

Lecture Notes in Business Information Processing

328

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Digital Transformation: Challenges and Opportunities

16th Workshop on e-Business, WeB 2017
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Revised Selected Papers

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Preface

The Workshop on e-Business (WeB) is a premier annual conference on e-business and e-commerce. The purpose of WeB is to provide an open forum for e-Business researchers and practitioners worldwide, to share topical research findings, explore novel ideas, discuss success stories and lessons learned, map out major challenges, and collectively chart future directions for e-Business. Since 2000, WeB has attracted valuable and emerging research and followed closely the developments in the technical and managerial aspects of e-business. The 16th Annual Workshop on e-Business (WeB 2017) was held in Seoul, South Korea, on December 10, 2017.

The theme of WeB 2017 was “Digital Transformation: Challenges and Opportunities.” Digitalization, consumerization, global platforms, and transformative innovations are causing industry convergence at a record pace. Information technologies are constantly changing business models and firms cannot but lag behind competitors in industry without understanding new information technology. That is to say, information technology can give firms great opportunities and it can give some firms critical challenges. New information technologies such as business analytics and social media networks are constructed properly and effectively engage customers. This enabled both firms and consumers to take advantage of the global supply of goods and services over the Internet and logistics.

WeB 2017 provided an opportunity for scholars and practitioners to exchange ideas and share findings on the themes. Original research articles with a broad coverage of behavioral issues on consumers, citizens, businesses, industries, and governments, ranging from technical to strategic issues were presented at the workshop.

Among 43 papers presented at WeB 2017, 11 paper were selected to be published in this volume of LNBIP. We would like to thank all the reviewers for their time and effort and for completing their review assignments on time despite tight deadlines. Many thanks to the authors for their contributions.

July 2018

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