

The IM 2000 Research Programme

For a large number of companies the efficient use of modern information and communication technologies is a key factor for their success in a competitive market. Close links between information management and business are substantial. Treating issues that are relevant for practical work, the research programme Information Management 2000 (IM 2000) at the Institute for Information Management at the University of St. Gallen promotes the cooperation of economy and research. Partner companies participate in the development of solutions and in their application in pilot projects.

The Institute for Information Management (IWI) at the University of St. Gallen focusses on information management in economy and administration. At the mo-

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ment it consists of three sections: Software engineering and artificial intelligence (Prof. Dr. Erwin Nievergelt), information management and computer aided software engineering (Prof. Dr. Hubert Österle), information markets and communication (Prof. Dr. Beat Schmid).

Objectives of IM 2000

The IWI currently works on the research program IM 2000. The practical experience of leading companies in various branches is pooled with the research potential of the IWI. In so-called Competence Centres (CCs), solutions for key issues in information management are developed. As the projects entail a close cooperation over several years, the CCs build up considerable practical and theoretical know-how on the subjects treated. Other objectives of IM 2000 are the systematic exploration of new potentials in information technology and the transfer of knowledge from research into the economy by means of pilot projects which

trigger new applications for information technologies.

Principles of IM 2000

The work of IM 2000 is based on the following principles: activities of the CCs are defined in cooperation with managers from the participating partner companies. All CCs are conceived to work for at least five years, assuring the continuity of their members. CCs are financed on the basis of a detailed project schedule which defines objectives, proceedings and timetable. A CC council controls and monitors all activities. The CC is designed to generate mutual benefits for both the institute and the participating business partners. It is intended to produce results that can be translated into action by the partner companies (see table 1). Each CC team includes a professor, his assistants and members from the partner companies. The participation of the business partners guarantees the transfer of know-how from the university into the companies.

Existing Competence Centres

At present, IM 2000 is composed of four CCs (see Figure 1):

- The CC Controlling and Redesign of Information Systems (CC CRIS) develops an approach for business-oriented evaluation of existing and

planned information systems and is working on a method for the redesign of business processes.

- The CC Electronic Markets (CC EM) is working on concepts of electronic coordination and the impact of EMs on market structures. The research results are applied in the field of logistics, where a reference model for Computer Integrated Logistics (CIL) is being developed.
- The CC Computer-supported Information Management (CC RIM) is designing a reference model for the development of inhouse information systems including modules for project management, quality control, configurations management and development organisation.
- CC TeleCounter (CC TC) is developing a standardized interface for communication between providers of financial services and private customers.

Partner Companies	Competence Centres	CRIS	EM	RIM	TC
Federal Office for Computer Applications		•		•	
Danzas			•		
Hoffmann-La Roche			•		
Swiss PTT		•		•	•
Migros / Migrosbank		•			
Neue Aargauer Bank/ Servag					•
Union Bank of Switzerland		•	•	•	•
Swiss Bank Corporation		•	•	•	•
Credit Suisse		•			•
Schweizerische Rentenanstalt		•			
Siemens			•		
Sulzer		•		•	
Swissair		•			
Swisscos			•		
Telekurs					•
Winterthur Insurance		•		•	
Zürich Insurance				•	

Table 1: The partner companies

Experience

Discussions with leading representatives from the partner companies have revealed the advantages of the IM 2000 project for its business partners: It serves as a turntable for all information generated by the CCs, sharing expensive experts, stimulating dialogue and cooperation among partner companies. Even large companies would not be able to work on the relevant topics in the same thorough and long-term-oriented way as the CCs.

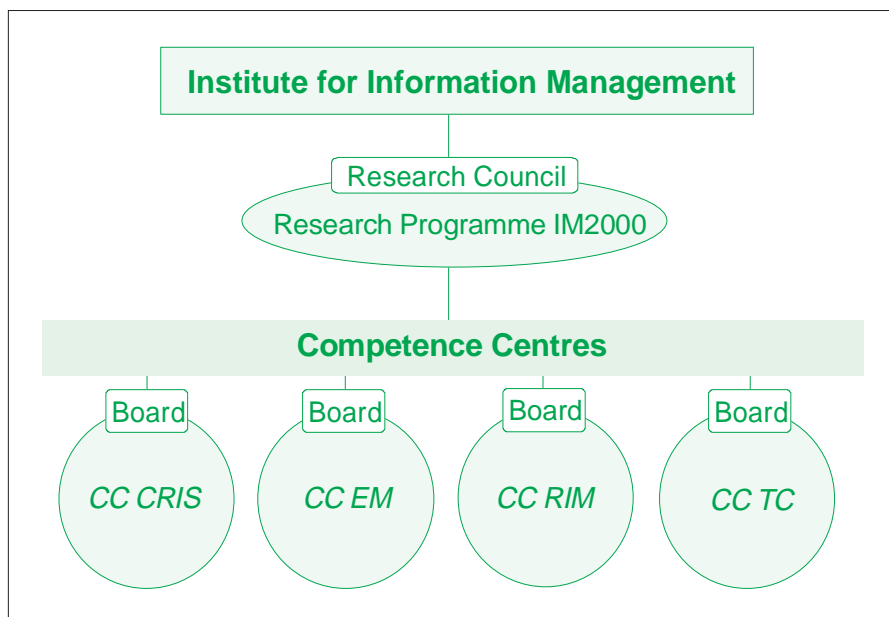


Figure 1: The structure of the research programme IM 2000