

VU Research Portal

Improving the agility of IT service networks

Vlietland, J.J.

2015

document version

Publisher's PDF, also known as Version of record

[Link to publication in VU Research Portal](#)

citation for published version (APA)

Vlietland, J. J. (2015). *Improving the agility of IT service networks*. [PhD-Thesis - Research and graduation internal, Vrije Universiteit Amsterdam].

General rights

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the public portal

Take down policy

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

E-mail address:

vuresearchportal.ub@vu.nl

Chapter 11

Bibliography

205



- Ågerfalk, P. J., Fitzgerald, B., Holmström, H., Lings, B., Lundell, B., & Conchúir, E. O. (2005). *A framework for considering opportunities and threats in distributed software development*. Proceedings International Workshop on Distributed Software Development, 47-61.
- Ahlstrom, P., & Nordin, F. (2006). Problems of establishing service supply relationships: Evidence from a high-tech manufacturing company. *Journal of Purchasing & Supply Management*, 12, 75-89.
- Akbar, R., Hassan, M. F., & Abdullah, A. (2011). A Review of Prominent Work on Agile Processes Software Process Improvement and Process Tailoring Practices *Software Engineering and Computer Systems* (pp. 571-585): Springer.
- Alleman, G. B., Henderson, M., & Seggelke, R. (2003). *Making agile development work in a government contracting environment-measuring velocity with earned value*. Proceedings of the Agile Development Conference, 2003. ADC 2003, 114-119.
- Allen, S., & Chandrashekar, A. (2000). Outsourcing services: the contract is just the beginning. *Business Horizons*, 43(2), 25-34.
- Ambler, S. (2009). The agile scaling model (ASM): adapting agile methods for complex environments. Retrieved from www.ibm.com website:
- Ambler, S. (2012, Summer 2012). Agility at scale Survey Results, from <http://www.amblysoft.com/surveys/stateOfITUnion201209.html>
- Ambler, S., & Lines, M. (2012). *Disciplined agile delivery: A practitioner's guide to agile software delivery in the enterprise*: IBM Press.
- Andrei, N. (2006). Modern Control Theory. *Studies in Informatics and Control*, 15(1), 51.
- Angerhofer, B. J., & Angelides, M. C. (2006). A model and a performance measurement system for collaborative supply chains. *Decision Support Systems*, 42(1), 283-301.
- Aranda, J., & Venolia, G. (2009). *The secret life of bugs: Going past the errors and omissions in software repositories*. Proceedings of the 31st International Conference on Software Engineering, 298-308.
- Baltacioglu, T., Ada, M., Kaplan, M., & Yurt, O. (2007). A New Framework for Service Supply Chains. *Service Industries Journal*, 27(2), 105-124.
- Banbury, S., Helman, S., Spearpoint, J., & Tremblay, S. (2010). *Cracking the bullwhip: team collaboration and performance within a simulated supply chain*. Proceedings of the Human Factors and Ergonomics Society Annual Meeting, 1620-1624.
- Bannerman, P. L., Hossain, E., & Jeffery, R. (2012). *Scrum practice mitigation of global software development coordination challenges: A distinctive advantage?* Proceedings 45th Hawaii International Conference on System Science (HICSS), 2012, 5309-5318.
- Bardhan, I. R., Demirkan, H., Kannan, P., Kauffman, R. J., & Sougstad, R. (2010). An interdisciplinary perspective on IT services management and service science. *Journal of Management Information Systems*, 26(4), 13-64.
- Barratt, M., & Oke, A. (2007). Antecedents of supply chain visibility in retail supply chains: A resource-based theory perspective. *Journal of Operations Management*, 25(6), 1217-1233.
- Bartlett, P. A., Julien, D. M., & Baines, T. S. (2007). Improving supply chain performance through improved visibility. *International Journal of Logistics Management*, The, 18(2), 294-313.
- Bartolini, C., Sallé, M., & Trastour, D. (2006). *IT service management driven by business objectives An application to incident management*. IEEE/IFIP Network Operations and Management Symposium, Vancouver, Canada, 45-55.
- Baskerville, R. L. (1999). Investigating information systems with action research. *Communications of the AIS*, 2, 2-32. Retrieved from
- Baskerville, R. L., & Wood-Harper, A. T. (1996). A critical perspective on action research as a method for information systems research. *Journal of Information Technology*, 11(3), 235-246.
- Basole, R., & Rouse, W. (2008). Complexity of service value networks: conceptualization and empirical investigation. *IBM Systems Journal*, 47(1), 53-70.
- Batra, D., Xia, W., VanderMeer, D., & Dutta, K. (2010). Balancing Agile and Structured Development Approaches to Successfully Manage Large Distributed Software Projects: A Case Study from the Cruise Line Industry. *Communications of the Association for Information Systems*, 27(1 (article 21)).
- Bazerman, M., & Moore, D. A. (2009). *Judgment in managerial decision making*: John Wiley.

