



2021 INTERNATIONAL CONFERENCE ON INFORMATION RESOURCES MANAGEMENT.

Digital Transformation in a (Post-)Pandemic World



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Welcome Message from the Conference Co-Chairs

The ongoing COVID-19 pandemic has presented both challenges and opportunities for conferences such as the International Conference on Information Resources Management (Conf-IRM). The fact that we are not able to meet in person this year is still disappointing. Conf-IRM, an affiliated conference of the Association for Information Systems (AIS), is known to be an inclusive, collaborative, and friendly environment where colleagues from around the world meet each other to share research ideas as well as build personal relationships. That face-to-face dynamic will be missing this year again. As with everything COVID-19, we have had to pivot to new ways of doing conferences. Thanks to available technology, we can deliver an abbreviated conference online. As we have found with teaching, new opportunities for connecting and communicating are available in the online environment. So, while we cannot all be in Linz this year, we are afforded the opportunity to visit each participant in their own setting.

Conf-IRM is a venue for developing emerging scholars from every region of the world. We take great pride in seeing scholars who began their journey at one of our conferences go on to excel in the many ways they have. This is the 14th year for the conference. It builds on the traditions (with a twist) of previous conferences held in Canada, United Arab Emirates, Jamaica, South Korea, Austria, Brazil, Vietnam, Canada, South Africa, Chile, China, New Zealand, and the USA. While this year's conference will be in an online format, we have endeavored to put together a program that is substantive and meaningful. We therefore developed a program that reflects the different times zone, combining in the sessions people from the same region but also having interest in similar topics. We are very proud that the regional track again found a lot of attention; hence, people speaking Portuguese will find a large community. In addition, we will have a special meeting – we call it “The lobby” being available in parallel to the sessions where you can meet the chairs of the conference. We wish that the social time spent in the lobby or the social space together will be both inspiring and rewarding for each participant.

Conf-IRM always was and always will be a conference with a specific bunch of people. So be nice to each other, respect the work of others but do not hesitate to give friendly feedback. This is the best way to build a stable community that endures pandemics and other catastrophes. Although we will not have the usual opportunity to socialize in person, we hope you will be able to make beneficial and lasting contacts in our virtual meetups.

Have a great time!

Barbara Krumay & Gerald Grant
Conference co-chairs

Welcome Message from the Program Co-Chairs

Welcome to the 2021 International Conference on Information Resources Management (Conf-IRM). Although many things have changed with COVID-19, we are pleased to have the opportunity through Conf-IRM 2021 to bring to you a programme featuring a range of technical, managerial, social and behavioural aspects of Information Systems, and a forum in which we can still meet and share with our colleagues around the world.

In keeping with the international reach of Conf-IRM, we received submissions from across 9 countries this year. Each submission underwent a rigorous double-blind review process that included peer-evaluation by at least two reviewers, assessment by the conference track chairs, and quality assurance of the revised submissions. The final programme covers a range of Information Systems research topics and problems. In total, 28 papers have been accepted with 22 research papers and 6 research-in-progress papers.

Conf-IRM 2021 involved 74 authors and 59 reviewers, alongside a dedicated conference committee. On behalf of the 2021 Conference Committee we thank all our authors for their submissions. We also extend our sincere thanks and appreciation to the track chairs and other colleagues who served as reviewers, and especially for the time they have spent and the valuable contributions, they have made to ensure the success of the conference. Indeed, our sincere thanks to everyone involved and especially at this time given the challenges, many are facing both personally and professionally – thank you!

Finally, we welcome you to our online symposium. We hope that you will enjoy Conf-IRM 2021 and we look forward to the opportunity meeting you during the conference.

Iris Groher and Cesar Alexandre de Souza
Program Co-Chairs

Schedule and Program

General information

Sessions are grouped by regions (in accordance with AIS region):

- Region 1: Americas
- Region 2: Europe, Africa, The Middle East
- Region 3: Asia, Pacific

All presentations are 15 min. long plus 10 min. for Q&A

The sessions have a dedicated session chair and a technical chair, some have an additional session co-chair.

On May, 17th, and May, 18th, technical checks are scheduled (presenting authors receive an according information).

All times are CET (Linz, local time) – however, other time zones are reflected.

How you contribute to Conf-IRM 2021 ...

