

The Case for Cases in Information Systems Inquiry

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Abstract

This presentation will examine and discuss the case study interpretive approach to research in information systems, using illustrations from three case study inquiries undertaken by the author. The case studies are; The Halifax Share Dealing Service, the London Ambulance Computer Aided Dispatch System, and the Rolls Royce Aeromanager Portal. These cases, it is argued, provide interesting and relevant contributions to the information systems academic domain and that the case study approach should be regarded as a legitimate method of enquiry and be viewed as part of the pluralism of methods appropriate for information systems research. The author has undertaken research using various approaches but is concerned at the seeming decline of the case study approach in the literature and as an acceptable method for some of the higher rated journals. The presentation will discuss issues of cases and theory development, cases and grounded approaches, and cases and generalisation, as well as some of the limitations of cases.