



*Employment of ICT to facilitate
innovation: issues and implications in
information-dependent organisations*

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Presentation Outline



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Focus of the Research

Objectives of the Study

Theoretical/ Methodological Framework

Research Methods Employed

Research Findings and Discussion

Conclusion



- Exploring an increasingly active area of technological innovation – location technologies.
- Introduction of systems such as AVLS/APLS and GPS in organisations highly-dependent on information.
 - Why do some organisations introduce such technologies and why some others don't?
 - How do the IT and Communications Managers communicate their perceptions of a location technology?

Objectives of the Study



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- To investigate the process of technological innovation focusing on the UK police forces.
- To study how innovations arise, and how the police forces engage with the climate of innovation and the relevant stakeholders during the innovation process.
- To investigate how the police forces participate in the design stages, and identify the tools employed in that phase.



Theoretical Framework

- The Social Construction of Technology (Bijker and Pinch 1987; Bijker 1995)
- to explicate the interpretative dynamics involved in the process of the introduction of an innovation.

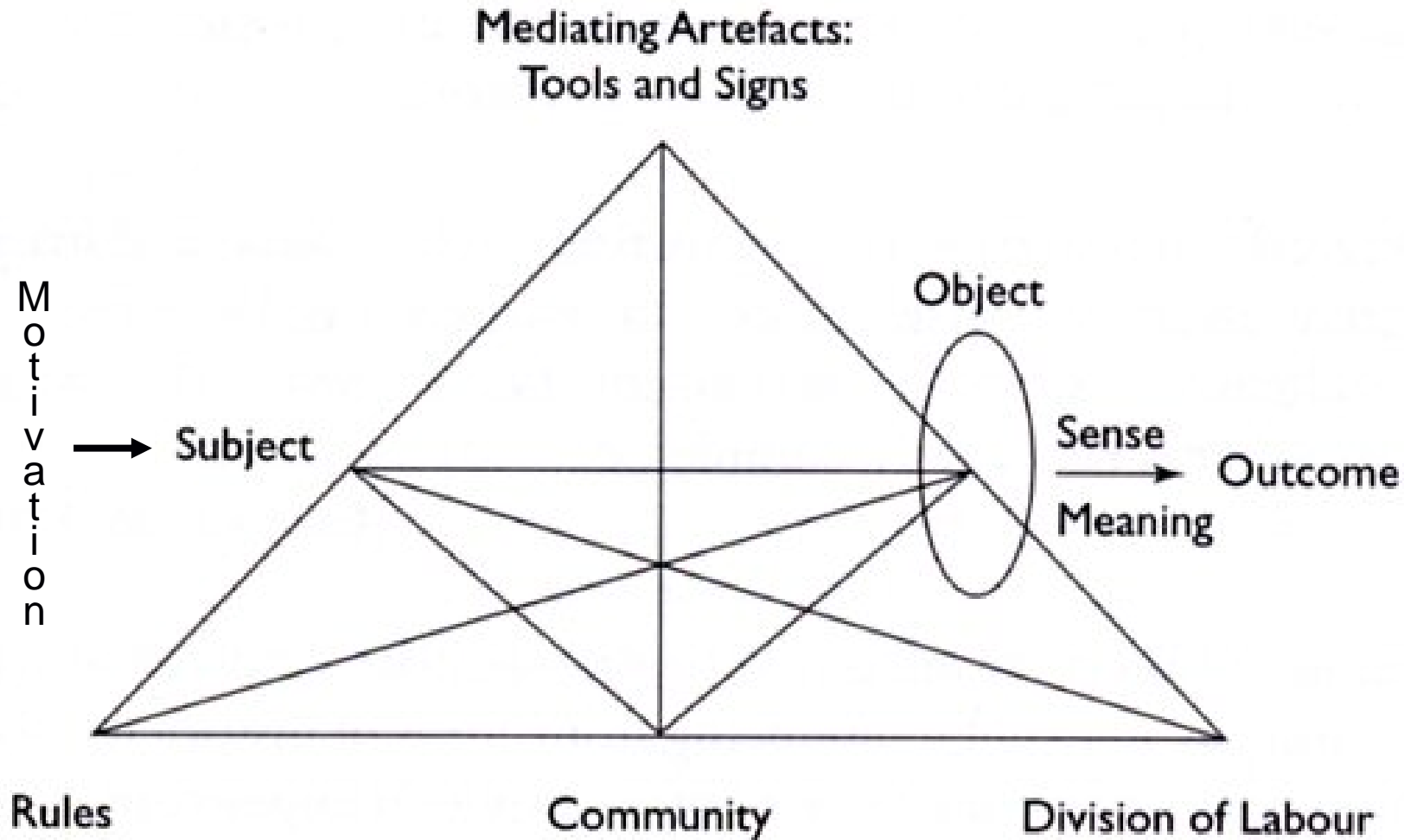
Methodological Framework

- Activity Theory (Vygotsky 1978, Engeström 1987)
- Qualitative approach.