... as an **attendee** attend as many sessions as possible, actively contribute to the discussion, be nice and respectful, join the chairs in the lobby, participate in the social events, be active in the workshop, help building the community and have fun!

... as a **presenting author** submit your presentation slides via EDAS, use the technical tests to avoid an unwanted surprise during session, make sure you are in your session in time, make sure you follow the time given, read the papers of your colleagues to be a good buddy, give friendly yet substantial feedback, attend as many sessions as possible, actively contribute to the discussion, be nice and respectful, join the chairs in the lobby, participate in the social events, be active in the workshop, help building the community and have fun!

... as a **session chair** use the technical tests to avoid an unwanted surprise during session, be in the session in time, get in contact with the technical chairs, comfort the authors, make sure to introduce them the way they want to be introduced, use the technical tests to avoid an unwanted surprise during session, make sure to keep the time of all presenting authors equally, read the papers presented in the session you are chairing, give friendly yet substantial feedback, attend as many sessions as possible, actively contribute to the discussion, be nice and respectful, join the chairs in the lobby, participate in the social events, be active in the workshop, help building the community and have fun!

Day 0 May 19th, 2021: Doctoral Consortium

Students from around the world - from Austria to New Zealand - participate in the DC, held on May 19th, 2021. To accommodate both groups at a reasonable time, the consortium will run for about half-day, on May 19th. To ensure that everyone gets the most out of the consortium, the rest of this document outlines what you should do beforehand to prepare for the Consortium (Important: Students are expected to attend and participate in the full consortium). Further information on the DC has been provided to the participants via email.

Day 1 May 20th, 2021: Lobby

Join us at the Conf-IRM 2021 Lobby! 08:00 h – 23:59 h	Cesar Alexandre de Souza, Gerald Grant, Iris Groher, Barbara Krumay, Manuel Mühlburger
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Day 1 May 20th, 2021: Region 2 / Session 1

09:00 h	Region 2 / Session 1	Zoom Session Meeting
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Session Length: 90 min.	Session Chair Malcom Garbutt	Language: English
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No	Type	Track	Title	Authors
4	Full paper	07	Analysis of the literature on accessibility of e-government websites with respect to Persons with Disabilities (PWDs)	Saleem Abdurahman - University of Cape Town, South Africa Salah Kabanda - University of Cape Town, South Africa
8	Full paper	10	Digital Innovation for Financial Services Organizations: A Preliminary Consideration of Lines of Action for Organizational Practices	Malcolm Garbutt - University of Western Cape, South Africa James Njenga - University of the Western Cape, South Africa Wilfred Samuels - University of the Western Cape, South Africa
1	RIP	03	A Preliminary Analysis of Communication Methods in Agile IS Development for Controlling Information Asymmetry	Peter Virag - WU Vienna University of Economics and Business, Austria Edward Bernroider - WU Vienna University of Economics and Business, Austria Ulrich Remus - University of Innsbruck, Austria

Time zone Information for Region 2 / Session 1

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasilia	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
03:00	04:00	09:00	12:30	17:00	19:00

10:30 h	Break	Lobby
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Day 1 May 20th, 2021: Region 2 & 3 / Session 2

11:00 h Region 2 & 3 / Session 2

Zoom Session Meeting

Session Length:
90 min.

Session Chairs
Edward Bernroider
Michaela Trierweiler (Co-chair)

Language:
English

No	Type	Track	Title	Authors
3	Full paper	04	An Extended Analysis of Risk Management Concepts in IT Management Frameworks	Maksim Goman - Johannes Kepler University Linz, Austria
16	Full paper	03	Internal IT Control Systems and Global Regulation of Organizations: The Rise of Control Assemblages	Edward Bernroider - Vienna University of Economics and Business, Austria
11	RIP	08	Examining the impact of FinTechs in extending capital access to MSMEs	Syed Abdullah Ashraf - Indian Institute of Management Ranchi, India Rahul Kumar - Indian Institute of Management Ranchi, India

Time zone Information for Region 2 / Session 2

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasília	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
05:00	06:00	11:00	14:30	19:00	21:00

12:30 h Break

Lobby

Day 1 May 20th, 2021: Conference Opening & Keynote

14:00 h	Conference Opening Gerald Grant, Stefan Koch & Barbara Krumay & Keynote Carol Saunders	Zoom Keynote Meeting
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Can Pre-Pandemic IS Research Help in a Pandemic and a Post-Pandemic World?