- Beamon, B. (1999). Measuring supply chain performance. *International journal of operations and production management*, 19, 275-292.
- Beccalli, E. (2007). Does IT investment improve bank performance? Evidence from Europe. *Journal of Banking & Finance*, 31(7), 2205-2230.
- Beck, R. (2010). The nature of IT services from a management and IS research point of view *Proceedings of SIGSVC Workshop* (Vol. 10): Sprouts.
- Beedle, M., Bennekum, A., Cockburn, A., Cunningham, W., Fowler, M., Highsmith, J., A., H., Jeffries, R., Kern, J., Marick, B., Martin, R. C., Schwaber, K., Sutherland, J., & Thomas, D. (2013). Principles behind the Agile Manifesto, from <http://agilemanifesto.org/principles.html>
- Beel, J., & Gipp, B. (2009). *Google Scholar's ranking algorithm: the impact of citation counts (an empirical study)*. Research Challenges in Information Science, 2009. RCIS 2009. Third International Conference on, 439-446.
- Begel, A., & DeLine, R. (2009). *Codebook: Social networking over code*. Software Engineering-Companion Volume, 2009. ICSE-Companion 2009. 31st International Conference on, 263-266.
- Begel, A., Khoo, Y. P., & Zimmermann, T. (2010). *Codebook: discovering and exploiting relationships in software repositories*. Software Engineering, 2010 ACM/IEEE 32nd International Conference on, 125-134.
- Begel, A., Nagappan, N., Poile, C., & Layman, L. (2009). *Coordination in large-scale software teams*. Proceedings of the 2009 ICSE Workshop on Cooperative and Human Aspects on Software Engineering, 1-7.
- Bentley, C., Jones, E., Atkinson, D., & Ferguson, A. (2009). *Managing successful projects with PRINCE2: TSO* (The Stationary Office).
- Bhattacharya, R., & Bandyopadhyay, S. (2011). A review of the causes of bullwhip effect in a supply chain. *The International Journal of Advanced Manufacturing Technology*, 1-17.
- Birks, M., & Mills, J. (2011). *Grounded theory: A practical guide*. Thousands Oaks, California: SAGE Publications Ltd.
- Blumenberg, S., Wagner, H., & Beimbom, D. (2009). Knowledge transfer processes in IT outsourcing relationships and their impact on shared knowledge and outsourcing performance. *International Journal of Information Management*, 29(2009), 342-352.
- Bolstorff, P. (2003). Measuring the impact of supply chain performance. *Logistics Today*, 12.
- Boonstra, A. (2003). Structure and analysis of IS decision-making processes. *European Journal of Information Systems*, 12(3), 195-209.
- Bosch, J., & Bosch-Sijtsema, P. (2010). Coordination between global agile teams: From process to architecture *Agility Across Time and Space* (pp. 217-233): Springer.
- Bosch, J., & Bosch-Sijtsema, P. M. (2011). Introducing agile customer-centered development in a legacy software product line. *Software: Practice and Experience*, 41(8), 871-882.
- Brown, A. E., & Grant, G. G. (2005). Framing the Frameworks: a Review of IT Governance Research. *Communications of the Association for Information Systems*, 15, 696-712.
- Brown, A. W., Ambler, S., & Royce, W. (2013). *Agility at scale: economic governance, measured improvement, and disciplined delivery*. Proceedings of the 2013 International Conference on Software Engineering, 873-881.
- Cai, J., Liu, X., Xiao, Z., & Liu, J. (2010). Improving supply chain performance management. *Decision Support Systems*, 2009(46), 512-521.
- Calvert, R. (1995). The rational choice theory of social institutions: Cooperation, coordination, and communication. *Modern political economy: Old topics, new directions*, 216-268.
- Candea, G., Bucur, S., & Zamfir, C. (2010). *Automated software testing as a service*. Proceedings of the 1st ACM symposium on Cloud computing, 155-160.
- Cao, M., & Zhang, Q. (2011). Supply chain collaboration: Impact on collaborative advantage and firm performance. *Journal of Operations Management*, 29(3), 163-180.
- Caridi, M., Crippa, L., Perego, A., Saianesi, A., & Turmino, A. (2010a). Do virtuality and complexity affect supply chain visibility. *Journal of Production Economics*, 127(2), 372-383.

- Caridi, M., Crippa, L., Perego, A., Saianesi, A., & Turmino, A. (2010b). Measuring visibility to improve supply chain performance: a quantitative approach. *Benchmarking: An International Journal*, 17(4), 593-615.
- Cataldo, M., Bass, M., Herbsleb, J. D., & Bass, L. (2007). On Coordination Mechanisms in Global Software Development. *ICGSE*, 7, 71-80.
- Chen, H.-M. (2008). *Towards service engineering: service orientation and business-IT alignment*. Hawaii International Conference on System Sciences, Proceedings of the 41st Annual, 114-114.
- Cheney, J., Hunt, R., Jacob, K., Porter, R., & Summers, B. (2012). The efficiency and integrity of payment card systems: industry views on the risks posed by data breaches. *FRB of Philadelphia-Payment Cards Center Discussion Paper*(12-04).
- Clarke, P., & O'Connor, R. V. (2013). An empirical examination of the extent of software process improvement in software SMEs. *Journal of Software: Evolution and Process*, 25(9), 981-998.
- Cockburn, A. (2006). *Agile software development: the cooperative game*: Pearson Education.
- Cohen, L., & Young, A. (2006). *Multisourcing*: Harvard Business School Press.
- Costa, J. M., Cataldo, M., & de Souza, C. R. (2011). *The scale and evolution of coordination needs in large-scale distributed projects: implications for the future generation of collaborative tools*. Proceedings of the SIGCHI Conference on Human Factors in Computing Systems, 3151-3160.
- Cropper, S. (2008). *The Oxford handbook of inter-organizational relations*: Oxford Handbooks Online.
- Cummings, T., & Worley, C. (2014). *Organization development and change*: Cengage Learning.
- Currie, W. L., & Seltsikas, P. (2001). Exploring the supply-side of IT outsourcing: evaluating the emerging role of application service providers. *European Journal of Information Systems*, 10(3), 123-134.
- Daft, R. L. (2009). *Organization theory and design*: South-Western Pub.
- Datta, P. P., & Christopher, M. G. (2011). Information sharing and coordination mechanisms for managing uncertainty in supply chains: a simulation study. *International Journal of Production Research*, 49(3), 765-803.
- Davenport, T. H., & Short, J. E. (2003). Information technology and business process redesign. *Operations management: critical perspectives on business and management*, 1, 1-27.
- David, J. S., Schuff, D., & St Louis, R. (2002). Managing your total IT cost of ownership. *Communications of the ACM*, 45(1), 101-106.
- DeSanctis, G., & Jackson, B. M. (1994). Coordination of information technology management: Team-based structures and computer-based communication systems. *Journal of Management Information Systems*, 10(4), 85-110.
- Dingsøyr, T., Itkonen, J., & Fægri, T. (2013, 7 June 2013). *An Overview of Research on Large-Scale Agile Software Development*. Proceedings of the 1st Workshop on Research Challenges in Large-Scale Agile Development, Vienna.
- Dingsøyr, T., & Moe, N. B. (2013). Research challenges in large-scale agile software development. *ACM SIGSOFT Software Engineering Notes*, 38(5), 38-39.
- Disney, S. M., & Towill, D. R. (2003). The effect of vendor managed inventory (VMI) dynamics on the Bullwhip Effect in supply chains. *International Journal of Production Economics*, 85(2), 199-215.
- Dorairaj, S., Noble, J., & Malik, P. (2012). Understanding team dynamics in distributed Agile software development *Agile Processes in Software Engineering and Extreme Programming* (pp. 47-61): Springer.
- Dove, R., & LaBarge, R. (2014). Fundamentals of Agile Systems Engineering—Part 2.
- Duffy, L. (1993). Team decision making and technology. *Individual and Group Decision Making: Current Issues*. Hillsdale, NJ: Lawrence Erlbaum Associates, 247-266.
- Dul, J., & Hak, T. (2012). *Case study methodology in business research* (1st edition ed.). Oxford: Elsevier.
- Earl, M. J. (1996). The risks of outsourcing IT. *Sloan management review*, 37, 26-32.
- Easterbrook, S., Singer, J., Storey, M. A., & Damian, D. (2008). Selecting empirical methods for software engineering research *Guide to advanced empirical software engineering* (pp. 285-311): Springer.
- Eisenhardt, K. M. (1989). Building theories from case study research. *Academy of management review*, 14(4), 532-550.
- Eisenhardt, K. M., & Zbaracki, M. J. (1992). Strategic decision making. *Strategic Management Journal*, 13(S2), 17-37.