Activity Theory



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(Engeström 1987)



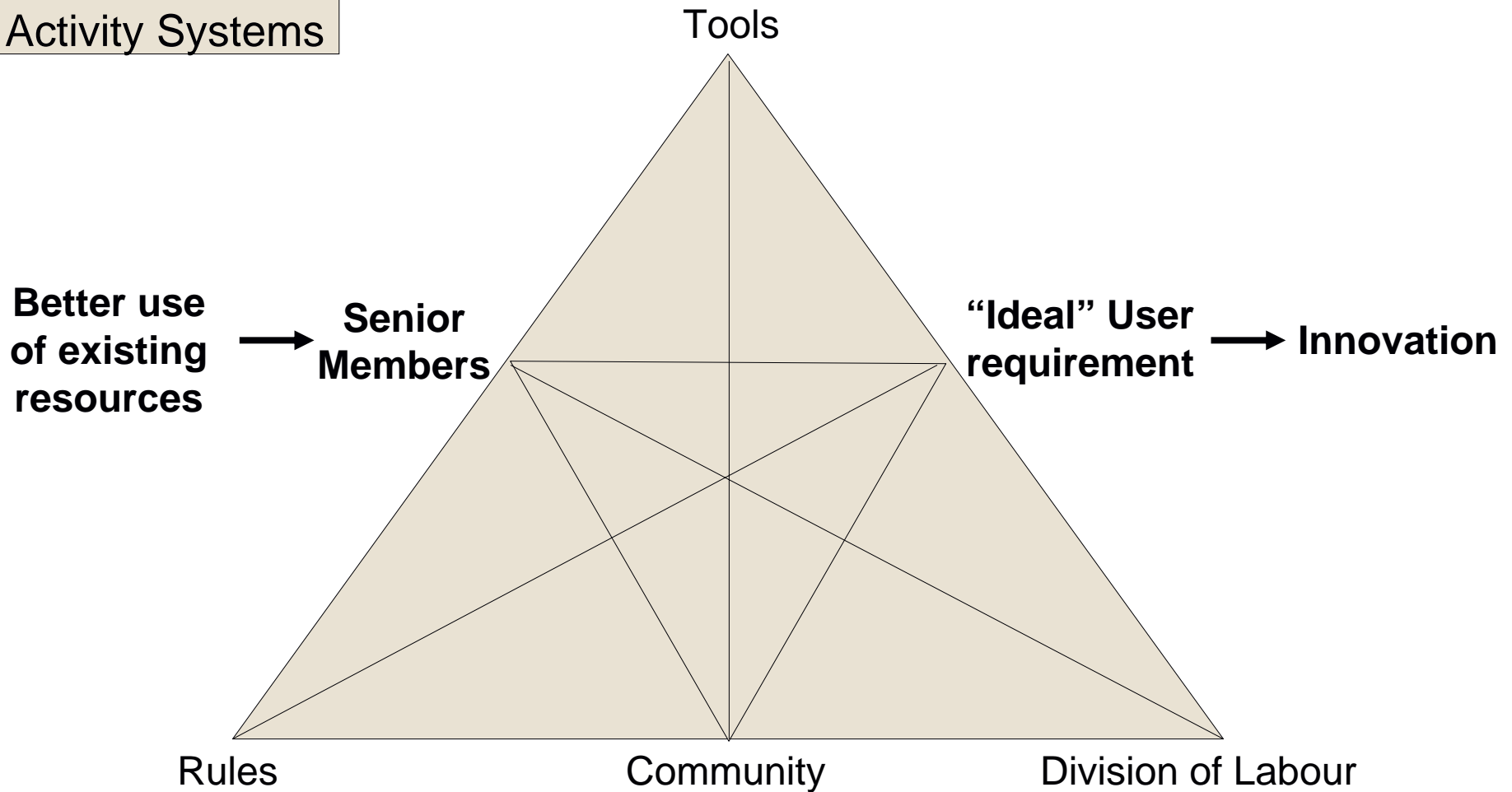
- Three UK Police Forces were chosen through a national survey – 61% response rate.
- Data were collected through interviews, observation, and document analysis.
- Interviews with Senior and Middle Management, and Users.
- Observation of Users.
- Analysis of IT Strategy and Development plans, Project Boards minutes, and Government reports.

