

Remko Helms
Full Professor
RS-Research Program Creating, Analyzing and Managing high-quality
Information (CAMINO)
Department of Information Science



Research interests

Prof.dr.ir. Remko Helms is a professor in Business Analytics at Open Universiteit in the Information Systems group. His teaching and research interests are mainly focused on how organizations realize value from exploring and exploiting data, including topics such as data analytics processes, data analytics strategy, data governance and analytics governance. He is supervising several PhD students and groups of master students on these topics. His work appeared in different Information Systems and Knowledge Management conferences as well as journals. He is a member of Association for Information Systems (AIS), former secretary of the AIS Region2 Board and served in different roles for ECIS conferences including workshop chair, organizing chair, program chair and conference chair.

Qualifications

Basis Kwalificatie Onderwijs (BKO), Utrecht University

1 Oct 2003 → 31 Oct 2004

Award Date: 31 Jan 2005

PhD, Product data management as enabler for concurrent engineering, Eindhoven University of Technology

1 Jan 1997 → 12 Jun 2002

Award Date: 12 Jun 2002

Master, Controlling product-information and the related information flows, Eindhoven University of Technology

1 Sept 1993 → 15 Aug 1996

Award Date: 15 Aug 1996

Employment

Full Professor

RS-Research Program Creating, Analyzing and Managing high-quality Information (CAMINO)

RS-Research Organisation Open Universiteit

1 Jan 2023 → present

Full Professor

Full Professor

Department of Information Science

Open Universiteit: faculties and services

1 Sept 2013 → present

Research outputs

Disruptive Innovation in a Digitally Connected Healthy World: 23rd IFIP WG 6.11 Conference on e-Business, e-Services and e-Society, I3E 2024 Heerlen, The Netherlands, September 11–13, 2024 Proceedings

van de Wetering, R. (Editor), Helms, R. W. (Editor), Roelens, B. F. C. (Editor), Bagheri, S. (Editor), Dwivedi, Y. K. (Editor), Pappas, I. O. (Editor) & Mäntymäki, M. (Editor), 9 Sept 2024, Springer. 446 p. (Lecture Notes in Computer Science, Vol. 14907).

Deploying predictive analytics to enhance patient agility and patient value in hospitals: A position paper and research proposal

Broekharst, D. S. E., van de Wetering, R., Ooms, W. M., Helms, R. W. & Roijackers, A. H. W. M., Nov 2023, In: Healthcare Analytics. 3, 5 p., 100141.

Data governance capabilities: empirical validation in case studies of large organisations

Merkus, J., Helms, R. W. & Kusters, R. J., Jun 2023, *36th Bled eConference Digital Economy and Society: The Balancing Act for Digital Innovation in Times of Instability*. Pucihar, A., Borštnar, M. K., Bons, R., Ongena, G., Heikkilä, M. & Vidmar,

D. (eds.). 1 ed. Bled: University of Maribor Press, p. 35-48 14 p. (36th Bled eConference: Digital Economy and Society: The Balancing Act for Digital Innovation in Times of Instability, BLED 2023 - Proceedings).

Adopting the digital platform model for citizen services: proposed waves towards a government platform organization

Vanderbeken, Y., Huygh, T., Bollen, L. H. H. & Helms, R. W., 2023, *ECIS 2023 Proceedings*. AIS Electronic Library, 10 p. 12

Data analytics and SMEs: how maturity improves performance

Baijens, J., Bollen, L. & Helms, R. W., 15 Nov 2022, *Proceedings of IEEE 24th Conference on Business Informatics (CBI 2022)*. IEEE Computer Society Press, p. 31-39 9 p.

Evolving competencies to align electronic medical records - a dynamic resource-based perspective on hospitals' co-evolutionary information systems alignment capability

Walraven, P., van de Wetering, R., Helms, R., Caniels, M. & Versendaal, J., 30 Mar 2022, In: *Journal of Health, Organisation and Management*. 36, 9, p. 112-132 21 p.

Establishing and theorising data analytics governance: a descriptive framework and a VSM-based view

Baijens, J., Huygh, T. & Helms, R. W., Jan 2022, In: *Journal of Business Analytics*. 5, 1, p. 101-122 22 p.

Data Governance Capabilities: Maturity Model Design with Generic Capabilities Reference Model

Merkus, J., Helms, R. W. & Kusters, R. J., Oct 2021, *Proceedings of the 13th International Joint Conference on Knowledge Discovery, Knowledge Engineering and Knowledge Management*. Bernardino, J., Masciari, E., Rolland, C. & Filipe, J. (eds.). SCITEPRESS-Science and Technology Publications, Lda., Vol. 3. p. 102-109 8 p.