- Ellram, L. M., Tate, W. L., & Billington, C. (2004). Understanding and managing the services supply chain. *Journal of Supply Chain Management*, 40(4), 17-32.
- Ellram, L. M., Tate, W. L., & Billington, C. (2007). Services supply management: The next frontier for improved organizational performance. *California Management Review*, 49(4), 44-66.
- Evolgen. (2014). Downtime, Outages and Failures - Understanding Their True Costs. Retrieved from <http://www.evolgen.com/blog/downtime-outages-and-failures-understanding-their-true-costs.html>
- Fadok, D. S. (1995). John Boyd and John Warden: Air Power's Quest for Strategic Paralysis: DTIC Document.
- Feitelson, D., Frachtenberg, E., & Beck, K. (2013). Development and Deployment at Facebook.
- Fitzgerald, B., & Stol, K.-J. (2014). *Continuous Software Engineering and Beyond: Trends and Challenges*. Proceedings Rcoase 2014.
- Flinders, K. (2014, TechTarget). Lloyds is the latest bank to experience major IT outage, *ComputerWeekly.com*. Retrieved from <http://www.computerweekly.com/news/2240213200/Lloyds-latest-to-bank-to-experience-major-IT-outage>
- Forssell, D. C., & Powers, W. T. (2009). *Perceptual Control Theory: Science & Applications-a Book of Readings*: Living Control Systems Pub.
- Francis, V. (2008). Supply chain visibility: lost in translation? *Supply chain management: An international journal*, 13(3), 180-184.
- Freeman, L. C. (1979). Centrality in social networks conceptual clarification. *Social networks*, 1(3), 215-239.
- Freudenberg, S., & Sharp, H. (2010). The top 10 burning research questions from practitioners. *Software, IEEE*, 27(5), 8-9.
- Frické, M. (2009). The knowledge pyramid: a critique of the DIKW hierarchy. *Journal of Information Science*, 35(2), 131-142.
- Fuks, H., Raposo, A., Gerosa, M. A., Pimentel, M., Filippo, D., & Lucena, C. (2008). *Inter-and intra-relationships between communication coordination and cooperation in the scope of the 3C Collaboration Model*. Computer Supported Cooperative Work in Design, 2008. CSCWD 2008. 12th International Conference on, 148-153.
- Galbraith, J. R. (1971). Matrix organization designs How to combine functional and project forms. *Business Horizons*, 14(1), 29-40.
- Galbraith, J. R. (1977). Organization Design: An Information Processing View. *Organizational Effectiveness Center and School*, 21.
- Galbraith, J. R. (1995). *Designing organizations: An executive briefing on strategy, structure, and process*: Jossey-Bass.
- Garg, A. (2009). Agile Software Development. *DRDO Science Spectrum*.
- Gersick, C. J. G. (1991). Revolutionary change theories: A multilevel exploration of the punctuated equilibrium paradigm. *Academy of management review*, 10-36.
- Gibbert, M., & Ruigrok, W. (2010). The "What" and "How" of case study rigor: three strategies based on published work. *Organizational Research Methods*, 13(4), 710-737.
- Glaser, & Strauss. (1967). *The discovery of grounded theory: Strategies for qualitative research*: Aldine de Gruyter.
- Goffman, E. (1959). *The presentation of self in everyday life*. Edinburgh: University of Edinburgh.
- Golafshani, N. (2003). Understanding reliability and validity in qualitative research. *The qualitative report*, 8(4), 597-607.
- Goodwin, P., & Wright, G. (2007). *Decision analysis for management judgment* (4th edition ed.). New York: Wiley.
- Google. (2015). Google Ranking algorithm, from http://en.wikipedia.org/wiki/Google_Scholar#Ranking_algorithm
- Green, R., Mazzuchi, T., & Sarkani, S. (2010). Communication and Quality in Distributed Agile Development: An Empirical Case Study. *International Journal of Information Technology*, 6(1).
- Greening, D. R. (2010). *Enterprise Scrum: Scaling Scrum to the executive level*. System Sciences (HICSS), 2010 43rd Hawaii International Conference on, 1-10.

- Gregory, J. B., Beck, J. W., & Carr, A. E. (2011). Goals, feedback, and self-regulation: Control theory as a natural framework for executive coaching. *Consulting Psychology Journal: Practice and Research*, 63(1), 26.
- Groot, A., & Spiekerman, J. (1969). *Methodology: Foundations of inference and research in the behavioral sciences*: Mouton The Hague.
- Gunasekaran, A., Patel, C., & McGaughey, R. E. (2004). A framework for supply chain performance measurement. *International Journal of Production Economics*, 87(3), 333-347.
- Guo, P. J., Zimmermann, T., Nagappan, N., & Murphy, B. (2011). *Not my bug! and other reasons for software bug report reassignments*. Proceedings of the ACM 2011 conference on Computer supported cooperative work, 395-404.
- Hamid, N. A. A., & Salim, J. (2011). A conceptual framework of knowledge transfer in Malaysia e-government IT outsourcing: an integration with transactive memory system (TMS). *International Journal of Computer Science*, 8, 51-64.
- Hannan, M. T., & Freeman, J. (1984). Structural inertia and organizational change. *American sociological review*, 149-164.
- Hardion, V., Spruce, D. P., Lindberg, M., Otero, A. M., Lidon-Simon, J., Jamroz, J. J., & Persson, A. (2013). Configuration Management of the control system. *THPPC013*.
- Harland, C. (1996). Supply chain management, purchasing and supply management, logistics, vertical integration, materials management and supply chain dynamics. *Blackwell Encyclopedic dictionary of operations management*. UK: Blackwell, 15.
- Hatonen, J., & Eriksson, T. (2009). 30+ years of research and practice of outsourcing. *Journal of International Management*, 2009(15), 142-155.
- Henneman, E. A., Lee, J. L., & Cohen, J. I. (1995). Collaboration: a concept analysis. *Journal of advanced Nursing*, 21(1), 103-109.
- Hildenbrand, T., Geisser, M., Kude, T., Bruch, D., & Acker, T. (2008). *Agile methodologies for distributed collaborative development of enterprise applications*. Proceedings International Conference on Complex, Intelligent and Software Intensive Systems, 2008. CISIS 2008, 540-545.
- Hiles, A. (2002). *The Complete Guide to IT Service Level Agreements: Aligning IT Services to Business Needs*: Rothstein Associates Inc.
- Holz, H., & Melnik, G. (2004). Research on Learning Software Organizations—Past, Present, and Future *Advances in Learning Software Organizations* (pp. 1-6): Springer.
- Hoyle, D. (2001). ISO 9000: quality systems handbook.
- Huberman, A. M., & Miles, M. B. (1984). *Innovation up close: How school improvement works*: Springer.
- Huijgens, H., & Solingen, R. v. (2014). *A replicated study on correlating agile team velocity measured in function and story points*. Proceedings of the 5th International Workshop on Emerging Trends in Software Metrics, 30-36.
- Huijgens, H., Solingen, R. v., & Deursen, A. v. (2014). *How to build a good practice software project portfolio? Companion Proceedings of the 36th International Conference on Software Engineering*, 64-73.
- Humble, J. (2010). *Agile Release Management*: ThoughtWorks.
- Humble, J., & Farley, D. (2010). *Continuous delivery: reliable software releases through build, test, and deployment automation*: Addison-Wesley Professional.
- Humble, J., & Molesky, J. (2011). Why Enterprises Must Adopt Devops to Enable Continuous Delivery. *Cutter IT Journal*, 24(8), 6.
- Huysman, M., & De Wit, D. (2004). Practices of managing knowledge sharing: towards a second wave of knowledge management. *Knowledge and process management*, 11(2), 81-92.
- IEEE. (2008). IEEE SA - 829-2008 *Standard for Software and System Test*: The Institute of Electrical and Electronics Engineers.
- Ilgén, D. R., Hollenbeck, J. R., Johnson, M., & Jundt, D. (2005). Teams in organizations: From input-process-output models to IMOI models. *Annual Review of Psychology*, 56, 517-543.
- ITGI. (2007). *Cobit 4.1* (Vol. 4.1). Rolling Meadows: IT Governance Institute.
- Jalali, S., & Wohlin, C. (2012). Global software engineering and agile practices: a systematic review. *Journal of Software: Evolution and Process*, 24(6), 643-659.