This keynote will explore how IS research conducted before the Coronavirus Pandemic on a variety of topics including online learning, virtual teams, work-family conflict, gender inequality and the digital divide can be applied in the pandemic and in a post-pandemic world. And further, have the findings from IS research been applied?

Carol Saunders is Professor Emerita at the University of Central Florida. She has received two lifetime accomplishment awards: the LEO award in the Information Systems (IS) discipline and the Lifetime Achievement

Award from the OCIS Division of the Academy of Management. She also is an Association for Information Systems (AIS) Fellow and a Schoeller Senior Fellow. She served on a number of editorial boards, including a three-year term as Editor-in-Chief of *MIS Quarterly*. She served as General Conference Chair of the premier Information Systems conference, ICIS, and Program Co-chair of AMCIS 2015. She helped found the Organization Communication and Information Systems (OCIS) division of the Academy of Management and served in a variety of positions including its program chair and division chair. She was the AIS Vice President of Publications from 2016-2019. She was the Distinguished Fulbright Scholar at the Wirtschaftsuniversität – Wien (WU) in Austria and earlier held a Professional Fulbright with the Malaysian Agricultural Research and Development Institute. She has held research chairs in Germany, New Zealand, Singapore, and the Netherlands. Her current research interests include business models, coopetition, interorganizational systems, overload, sourcing, and time. She has published in top-ranked Management, IS, Computer Science and Communication journals.

Time zone information for the Keynote

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasília	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
08:00	09:00	14:00	17:30	22:00	00:00

15:30 h	Break	Lobby
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Day 1 May 20th, 2021: Social Event

16:00 h Social Event #1

Social Space

We cordially invite you to our social events during Conf-IRM 2021. Since we cannot bring you to Linz in beautiful Austria, we have decided to bring Linz to you. On both days at 16:00 (UTC+2) during our social space you can choose to participate in one of three events. We have prepared these three events to provide you with the opportunity to get to know each other whilst also getting to know our university as well as Austrian culture and cuisine. We have prepared three Events for you:

1. **Virtual cooking class:** Under the live guidance of a chef, you will prepare traditional Austrian food. On Thursday, you will prepare a delicious Wiener Schnitzel (list of ingredients can be found online).
2. **360 degree tour of the JKU campus** (video via Youtube link/ audio via Zoom).
3. **Power point karaoke** – battle decks

Time zone information for the Social Event

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasília	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
10:00	11:00	16:00	19:30	00:00	02:00

17:30 h Break

Lobby

Day 1 May 20th, 2021: Workshop

18:00 h Workshop Digital Twin

Zoom Workshop Meeting

Contributors: **Richard Heininger, Claudia Kaar, Udo Kannengiesser, Christian Stary** - Johannes Kepler University Linz, Austria

Content: Digital Twins have become a design issue for IS development. Experience various approaches of digital twin development. We start with production-oriented digital twin design, shared autonomy, and finally present tangible education gadgets. These inputs help us to come up with a common understanding and variations in digital twin development.

Time zone information for the workshop

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasília	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
12:00	13:00	18:00	21:30	02:00	04:00

Day 1 May 20th, 2021: Region 1 / Session 1

18:00 h Region 1 / Session 1 Zoom Session Meeting

Session Length: 60 min. **Session Chairs:** Marcelo Araujo
Anna Hermes (Co-chair) **Language:** English

No	Type	Track	Title	Authors
26	Full paper	07	Understanding the use of digital payments in Brazil: An analysis from the perspective of digital divide measures	Marcelo Henrique de Araujo - EAESP FGV, Brazil Eduardo Diniz - EAESP FGV, Brazil
5	Full paper	10	Assessment of the Impact of Fintechs on the Brazilian Financial Inclusion Index (original title: Avaliação do Impacto das Fintechs no Índice de Inclusão Financeira Brasileira)	Elisa da Silva - USP, Brazil Daielly Mantovani - USP, Brazil

Time zone information for Region 1 / Session 1

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasília	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
12:00	13:00	18:00	21:30	02:00	04:00

19:30 h Break Lobby

Day 1 May 20th, 2021: Region 1 / Session 2

20:30 h Region 1 / Session 2

Zoom Session Meeting

Session Length:
90 min.