Capturing Co-evolutionary Information Systems Alignment: Conceptualization and Scale Development

Walraven, P., van de Wetering, R., Caniels, M. C. J., Versendaal, J. M. & Helms, R. W., 2021, *Proceedings of the 54th Hawaii International Conference on System Sciences*. Scholar Space, University of Hawai'i at Manoa, p. 6017-6026 10 p.

Reference Model for Generic Capabilities in Maturity Models

Merkus, J., Helms, R. W. & Kusters, R., Sept 2020, *Proceedings of the 2020 12th International Conference on Information Management and Engineering, ICIME 2020*. New York, NY: Association for Computing Machinery (ACM), p. 10-17 8 p.

Aligning Effectively: The Case of Electronic Medical Records

Walraven, P., van de Wetering, R., Helms, R. W. & Caniels, M. C. J., Jun 2020, *Proceedings of the 28th European Conference on Information Systems (ECIS): An Online AIS Conference, June 15-17, 2020*. online: Association for Information Systems, 16 p.

Data Analytics Project Methodologies: Which one to choose?

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Applying Scrum in Data Science Projects

Baijens, J., Helms, R. W. & Iren, D., 2020, *Proceedings of IEEE 22nd Conference on Business Informatics (CBI 2020)*. Guédria, W., Proper, H. A., Verelst, J., Hacks, S., Timm, F., Sandkuhl, K., Fellmann, M., Serapiao, G., Payan, M., Komarov, M., Maltseva, S., Uskenbayeva, R., Nazarov, D., Ge, M., Helfert, M. & Ehrlinger, L. (eds.). Danvers, MA: Institute of Electrical and Electronics Engineers Inc., Vol. 2. p. 30-38 9 p.

Exploring New Opportunities for Mental Healthcare Through the Internet of Things (IoT)

Folkerts, G. B., van de Wetering, R., Bosua, R. & Helms, R. W., 2020, *Health Information Science - 9th International Conference, HIS 2020, Proceedings*. Huang, Z., Siuly, S., Wang, H., Zhou, R. & Zhang, Y. (eds.). Cham: Springer Nature Switzerland AG, p. 35-46 12 p. (Lecture Notes in Computer Science (LNCS) series, Vol. 12435). (Information Systems and Applications, incl. Internet/Web, and HCI, Vol. 12435).

Towards a Framework for Data Analytics Governance Mechanisms

Baijens, J., Helms, R. W. & Velstra, T., 2020, *Proceedings of the 28th European Conference on Information Systems (ECIS2020)*. AIS Electronic Library, 16 p. 81

Small Business, Big Data: An Assessment Tool for (Big) Data Analytics Capabilities in SMEs

Moonen, N., Baijens, J., Ebrahim, M. & Helms, R., 1 Aug 2019, *Academy of Management Proceedings*. Atinc, G. (ed.). Academy of Management, (Academy of Management Proceedings; No. 1, Vol. 2019).

Data Governance and Information Governance: Set of Definitions in Relation to Data and Information as Part of DIKW

Merkus, J., Helms, R. & Kusters, R., 4 May 2019, *Proceedings of the 21st International Conference on Enterprise Information Systems (ICEIS 2019)*. Filipe, J., Smialek, M., Brodsky, A. & Hammoudi, S. (eds.). 5 ed. INSTICC Press, Vol. 2. p. 143-154 12 p.

Developments in knowledge discovery processes and methodologies: Anything new?

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Predictive quality performance control in BPM: proposing a framework for predicting quality anomalies

Saab, N., Helms, R. W. & Zoet, M., Oct 2018, In: *Procedia Computer Science*. 138, p. 714-723 10 p.

Co-evolutionary IS-alignment: a complex adaptive systems perspective

Walraven, P., van de Wetering, R., Helms, R. W., Versendaal, J. & Caniels, M. C. J., Sept 2018, *Proceedings of the 12th Mediterranean Conference on Information Systems*. Corfu, Greece, 17 p. 27

Knowledge Management in Organizations: a critical introduction

Hislop, D., Bosua, R. & Helms, R. W., May 2018, 4th ed. Oxford, United Kingdom: Oxford University Press. 344 p.

Driving organizational sustainability-oriented innovation capabilities: a complex adaptive systems perspective

van de Wetering, R., Mikalef, P. & Helms, R., Oct 2017, In: *Current Opinion in Environmental Sustainability*. 28, p. 71-79 9 p.

Describing Criteria for Selecting a Scrum Tool Using the Technology Acceptance Model

Wagenaar, G., Overbeek, S. & Helms, R., 2017, *Proceedings of 9th Asian Conference on Intelligent Information and Database Systems (ACIIDS 2017)*. Cham: Springer International Publishing AG, Vol. 10192. p. 811-821 11 p. (Lecture Notes in Computer Science (LNCS), Vol. 10192).