- Jansen, S., & Cusumano, M. A. (2013). Defining software ecosystems: a survey of software platforms and business network governance. *Software Ecosystems: Analyzing and Managing Business Networks in the Software Industry*, 13.
- Jansen, S., Finkelstein, A., & Brinkkemper, S. (2009). *A sense of community: A research agenda for software ecosystems*. Software Engineering-Companion Volume, 2009. ICSE-Companion 2009. 31st International Conference on, 187-190.
- Jantti, M. (2011). *Improving Incident Management Processes in Two IT Service Provider Companies*. Database and Expert Systems Applications (DEXA), 2011 22nd International Workshop on, 26-30.
- Jantti, M. (2012a). *Examining Challenges in IT Service Desk System and Processes: A Case Study*. ICONS 2012, The Seventh International Conference on Systems, 105-108.
- Jantti, M. (2012b). Improving IT service desk and service management processes in finnish tax administration: a case study on service engineering. *Product-Focused Software Process Improvement*, 218-232.
- Jantti, M., & Järvinen, J. (2011). Improving the Deployment of IT Service Management Processes: A Case Study. *Systems, Software and Service Process Improvement*, 37-48.
- Jantti, M., Lahtela, A., & Kaukola, J. (2011). Establishing a Measurement System for IT Service Management Processes: A Case Study. *International Journal on Advances in Systems and Measurements*, 3(3 and 4), 125-136.
- Jantti, M., & Suhonen, A. (2012). *Improving Service Level Management Practices: A Case Study in an IT Service Provider Organization*. Advanced Applied Informatics (IIAIAI), 2012 IIAI International Conference on, 139-144.
- Jonker, C., van Riemsdijk, M., & Vermeulen, B. (2011). Shared mental models. *Coordination, Organizations, Institutions, and Norms in Agent Systems VI*, 132-151.
- Jrad, R. B., Ahmed, M. D., & Sundaram, D. (2014). *Insider Action Design Research a multi-methodological Information Systems research approach*. IEEE 8th International Conference on Research Challenges in Information Science (RCIS), Marrakesh, Morocco, 1-12.
- Jyothi, V. E., & Rao, K. N. (2011). Effective implementation of agile practices. *International Journal of Advanced Computer Science and Applications*, 2(3).
- Kang, H., & Bradley, G. (2002). Measuring the performance of IT services:: An assessment of SERVQUAL. *International Journal of Accounting Information Systems*, 3(3), 151-164.
- Kim, S., Park, S., Yun, J., & Lee, Y. (2008). *Automated continuous integration of component-based software: An industrial experience*. Proceedings of the 2008 23rd IEEE/ACM International Conference on Automated Software Engineering, 423-426.
- Kniberg, H., & Ivarsson, A. (2012). Scaling Agile @ Spotify. Retrieved from <https://dl.dropbox.com/u/1018963/Articles/SpotifyScaling.pdf>
- Knight, R., Rabideau, G., Chien, S., Engelhardt, B., & Sherwood, R. (2001). Casper: Space exploration through continuous planning. *Intelligent Systems, IEEE*, 16(5), 70-75.
- Kolb, D. A. (1984). *Experiential learning: Experience as the source of learning and development* (Vol. 1): Prentice-Hall Englewood Cliffs, NJ.
- Kruchten, P. (2013). Contextualizing agile software development. *Journal of Software: Evolution and Process*, 25(4), 351-361.
- Krueger, R. A., & Casey, M. (2008). *A practical guide for applied research*.
- Kumbakara, N. (2008). Managed IT services: the role of IT standards. *Information Management & Computer Security*, 16(4), 336-359.
- Lacity, M., Khan, S., & Willcocks, L. (2009). A review of IT outsourcing literature: Insights for practice. *Journal of Strategic Information Systems*, 2009(18), 130-146.
- Larman, C., & Vodde, B. (2008). *Scaling lean & agile development: thinking and organizational tools for large-scale Scrum*: Pearson Education.
- Larman, C., & Vodde, B. (2013). Scaling Agile Development. *CrossTalk*, 9.
- Larman, C., & Vodde, B. (2015). Less - More with LeSS, 2015, from <http://less.works/>
- Lee, C., & Helal, S. (2002). Protocols for service discovery in dynamic and mobile networks. *International Journal of Computer Research*, 11(1), 1-12.