Session Chairs
Daielly Mantovani
Anna Hermes (Co-chair)

Language:
English

No	Type	Track	Title	Authors
24	Full paper	10	The rise of social applications and sustainable development: The Ribon Case	<p>Helena Freitas - Universidade Federal de São Paulo, Brazil</p> <p>Luis Hernan Contreras Pinochet - Universidade Federal de São Paulo, Brazil</p> <p>Vanessa Itacaramby Pardim - Universidade de São Paulo & Universidade Nove de Julho, Brazil</p> <p>Marcia Azevedo - Universidade Federal de São Paulo, Brazil</p>
19	Full paper	10	Micromobility challenges in the city of São Paulo: The impact of shared economy services of electric scooters	<p>Luis Hernan Contreras Pinochet - Universidade Federal de São Paulo, Brazil</p> <p>Vanessa Itacaramby Pardim - Universidade de São Paulo & Universidade Nove de Julho, Brazil</p> <p>Heloisa Mangini - Universidade Federal de São Paulo, Brazil</p> <p>Cesar Alexandre de Souza - University of São Paulo, Brazil</p>
18	RIP	10	Performance measurement in Smart Government: analysis of the Digital Governance Strategy of the Federal Government of Brazil (orig. Title: Mensuração de desempenho em Smart Government Análise da Estratégia de Governança Digital do Governo Federal do Brasil)	<p>Mariane S. Souza - Universidade de São Paulo, Brazil</p> <p>Daielly Mantovani - USP, Brazil</p>

Time zone information for Region 1 / Session 1

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasília	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
14:30	15:30	20:30	00:00	04:30	06:30

22:00 h Break

Lobby

Day 1 May 20th, 2021: Region 1 / Session 3

22:30 h Region 1 / Session 3

Zoom Session Meeting

Session Length: 90 min.
Session Chairs: Ernani Marques

Language: Portuguese

No	Type	Track	Title	Authors
20	RIP	10	Pequenos Negócios e Inclusão no Pós-Covid-19: Desafios de nova plataforma em Ecosistema em Rede	Rodrigo R. Silva - FGV EAESP & NewRoad Agency, Brazil
25	Full paper	10	Transformação Digital para Além da Tecnologia: Uma Análise sobre as Pessoas e os Processos Relacionados com o Uso das Mídias Sociais na Prefeitura de Salvador	Emmanuelle F. M. de Anias Daltro - Prefeitura Municipal de Salvador, Brazil Ernani M dos Santos - Federal University of Bahia, Brazil Miguel Mira da Silva - Universidade de Lisboa, Portugal
6	Full paper	10	Contrastes da implementação da infraestrutura tecnológica em 2020 para aulas remotas das escolas públicas brasileiras no período da pandemia da Covid-19	Edilaine de Azevedo Vieira - Universidade Federal do Paraná - UFPR - Brasil, Brazil Álvaro Maximiliano Pino Coviello - Federal University of Parana, Brazil Taiane Ritta Coelho - Federal University of Parana, Brazil Rodrigo Eduardo Botelho-Francisco - Universidade Federal do Paraná, Brazil

Time zone information for Region 1 / Session 3

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasília	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
16:30	17:30	22:30	02:00	06:30	08:30

00:00 h End Day 1

Lobby

Day 2 May 21st, 2021: Lobby

Join us at the Conf-IRM 2021 Lobby! 08:00 h – 23:59 h	Cesar Alexandre de Souza, Gerald Grant, Iris Groher, Barbara Krumay, Manuel Mühlburger
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Day 2 May 21st, 2021: Region 2 / Session 3

09:00 h	Region 2 / Session 3	Zoom Session Meeting
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Session Length: 90 min. **Session Chair:** Barbara Krumay **Language:** English

