Title: Improving Interactions Among IS Domain Knowledge Experts and IS Application Knowledge Experts for Creating Conceptual Models

Summary: Conceptual modeling is an important task carried out during the development of information systems (IS). It involves analysts working with domain experts in some area to build a representation of the domain called a conceptual model. The creation of such models requires expertise of both IS knowledge and particular domain knowledge. As the two types of knowledge are often possessed by different individuals, the process of developing conceptual models becomes difficult and complex. This proposal plans to investigate the mechanisms that can be provided to experts to improve their interactions on creating high quality conceptual model and to test the effectiveness of these mechanisms empirically. Using theories from cognitive psychology, an example based mechanism is suggested that might enhance the interactions among experts to create conceptual models. To test the effectiveness of such mechanism, a protocol analysis study is planned. In this study, experts will be asked to verbalize their thought processes while creating the models. Analysis of the thought processes (as protocols) will be done. It is anticipated that experts who will use the proposed mechanism will have less cognitive difficulty to develop the models as compared to the experts who will not have access to the mechanisms.