- Lee, G., & Xia, W. (2010). Toward agile: an integrated analysis of quantitative and qualitative field data on software development agility. *MIS Quarterly*, 34(1), 87.
- Lee, H. L., Padmanabhan, V., & Whang, S. (1997). The bullwhip effect in supply chains. *Sloan Management Review*, 38, 93-102.
- Lee, S., & Yong, H.-S. (2010). Distributed agile: project management in a global environment. *Empirical Software Engineering*, 15(2), 204-217.
- Leffingwell, D. (2007). *Scaling software agility: best practices for large enterprises*: Pearson Education.
- Leffingwell, D. (2010). *Agile software requirements: lean requirements practices for teams, programs, and the enterprise*: Addison-Wesley Professional.
- Lehto, I., & Rautiainen, K. (2009). *Software development governance challenges of a middle-sized company in agile transition*. Proceedings of the 2009 ICSE Workshop on Software Development Governance, 36-39.
- Lemoine, W., & Dagnæs, L. (2003). Globalisation strategies and business organisation of a network of logistics service providers. *International Journal of Physical Distribution & Logistics Management*, 33(3), 209-228.
- Lerner, A. (2014). The Cost of Downtime. Retrieved from <http://blogs.gartner.com/andrew-lerner/2014/07/16/the-cost-of-downtime/>
- Lewis, K., & Herndon, B. (2011). Transactive memory systems: Current issues and future research directions. *Organization Science*, 22(5), 1254-1265.
- Lim, B. C., & Klein, K. J. (2006). Team mental models and team performance: a field study of the effects of team mental model similarity and accuracy. *Journal of Organizational Behavior*, 27(4), 403-418.
- Lin, B. W. (2007). Information technology capability and value creation: Evidence from the US banking industry. *Technology in Society*, 29(1), 93-106.
- Locke, E. A., & Latham, G. P. (1990). *A theory of goal setting & task performance*: Prentice-Hall, Inc.
- Loukides, M. (2012). *What is DevOps?*: O'Reilly.
- Mahnic, V., & Zabkar, N. (2012). Measuring Progress of Scrum-based Software Projects. *Electronics and Electrical Engineering*, 18(8), 73-76.
- Malone, T. W., & Crowston, K. (1990). *What is coordination theory and how can it help design cooperative work systems?* Proceedings of the 1990 ACM conference on Computer-supported cooperative work, 357-370.
- Marshall, M. N. (1996). Sampling for qualitative research. *Family practice*, 13(6), 522-526.
- Martini, A., Pareto, L., & Bosch, J. (2013a). *Communication factors for speed and reuse in large-scale agile software development*. Proceedings of the 17th International Software Product Line Conference, 42-51.
- Martini, A., Pareto, L., & Bosch, J. (2013b). Improving businesses success by managing interactions among agile teams in large organizations *Software Business. From Physical Products to Software Services and Solutions* (pp. 60-72): Springer.
- Mathieu, J. E., Heffner, T. S., Goodwin, G. F., Salas, E., & Cannon-Bowers, J. A. (2000). The influence of shared mental models on team process and performance. *Journal of Applied Psychology*, 85(2), 273.
- McNaughton, B., Ray, P., & Lewis, L. (2010). Designing an evaluation framework for IT service management. *Information & Management*, 47(4), 219-225.
- Melville, N., Kraemer, K., & Gurbaxani, V. (2004). Information Technology and Organizational Performance: An Integrative Model of IT Business Value. *Management Information Systems Quarterly*, 28(2), 283-322.
- Mentzer, J. T., DeWitt, W., Keebler, J. S., Min, S., Nix, N. W., Smith, C. D., & Zacharia, Z. G. (2001). Defining supply chain management. *Journal of Business Logistics*, 22(2), 1-25.
- Mentzer, J. T., & Flint, D. J. (1997). Validity in logistics research. *Journal of Business Logistics*, 18(1), 199-216.
- Merton, R. K. (1968). The Matthew effect in science. *Science*, 159(3810), 56-63.
- Meshkova, E., Riihijarvi, J., Oldewurtel, F., Jardak, C., & Mahonen, P. (2008). *Service-oriented design methodology for wireless sensor networks: A view through case studies*. Sensor Networks, Ubiquitous and Trustworthy Computing, 2008. SUTC'08. IEEE International Conference on, 146-153.
- Mesmer-Magnus, J. R., & DeChurch, L. A. (2009). Information sharing and team performance: A meta-analysis. *Journal of Applied Psychology*, 94(2), 535.
- Mills, A. J., Durepos, G., & Wiebe, E. (2009). *Encyclopedia of case study research* (Vol. 2): Sage Publications.

- Min, H., & Zhou, G. (2002). Supply chain modeling: past, present and future. *Computers & Industrial Engineering*, 43(1), 231-249.
- Minto, S., & Murphy, G. C. (2007). *Recommending emergent teams*. Mining Software Repositories, 2007. ICSE Workshops MSR'07. Fourth International Workshop on, 5-5.
- Mintzberg, H. (1989). *Mintzberg on management*: Free Press.
- Mishra, D., & Mishra, A. (2011). Complex software project development: agile methods adoption. *Journal of Software Maintenance and Evolution: Research and Practice*, 23(8), 549-564.
- Moe, N. B., Dingsoyr, T., & Dyba, T. (2008). *Understanding self-organizing teams in agile software development*. Proceedings of the 19th Australian Conference on Software Engineering, Perth, Australia, 76-85.
- Moeller, S. (2010). Characteristics of services—a new approach uncovers their value. *Journal of Services Marketing*, 24(5), 359-368.
- Moniruzzaman, A., & Hossain, D. S. A. (2013). Comparative Study on Agile software development methodologies. *arXiv preprint arXiv:1307.3356*.
- Morgan, M., Gibbs, S., Maxwell, K., & Britten, N. (2002). Hearing children's voices: methodological issues in conducting focus groups with children aged 7-11 years. *Qualitative research*, 2(1), 5-20.
- Muslu, K., Brun, Y., & Meliou, A. (2013). *Data debugging with continuous testing*. Proceedings of the 9th joint meeting of the European Software Engineering Conference and the Symposium on the Foundations of Software Engineering, new ideas track, ESEC/FSE.
- Myers, M. D., & Newman, M. (2007). The qualitative interview in IS research: Examining the craft. *Information and organization*, 17(1), 2-26.
- Nagasubramanian, R., & Rajagopalan, S. (2012). Payment Gateway Innovation in Multiple Payments. *International Journal of Computer Applications*, 59(16), 33-43.
- Neely, S., & Stolt, S. (2013). *Continuous Delivery? Easy! Just Change Everything (well, maybe it is not that easy)*. Agile Conference 2013, Nashville, USA, 121-128.
- Nevo, D., & Wand, Y. (2005). Organizational memory information systems: a transactive memory approach. *Decision Support Systems*, 39(4), 549-562.
- Niessink, F. (2001). *Perspectives on improving software maintenance*. (PhD), Vrije Universiteit te Amsterdam, Amsterdam.
- Niessink, F., & van Vliet, H. (1998). Towards Mature IT Services. *Software Process - Improvement and Practice*, 4(2), 55-71.
- Niessink, F., & van Vliet, H. (1999). The Vrije Universiteit IT Service Capability Maturity Model. *Amsterdam, Vrije Univeriteit Amsterdam*, 1-77.
- Niessink, F., & van Vliet, H. (2000). Software Maintenance from a Service Perspective. [Review article]. *Journal of Software Maintenance*, 12(2), 103-120.
- Nonaka, I., & Takeuchi, H. (1995). *The knowledge-creating company: How Japanese companies create the dynamics of innovation*. New York: Oxford University Press, USA.
- OGC. (2007). *ITIL Service Operation*. UK: The Stationary Office.
- Olsson, H. H., Alahyari, H., & Bosch, J. (2012). *Climbing the "Stairway to Heaven"—A Multiple-Case Study Exploring Barriers in the Transition from Agile Development towards Continuous Deployment of Software*. Proceedings of the 38th EUROMICRO Conference on Software Engineering and Advanced Applications (SEAA), Cesme, Izmir, Turkey, 392-399.
- Oppenheim, D., Bagheri, S., Ratakonda, K., & Chee, Y.-M. (2011). *Agility of enterprise operations across distributed organizations: A model of cross enterprise collaboration*. Proceedings SRII Global Conference (SRII), 2011 Annual, 154-162.
- Oppenheimer, D., Ganapathi, A., & Patterson, D. A. (2002). *Why do Internet services fail and what can be done about it?* : Computer Science Division, University of California.
- Paasivaara, M., Durasiewicz, S., & Lassenius, C. (2009). *Using scrum in distributed agile development: A multiple case study*. Global Software Engineering, 2009. ICGSE 2009. Fourth IEEE International Conference on, 195-204.