No	Type	Track	Title	Authors
10	Full paper	08	Enablers of and Barriers to Digital Innovation Success: A Systematic Literature Review from 2010 to 2020	Lorna Mutegi - University of Cape Town, South Africa Jean-Paul Van Belle - University of Cape Town & CITANDA, South Africa
14	RIP	02	How Social Capital Facilitates Absorptive Capacity in a High-Growth Environment	Fieke E. van Telgen - Open Universiteit Nederland & Proud Experts, The Netherlands Rachelle Bosua - Open Universiteit Nederland, The Netherlands Laury Bollen - Open Universiteit Nederland, The Netherlands
2	Full paper	07	An assessment of the role of agency among semi-skilled workers: Challenges in the attainment of developmental outcomes from the use of ICT	Shaun Pather - University of the Western Cape, South Africa Ivonja Liebenberg - University of the Western Cape, South Africa

Time zone information for Region 2 / Session 3

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasilia	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
03:00	04:00	09:00	12:30	17:00	19:00

10:30 h	Break	Lobby
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Day 2 May 21st, 2021: Region 2 & 3 / Session 4

11:00 h Region 2 & 3 / Session 4

Zoom Session Meeting

Session Length: 90 min.
Session Chairs: Stefan Oppl

Language: English

No	Type	Track	Title	Authors
23	Full paper	06	Temporary Access to Medical Records in Emergency Situations	Zhi Chen - Auckland University of Technology, New Zealand Samaneh Madanian - Auckland University of Technology, New Zealand Farhaan Mirza - Auckland University of Technology, New Zealand
12	Full paper	10	Factors Influencing the Adoption of Digital Technologies in South African SMMEs	Malcolm Garbutt - University of Western Cape, South Africa James Njenga - University of the Western Cape, South Africa Raul-Pierre Classen - University of the Western Cape, South Africa
27	Full paper	05	Usage Patterns of an ePortfolio-Platform - On the Potential Conflict between Short- and Long-term Usage Scenarios of ePortfolios	Martin Dobiasch - Danube University Krems, Austria Stefan Oppl - Danube University Krems, Austria

Time zone information for Region 2 / Session 4

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasilia	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
05:00	06:00	11:00	14:30	19:00	21:00

12:30 h Break

Lobby

Day 2 May 21st, 2021: Keynote & Best Paper Awarding Ceremony

14:00 h **Keynote Roland Karlsböck & Best Paper Awarding Ceremony** Zoom Keynote Meeting



How information & communication technology (IT) affects organizational resilience during the pandemic and enables the path to recovery and renewal for the future?

Resilience means the capability of being robust under conditions of enormous stress and change that currently affects many organizations around the globe during the covid-19 pandemic. It suddenly became a new “buzzword”, especially in the context of digital transformation. Let us find out why these terms are often used together in one sentence and if it can lead to recovery or even renewal of organizations for a post-pandemic future.

Roland Karlsböck, Information Management & Digitalization, voestalpine Steel Division. Robert Karlsböck studied Business Informatics at the Johannes Kepler University, Linz. In his function at voestalpine Steel Division, he focuses on digitalization, and with it the targeted application of new digital technologies as a cornerstone of continued value growth and technological leadership for voestalpine (see <https://www.voestalpine.com/group/en/group/innovation/digitalization/>).

Time zone information for the Keynote

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasilia	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
08:00	09:00	14:00	17:30	22:00	00:00

15:30 h Break Lobby

Day 2 May 21st, 2021: Social Event

16:00 h Social Event #2 Social Space

We cordially invite you to our social events during Conf-IRM 2021. Since we cannot bring you to Linz in beautiful Austria, we have decided to bring Linz to you. On both days at 16:00 (UTC+2) during our social space you can choose to participate in one of three events. We have prepared these three events to provide you with the opportunity to get to know each other whilst also getting to know our university as well as Austrian culture and cuisine. We have prepared three Events for you:

1. **Virtual cooking class:** Under the live guidance of a chef, you will prepare traditional Austrian food. On Friday, you will learn the secrets involved in producing a Kaiserschmarren, the famous Austrian desert once favored by emperor Franz Joseph the first (list of ingredients can be found online).
2. **360 degree tour of the JKU campus** (video via Youtube link/ audio via Zoom).
3. **Power point karaoke** – battle decks

Time zone information for the Social Event

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasília	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
10:00	11:00	16:00	19:30	00:00	02:00

17:30 h Break Lobby

Day 2 May 21st, 2021: Region 1 / Session 4

18:00 h Region 1 / Session 4 Zoom Session Meeting

Session Length: 60 min. **Session Chairs:** Amarolinda Klein
Christopher Williams (Co-chair) **Language:** English