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Social Media and Knowledge Management: a perfect couple.

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Open Data? Wel eens van gehoord ja!

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Attitude Towards the New Way of Working: a Longitudinal Study

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Attitude towards NWOW and activity based working: Activity patterns and change perspectives

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Competencies outside Agile Teams' Borders: The Extended Scrum Team

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Feeling Safe? Privacy controls and online dis-closure behavior

van der Valk, R. V. R., Helms, R. W., van de Wetering, R., Bex, F. J. & Corten, R., 2016, *Proceedings of the 24th European Conference on Information Systems : Research-in-Progress Papers*. AIS Electronic Library, 51

Talking To Me? Creating Networks From Online Community Logs

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Patterns of continuous requirements clarification

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Towards decision analytics in product portfolio management

Otten, S., Spruit, M. & Helms, R. W., 4 Jun 2015, In: *Decision Analytics*. 2, 4

Datasafari: Exploreren om te innoveren

Helms, R. W., 13 Feb 2015, Heerlen (NL): Open Universiteit Nederland. 48 p.

A Method for the Design of Gamified Trainings

Helms, R. W., Barneveld, R. & Dalpiaz, F., 2015, *Proceedings of the Pacific Asian Conference on Information Systems : PACIS 2015*. AIS Electronic Library, 59

Artefacts in Agile Software Development

Wagenaar, G., Helms, R. W., Damian, D. & Brinkkemper, S., 2015, *Proceedings of 16th International Conference (PROFES 2015)*. Abrahamsson, P., Corral, L., Oivo, M. & Russo, B. (eds.). Cham: Springer International Publishing AG, p. 133-148 16 p. (Lecture Notes in Computer Science (LNCS) series, Vol. 9459). (Programming and Software Engineering LNPSE, Vol. 9459).

Mobility and Security in the New Way of Working: Employee Satisfaction in a Choose Your Own Device(CYOD) Environment

de Kok, A., Lubbers, Y. & Helms, R. W., 2015, *Proceedings of the Mediterranean Conference on Information Systems : MCIS 2015 Proceedings*. AIS Electronic Library, 31

The impact of knowledge management and social capital on dynamic capability in organizations

van Reijssen, J., Helms, R. W., Batenburg, R. S. & Foorhuis, R., 2015, In: *Knowledge Management Research & Practice*. 13, 4, p. 401-417 17 p.

Integration by communication: Knowledge exchange in global outsourcing of product software development

Kristjánsson, B., Helms, R. & Brinkkemper, S., Jul 2014, In: *Expert Systems*. 31, 3, p. 267-281 15 p.

Analyzing social influence through social media: a structured literature review

Snijders, R. & Helms, R., 2014, *Proceedings of the 7th IADIS International Conference Information Systems 2014, IS 2014*. Nunes, M. B., Rodrigues, L., Powell, P. & Isaias, P. (eds.). IADIS Press, p. 3-10 8 p.

Assessing the new way of working: Bricks, bytes and behaviour

de Kok, A., Koop, J. & Helms, R. W., 2014, *Proceeding of the 19th Pacific Asia Conference on Information Systems: PACIS 2014*. Guoing, C., Zhangxi, L., Wei, K. & Zongyi, Z. (eds.). AIS Electronic Library

Social Media for Success: A Strategic Framework

Werder, K. (.), Helms, R. W. & Jansen, S., 2014, *Proceedings of the 18th Pacific Asia Conference on Information Systems 2014: PACIS 2014, Chengdu, China*. AIS Electronic Library, 16 p. 92

Reviewing Enterprise Content Management: A functional framework

Grahlmann, K. R., Helms, R. W., Hilhorst, C., Brinkkemper, S. & Van Amerongen, S., May 2012, In: *European Journal of Information Systems*. 21, 3, p. 268-286 19 p.

Improving knowledge sharing: Leading practices applied to a distributed program management community

Iancu, E. V., Helms, R., Grahlmann, K. & Harmsen, F., 2012, *Proceedings of the 13th European Conference on Knowledge Management, ECKM 2012*. Vol. 1. p. 485-492 8 p. (Proceedings of the European Conference on Knowledge Management, ECKM, Vol. 1).

Reaching out: Involving users in innovation tasks through social media

Helms, R., Booy, E. & Spruit, M., 2012, *Proceedings of the 20th European Conference on Information Systems (ECIS 2012)*. Association for Information Systems

An evaluation of service frameworks for the management of service ecosystems

Khadka, R., Saeidi, A., Jansen, S., Hage, J. & Helms, R., 2011, *Proceedings of 15th Pacific Asia Conference on Information Systems (PACIS 2011)*.