- Paasivaara, M., Lassenius, C., & Heikkilä, V. T. (2012). *Inter-team coordination in large-scale globally distributed scrum: Do Scrum-of-Scrums really work?* Proceedings of the 6th IEEE International Symposium on Empirical Software Engineering and Measurement (ESEM), 2012, Lund, Sweden, 235-238.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A conceptual model of service quality and its implications for future research. *The Journal of Marketing*, 49(4), 41-50.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. *Journal of Retailing*, 64, 1.
- Peppard, J. (2003). Managing IT as a Portfolio of Services. *European Management Journal*, 21(4), 467-483.
- Petersen, K., & Wohlin, C. (2009). A comparison of issues and advantages in agile and incremental development between state of the art and an industrial case. *Journal of Systems and Software*, 82(9), 1479-1490.
- Phifer, B. (2011). Next-Generation Process Integration: CMMI and ITIL Do Devops. *Cutter IT Journal*, 24(8), 28.
- Pikkarainen, M., Salo, O., & Still, J. (2005). Deploying agile practices in organizations: a case study *Software Process Improvement* (pp. 16-27): Springer.
- Plugge, A., & Janssen, M. (2009). Managing change in IT outsourcing arrangements: An offshore service provider perspective on adaptability. *Strategic Outsourcing: An International Journal*, 2(3), 257-274.
- Plummer, D. C., & McCoy, D. W. (2006). Achieving agility: Defining agility in an IT context. *Gartner Inc.*, ID(G00137819).
- Poppendieck, M., & Poppendieck, T. (2007). *Implementing lean software development: from concept to cash*: Pearson Education.
- Poppo, L., & Zenger, T. (2002). Do formal contracts and relational governance function as substitutes or complements? *Strategic Management Journal*, 23(8), 707-725.
- Port, D., & Bui, T. (2009). Simulating mixed agile and plan-based requirements prioritization strategies: proof-of-concept and practical implications. *European Journal of Information Systems*, 18(4), 317-331.
- Prajogo, D., & Olhager, J. (2011). Supply chain integration and performance: The effects of long-term relationships, information technology and sharing, and logistics integration. *International Journal of Production Economics*.
- Qumer, A., & Henderson-Sellers, B. (2008). A framework to support the evaluation, adoption and improvement of agile methods in practice. *Journal of Systems and Software*, 81(11), 1899-1919.
- Ralph, P., Shportun, P., & Bloomberg, L. (2013). Scrum Abandonment In Distributed Teams: A Revelatory Case.
- Rashed, C. A. A., Azeem, A., & Halim, Z. (2010). Effect of Information and Knowledge Sharing on Supply Chain Performance: A Survey Based Approach. *Journal of Operations and Supply Chain Management*, 3(2), 61-77.
- Rautiainen, K., von Schantz, J., & Vahaniitty, J. (2011). *Supporting Scaling Agile with Portfolio Management: Case Paf. com*. Proceedings of the 44th Hawaii International Conference on System Sciences (HICSS), Hawaii, USA, 1-10.
- ResponsiveOrg. (2014). The Responsive Organization Retrieved 2014-12-31, from <http://www.theresponsiveorg.com/>
- Riedl, C., Böhmman, T., Rosemann, M., & Krcmar, H. (2009). Quality management in service ecosystems. *Information Systems and E-Business Management*, 7(2), 199-221.
- Ringstad, M. A., Dingsøyr, T., & Moe, N. B. (2011). Agile process improvement: Diagnosis and planning to improve teamwork *Systems, Software and Service Process Improvement* (pp. 167-178): Springer.
- Rising, L., & Janoff, N. S. (2000). The Scrum software development process for small teams. *Software, IEEE*, 17(4), 26-32.
- Romanelli, E., & Tushman, M. L. (1994). Organizational transformation as punctuated equilibrium: an empirical test. *Academy of Management Journal*, 37(5), 1141-1166.
- Rosa, M. M. S. (2012). *A Method for Identifying IT Services Using Incidents*. (PhD), Universidade Tecnica de Lisboa, Lisboa.
- Rowley, J. (2007). The wisdom hierarchy - representations of the DIKW hierarchy. *Journal of Information Science*, 33(2), 163-180.