No	Type	Track	Title	Authors
21	Full paper	08	Startups, SMEs and Institutional Arrangements in the Internet of Things Innovation Ecosystem in Brazil	Amarolinda Klein - UNISINOS, Brazil
9	Full paper	08	Digital Maturity Level of a B2B Company: Case Study of a Brazilian Complex Manufacturing Company	José Airton de Santos - Owens Illinois do Brasil, Brazil Eduardo de Rezende Francisco - FGV EAESP, Brazil

Time zone information for Region 1 / Session 4

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasília	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
12:00	13:00	18:00	21:30	02:00	04:00

19:30 h Break Lobby

Day 2 May 21st, 2021: Region 1 & 3 / Session 5

20:30 h Region 1 & 3 / Session 5

Zoom Session Meeting

Session Length: 90 min.
Session Chair: Reinhold Plösch

Language: English

No	Type	Track	Title	Authors
22	Full paper	01	Systematic Review of Methodological Approaches for Designing, Assessing and Validating Business An	Wai Yip Freddy Wong - University of Southern Queensland, Australia Michael Lane - University of Southern Queensland, Australia Sophie Cockcroft - University of Southern Queensland, Australia
7	Full paper	01	Covid-19 Emergency Aid: How the Brazilian Government used Social Big Data Analytics to give economic support and protect vulnerable citizens	Rafael M Ronqui - FGV EAESP, Brazil Thiago Oliveira - FGV EAESP, Brazil Alexandre Silva - FGV EAESP, Brazil Carlos Brandão - FGV EAESP, Brazil Rodrigo R. Silva - FGV EAESP & NewRoad Agency, Brazil William Helouani - FGV EAESP, Brazil Tiago A. Lara - FGV EAESP, Brazil Eduardo de Rezende Francisco - FGV EAESP, Brazil
17	RIP	04	Learning from Security Failures: The Roles of Psychological Safety and Mild Fear	Chengqi (John) Guo - James Madison University, USA

Time zone information for Region 1 & 3 / Session 5

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasilia	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
14:30	15:30	20:30	00:00	04:30	06:30

22:00 h Break

Lobby

Day 2 May 21st, 2021: Region 1 / Session 6

22:30 h Region 1 / Session 6 Zoom Session Meeting

Session Length: 90 min. **Session Chairs:** Guilherme Lunardi
José Antonio Galhardo (Co-chari) **Language:** Portuguese

No	Type	Track	Title	Authors
5	Full paper	10	Inclusive Innovation Based on ICT: Lessons from the Maker Movement in Brazil	Cecilia Burtet - University of Vale do Rio dos Sinos (UNISINOS), Brazil Amarolinda Klein - University of Vale do Rio dos Sinos (UNISINOS), Brazil
28	Full paper	10	Uso da Design Science Research para proposição de um modelo de Governança de TI para Instituições de Ensino	Aline Sengik - Universidade Federal do Rio Grande - FURG, Brazil Guilherme Lunardi - Universidade Federal do Rio Grande - FURG, Brazil Isaias Bianchi - University of Minho, Portugal Guilherme Costa Wiedenhöft - Universidade Federal do Rio Grande - FURG, Brazil
13	Full paper	10	Ferramenta de Visualização de Dados Públicos da Saúde Disponibilizados pelo DATASUS	Rafael Kunst - University of Vale do Rio dos Sinos (UNISINOS), Brazil Josiane Porto - University of Vale do Rio dos Sinos (UNISINOS), Brazil Paula Franceschini - University of Vale do Rio dos Sinos (UNISINOS), Brazil

Time zone information for Region 1 / Session 6

EDT [UTC -4]	BRT [UTC -3]	CEST [UTC +2]	IST [UTC +5:30]	AEST [UTC +10]	NZST [UTC +12]
New York Miami	São Paulo Brasília	Linz Cape Town	Ranchi Colombo	Toowoomba Melbourne	Auckland Fidschi
16:30	17:30	22:30	02:00	06:30	08:30

00:00 h End of Conf-IRM 2021 Lobby

**JOHANNES KEPLER
UNIVERSITY LINZ**

Altenberger Straße 69
4040 Linz, Austria
P +43 732 2468 0
info@jku.at
jku.at

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