Exploring the impact of web 2.0 on knowledge management

Bebensee, T., Helms, R. & Spruit, M., 2011, *Knowledge Management 2.0: Organizational Models and Enterprise Strategies*. IGI Global, p. 17-43 27 p.

A Design Research Approach to Developing User Innovation Workshops in Second Life

Helms, R., Giovacchini, E., Teigland, R. & Kohler, T., 2010, In: *Journal of Virtual Worlds Research*. 3, 1

Evolving relationship structures in multi-sourcing arrangements: The case of mission critical outsourcing

Heitlager, I., Helms, R. & Brinkkemper, S., 2010, *Global Sourcing of Information Technology and Business Processes - 4th Global Sourcing Workshop 2010, Revised Selected Papers*. Springer Verlag, Vol. 55. p. 185-201 17 p. (Lecture Notes in Business Information Processing, Vol. 55 LNBIIP).

Exploring web 2.0 applications as a mean of bolstering up knowledge management

Bebensee, T., Helms, R. & Spruit, M., 2010, *Proceedings of the 11th European Conference on Knowledge Management (ECKM 2010)*. p. 65-73 9 p. (Proceedings of the European Conference on Knowledge Management, ECKM).

Impacts of implementing enterprise content management systems

Grahlmann, K. R., Hilhorst, C., Van Amerongen, S., Helms, R. & Brinkkemper, S., 2010, *Proceedings of 18th European Conference on Information Systems (ECIS 2010)*. 15 p.

Limitations of network analysis for studying efficiency and effectiveness of knowledge sharing

Helms, R., Ignacio, R., Brinkkemper, S. & Zonneveld, A., 2010, In: *Electronic Journal of Knowledge Management*. 8, 1, p. 53-68

Revealing Knowledge Networks from Computer Mediated Communication in Organizations

Van Reijssen, J. & Helms, R., Jun 2009, *Proceedings of 17th European Conference on Information Systems*. 13 p.

Impact assessment of knowledge sharing bottlenecks: The knowledge sharing environment model (KSEM)

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Limitations of network analysis for studying efficiency and effectiveness of knowledge sharing

Ignacio, R., Helms, R., Brinkkemper, S. & Zonneveld, A., 2009, *Proceedings of the 10th European Conference on Knowledge Management (ECKM 2009)*. p. 399-408 10 p. (Proceedings of the European Conference on Knowledge Management, ECKM).

Mining e-Mail to leverage knowledge networks in organizations

Reijisen, J. V., Helms, R., Jackson, T., Vleugel, A. & Tedmori, S., 2009, *Proceedings of 10th European Conference on Knowledge Management (ECKM 2009)*. Vol. 2. p. 870-878 9 p. (Proceedings of the European Conference on Knowledge Management, ECKM, Vol. 2).

Model-driven web engineering for the automated configuration of web content management systems

Souer, J., Kupers, T., Helms, R. & Brinkkemper, S., 2009, *Proceedings of 9th International Conference on Web Engineering (ICWE 2009)*. Vol. 5648. p. 121-135 15 p. (Lecture Notes in Computer Science (including subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics), Vol. 5648 LNCS).

Benchmarking the customer configuration updating practices of product software vendors

Jansen, S., Brinkkemper, S. & Helms, R., 2008, *Proceedings of 7th International Conference on Composition-Based Software Systems (ICCBSS 2008)*. p. 82-91 10 p. 4464012

Developing a reference method for knowledge auditing

Levantakis, T., Helms, R. & Spruit, M., 2008, *Proceedings of 7th International Conference on Practical Aspects of Knowledge Management (PAKM 2008)*. Vol. 5345. p. 147-159 13 p. (Lecture Notes in Computer Science (including subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics), Vol. 5345 LNAI).

Development and application of a factor framework to possible failure of communities of practice

Grootveld, A. & Helms, R., 2008, *Proceedings of 9th European Conference on Knowledge Management (ECKM 2008)*. p. 249-256 8 p. (Proceedings of the European Conference on Knowledge Management, ECKM).

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Reasons for success and failure in offshore software development projects

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A tentative technique for the study and planning of co-evolution in product software startups

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An integral IT continuity framework for uninterrupted business operations

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Application of a community of practice to improve knowledge sharing in offshoring relations

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Application of knowledge network analysis to identify knowledge sharing bottlenecks at an engineering firm

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Knowledge entry maps: Structuring of method knowledge in the IT industry

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PLM roadmap: Stepwise PLM implementation based on the concepts of maturity and alignment

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Understanding the dynamics of product software development using the concept of coevolution

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Knowledge network analysis: A technique to analyze knowledge management bottlenecks in organizations

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Product Data Management as enabler for Concurrent Engineering

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