- Runeson, P., & Höst, M. (2009). Guidelines for conducting and reporting case study research in software engineering. *Empirical Software Engineering*, 14(2), 131-164.
- Saddington, P. (2012). *Scaling Product Ownership Through Team Alignment and Optimization*. Proceedings Agile conference, 123-130.
- Sahin, F., & Robinson, E. P. (2005). Information sharing and coordination in make-to-order supply chains. *Journal of Operations Management*, 23(6), 579-598.
- Saldaña, J. (2012). *The coding manual for qualitative researchers* (1st edition ed.). Arizona: SAGE Publications Limited.
- Sallé, M., & Bartolini, C. (2004, 19-23 April 2004). *Management by contract*. NOMS, Seoul, Korea, 787-800.
- Salo, O., & Abrahamsson, P. (2005). *Integrating agile software development and software process improvement: a longitudinal case study*. International Symposium on Empirical Software Engineering (ISESE), 2005, Queensland, Australia, 10 pp.
- Sandelowski, M. (1995). Sample size in qualitative research. *Research in nursing & health*, 18(2), 179-183.
- Saunders, M., Lewis, P., & Thornhill, A. (2009). *Research methods for business students* (5th edition ed.). Essex: Pearson Education Limited.
- Saunders, M., Lewis, P., & Thornhill, A. (2011). *Research methods for business students*, 5/e: Pearson Education India.
- Savić, A. (2008). Managing IT-related operational risks. *Ekonomski anali*, 53(176), 88-109.
- Scheerer, A., Hildenbrand, T., & Kude, T. (2014). *Coordination in Large-Scale Agile Software Development: A Multiteam Systems Perspective*. Proceedings of the 47th Hawaii International Conference on System Science, Hawaii, USA.
- Schnitter, J., & Mackert, O. (2011). Large-scale agile software development at SAP AG *Evaluation of Novel Approaches to Software Engineering* (pp. 209-220): Springer.
- Schuler, D., & Zimmermann, T. (2008). *Mining usage expertise from version archives*. Proceedings of the 2008 international working conference on Mining software repositories, 121-124.
- Schwaber, K. (2004). *Agile project management with Scrum*: O'Reilly Media, Inc.
- Schwaber, K. (2011). *The enterprise and scrum*: Microsoft Press.
- Schwaber, K. (2015). Scrum.org - Path to Agility, 2015, from <https://www.scrum.org/About/All-Articles/articleType/ArticleView/articleId/691/The-Path-to-Agility>
- Scott, J. (2014, 25 June 2012). RBS enters fifth day of software failures, *ComputerWeekly.com*. Retrieved from <http://www.computerweekly.com/news/2240158575/RBS-still-feeling-knock-on-effects-of-software-issues>
- Shachaf, P. (2008). Cultural diversity and information and communication technology impacts on global virtual teams: An exploratory study. *Information & Management*, 45, 131-142.
- Shalloway, A., Beaver, G., & Trott, J. R. (2009). *Lean-agile software development: achieving enterprise agility*: Pearson Education.
- Sharp, H., & Robinson, H. (2008). Collaboration and co-ordination in mature eXtreme programming teams. *International Journal of Human-Computer Studies*, 66(7), 506-518.
- Sharp, H., & Robinson, H. (2010). Three 'C's of agile practice: collaboration, co-ordination and communication *Agile Software Development* (pp. 61-85): Springer.
- Shepherd, C., & Günter, H. (2006). Measuring supply chain performance: Current research and future directions. *International Journal of Productivity and Performance Management*, 55(3-4), 242-258.
- Soundararajan, S., & Arthur, J. D. (2009). *A soft-structured agile framework for larger scale systems development*. Proceedings of the 16th Annual IEEE International Conference and Workshop on the Engineering of Computer Based Systems (ECBS), 187-195.
- Spencer-Thomas. (2012). Writing a Press Release, from <http://www.owenspencer-thomas.com/journalism/media-tips/writing-a-press-release>
- Stacey, R. D. (1995). The science of complexity: An alternative perspective for strategic change processes. *Strategic Management Journal*, 16(6), 477-495.
- Ståhl, D., & Bosch, J. (2013). *Experienced benefits of continuous integration in industry software product development: A case study*. The 12th IASTED International Conference on Software Engineering, (Innsbruck, Austria, 2013), 736-743.

BIBLIOGRAPHY

- Ståhl, D., & Bosch, J. (2014). Modeling continuous integration practice differences in industry software development. *Journal of Systems and Software*, 87, 48-59.
- Stelzer, D., & Mellis, W. (1998). Success factors of organizational change in software process improvement. *Software Process: Improvement and Practice*, 4(4), 227-250.
- Stettina, C. J., Heijstek, W., & Fægri, T. E. (2012). *Documentation work in agile teams: the role of documentation formalism in achieving a sustainable practice*. Agile Conference (AGILE), 2012, 31-40.
- Stettina, C. J., & Hörz, J. (2015). Agile portfolio management: An empirical perspective on the practice in use. *International Journal of Project Management*, 33(1), 140-152.
- Stout, R. J., Cannon-Bowers, J. A., Salas, E., & Milanovich, D. M. (1999). Planning, shared mental models, and coordinated performance: An empirical link is established. *Human Factors: The Journal of the Human Factors and Ergonomics Society*, 41(1), 61-71.
- Strode, D. E., Huff, S. L., Hope, B., & Link, S. (2012). Coordination in co-located agile software development projects. *Journal of Systems and Software*, 85(6), 1222-1238.
- Sugumaran, V., & Arogyaswamy, B. (2003). Measuring it performance: "Contingency" variables and value modes. *Journal of Computer Information Systems*, 44(2), 79-86.
- Susarla, A. (2003). *Understanding the organization of managed service providers: an analysis of customer satisfaction and contracting in markets for hosted IT services*. (Doctor in Philosophy), The University of Texas at Austin.
- Susman, G. I., & Evered, R. D. (1978). An assessment of the scientific merits of action research. *Administrative Science Quarterly*, 582-603.
- Sutherland, J. (2001). Agile can scale: Inventing and reinventing scrum in five companies. *Cutter IT Journal*, 14(12), 5-11.
- Sutherland, J. (2005). *Future of scrum: Parallel pipelining of sprints in complex projects*. Proceedings of the Agile Conference 2005, Washington, DC, USA, 90-99.
- Sutherland, J., Schoonheim, G., & Rijk, M. (2009). *Fully distributed scrum: Replicating local productivity and quality with offshore teams*. 42nd Hawaii International Conference on System Sciences (HICSS), Hawaii, USA, 1-8.
- Sutherland, J., Schoonheim, G., Rustenburg, E., & Rijk, M. (2008). *Fully distributed scrum: The secret sauce for hyperproductive offshored development teams*. Agile, 2008. AGILE'08. Conference, 339-344.
- Sutherland, J., & Schwaber, K. (2013). The Scrum Guide TM
- Sutherland, J., Viktorov, A., Blount, J., & Puntikov, N. (2007). *Distributed scrum: Agile project management with outsourced development teams*. Proceedings 40th Annual Hawaii International Conference on System Sciences, 2007. HICSS 2007, 274a-274a.
- Takeuchi, H., & Nonaka, I. (1986). The new new product development game. *Harvard Business Review*, 64(1), 137-146.
- Talby, D., & Dubinsky, Y. (2009). *Governance of an agile software project*. Proceedings of the 2009 ICSE Workshop on Software Development Governance, Washington, DC, USA, 40-45.
- Talk, A. (2013). Incident Management Retrieved March 2, 2013, from http://wiki.en.it-processmaps.com/index.php/Incident_Management
- Tan, W., Cater-Steel, A., & Toleman, M. (2009a). Implementing it service management: A case study focussing on critical success factors. *Journal of Computer Information Systems*, 50(2), 1.
- Tan, W., Cater-steel, A., & Toleman, M. (2009b). Implementing IT Service Management: A case study focussing on critical success factors. *Journal of Computer Information Systems*.
- Taylor, F. W. (1914). *The principles of scientific management*: Harper.
- Team, C. P. (2010a). CMMI for Development, version 1.3
- Team, C. P. (2010b). CMMI for Services, version 1.3 (pp. 533). Retrieved from <ftp://ftp.sei.cmu.edu/pub/documents/09.reports/09tr001.pdf>
- TFSC. (2011). The Changing Face of Payments - A Review of Current Payments Infrastructures, Drivers for Change and Implications for the Future. Retrieved from
- Thomson, A., & Miller, H. (2012, Sep 21, 2012). RIM Falls as BlackBerry Service Disrupted in Europe, *Bloomberg News*. Retrieved from <http://www.bloomberg.com/news/2012-09-21/rim-says-blackberry-service-disrupted-in-europe.html>