Research Findings



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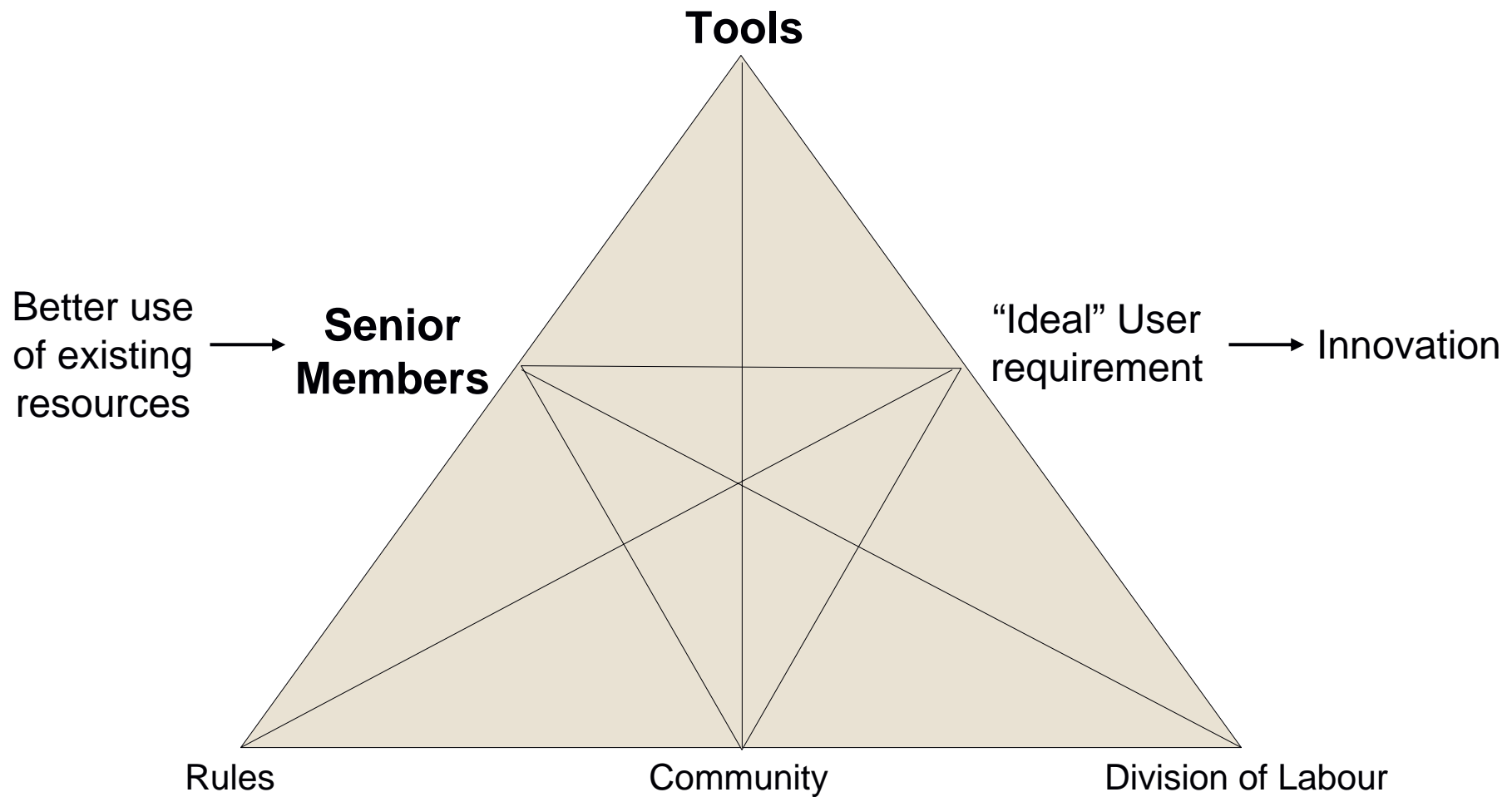
Similar
Activity Systems



Research Findings (cont.)



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Research Findings (cont.)



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Personal interaction (i.e. face-to-face, meetings, visit to other forces, etc.) although access to wide audiences is not possible.

ICT tools

- Email is mostly used for wide audiences;
- Intranet has been used but not extensively;
- Use of online platforms (e.g. SharePoint) was being examined for intra- and inter-organisation cooperation;
- Single data entry and single username and password an important issue – especially in those organisations where access to multiple systems is required frequently.



- Innovation a multi-dimensional, non-linear process.
- ICT Tools are key in the innovation process – but not used !!
 - can encourage the exchange of ideas and increase effective collaboration;
 - can assist in sharing experiences.
- Introducing new and/or modifying existing ICT tools
 - can enhance the process of innovation;
 - can moderate tensions that emerged within and across organisations – tensions not always a negative aspect.



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