at Porto Alegre, Southern Brazil. He worked several years as systems analyst, DBA, and programmer in sectors such as air transportation, insurance, banking, news media and telecom. He is an associate professor of information systems at the Department of Management, Universidade Federal da Paraíba (UFPB) at João Pessoa, Northeastern Brazil. At UFPB he is also a board member of the Committee for Information Technology and a faculty member of the Graduate School of Management (PPGA) and the Graduate School of Learning Organizations (MPGOA). His papers were published in *Information Technology & People, Journal of Global IT Management, International Journal of Software Engineering & Knowledge Engineering, International Journal of Human Capital & IT Professionals, CyberPsychology, Behavior & Social Networking, Journal of Internet Banking & Commerce*, and in 15 other Brazilian journals. His main research interests are on IT-mediated personal development and the management of IT professionals. Additional interests include IT aesthetics, IT ethics and experimental methods in IT.