- Thouin, M. F., Hoffman, J. J., & Ford, E. W. (2009). IT outsourcing and firm-level performance: A transaction cost perspective. *Information & Management*, 46(8), 463-469.
- Unterkalmsteiner, M., Gorschek, T., Islam, A. M., Cheng, C. K., Permadi, R. B., & Feldt, R. (2012). Evaluation and measurement of software process improvement—A systematic literature review. *Software Engineering, IEEE Transactions on*, 38(2), 398-424.
- Vacanti, D., & Vallet, B. (2014). Actionable Metrics at Siemens Health Services.
- van Bon, J., Jong, A., & Kolthof, A. (2007). *Foundations of IT Service Management Based on ITIL, Volume 3*: Van Haren Publishing.
- Van de Ven, A. H., Delbecq, A. L., & Koenig Jr, R. (1976). Determinants of coordination modes within organizations. *American sociological review*, 322-338.
- Van Der Aalst, W. M., Reijers, H. A., & Song, M. (2005). Discovering social networks from event logs. *Computer Supported Cooperative Work (CSCW)*, 14(6), 549-593.
- van der Aalst, W. M., Reijers, H. A., Weijters, A. J., van Dongen, B. F., De Medeiros, A. A., Song, M., & Verbeek, H. (2007). Business process mining: An industrial application. *Information Systems*, 32(5), 713-732.
- Van Tiem, D. M., Karve, S., & Rosenzweig, J. Hidden Order of Human Performance Technology. *Handbook of Human Performance Technology*, 1251.
- VersionOne. (2013). 7th Annual State of Agile Development Survey. Retrieved from
- Viswanadham, N., Desai, V., & Gaonkar, R. (2005). *Bullwhip effect in integrated manufacturing and service networks*. Robotics and Automation, 2005. ICRA 2005. Proceedings of the 2005 IEEE International Conference on, 2994-2999.
- Vlaanderen, K., Jansen, S., Brinkkemper, S., & Jaspers, E. (2011). The agile requirements refinery: Applying SCRUM principles to software product management. *Information and Software Technology*, 53(1), 58-70.
- Vlietland, J. (2011). Information visibility and performance of global IT service networks: a study in the banking industry.
- Vlietland, J., van Solingen, R., & van Vliet, H. (2015). Delivering business value faster by sets of codependent Scrum teams: a governance framework. *Journal of System and Software*.
- Vlietland, J., & van Vliet, H. (2013). *Visibility and Performance of IT Incident Handling: A Control Theory Perspective*. Proceeding of the Joint Conference of the 23rd International Workshop on Software Measurement and the 8th International Conference on Software Process and Product Measurement (IWSM-MENSURA), Ankara, 203-212.
- Vlietland, J., & van Vliet, H. (2014a). *Alignment Issues in chains of Scrum teams*. Proceedings of the 5th International Conference on Software Business, Cyprus, 301-306.
- Vlietland, J., & van Vliet, H. (2014b). Improving IT incident handling performance with information visibility. *Journal of Software: Evolution and Process*, 2014(26), 1106-1127 doi: 10.1002/smr.1649
- Vlietland, J., & van Vliet, H. (2014c). Information sharing for effective IT incident resolving in IT service provider networks: A financial service case study. *Journal of Software: Evolution and Process* doi: 10.1002/smr.1697
- Vlietland, J., & van Vliet, H. (2015a). *Improving the Agility of IT Service Networks*. Proceedings of the 6th International Conference on Software Business, Portugal.
- Vlietland, J., & van Vliet, H. (2015b). Towards a governance framework for chains of Scrum teams. *Journal of Information and Software Technology*, Volume 57 (January 2015), Pages 52-65. doi: 10.1016/j.infsof.2014.08.008
- Waardenburg, G., & van Vliet, H. (2012). When agile meets the enterprise. *Information and Software Technology*, 55(12), 2154-2171.
- Walsham, G. (1995). The emergence of interpretivism in IS research. *Information Systems Research*, 6(4), 376-394.
- Webster Jr, F. E. (1992). The changing role of marketing in the corporation. *The Journal of Marketing*, 1-17.
- Wegner, D. M. (1987). Transactive memory: A contemporary analysis of the group mind *Theories of group behavior* (pp. 185-208): Springer.

BIBLIOGRAPHY

- Wegner, D. M., Erber, R., & Raymond, P. (1991). Transactive memory in close relationships. *Journal of Personality and Social Psychology*, 61(6), 923.
- Wei, H.-L., & Wang, E. T. (2010). The strategic value of supply chain visibility: increasing the ability to reconfigure. *European Journal of Information Systems*, 19(2), 238-249.
- Weick, K., & Quinn, R. (1999). Organizational change and development. *Annual Review of Psychology*, 50(1), 361-386.
- Wiener, N. (1965). *Cybernetics-: or the Control and Communication in the Animal and the Machine* (Vol. 25): MIT press.
- Wilhelm, M. M. (2011). Managing coopetition through horizontal supply chain relations: linking dyadic and network levels of analysis. *Journal of Operations Management*.
- Winniford, M., Conger, S., & Erickson-Harris, L. (2009). Confusion in the ranks: IT service management practice and terminology. *Information Systems Management*, 26(2), 153-163.
- Wood, D. J., & Gray, B. (1991). Toward a comprehensive theory of collaboration. *The Journal of Applied Behavioral Science*, 27(2), 139-162.
- Woodward, E., Surdek, S., & Ganis, M. (2010). *A practical guide to distributed Scrum*: Pearson Education.
- Yamakami, T. (2013). *Self-Innovation Skill-Based Change Management: An Approach Toward Flexible Organizational Management*. Proceedings of the 3rd International Conference on Cloud and Green Computing, 256-260.
- Yin , R. K. (1981). The case study crisis: some answers. *Administrative Science Quarterly*, 26(1), 58-65.
- Yin , R. K. (2009). *Case study research: design and methods* (2nd edition ed.). London: Sage Publications.
- Yu, L., Suojapelto, K., Hallikas, J., & Tang, O. (2008). Chinese ICT industry from supply chain perspective - A case study of the major Chinese ICT players. *International Journal of Production Economics*, 2008(115), 374 - 387.
- Zachman, J. (2002). The zachman framework for enterprise architecture. *Zachman International*.
- Zailani, S. H. M., & Kumar, K. M. (2011). Service Supply Chain (SSC): Proposed SSC Practices Measurement Items for Empirical Testing. *Journal of System and Management Sciences Vol*, 1(5), 11-18.
- Zhang, A. N., Goh, M., de Souza, R., & Meng, F. (2011). Conceptual modelling for supply chain inventory visibility. *International Journal of Production Economics*.