

Publications Dr. Marcel P.A. van Oosterhout

PhD Thesis

Van Oosterhout, M.P.A. (2010). Business Agility and Information Technology in Service Organizations, Promotors: Prof.dr.ir. H.W.G.M. van Heck & Dr. P. van Baalen

Refereed Journal Papers

1. Oosterhout, M.P.A. van, Waarts, E., van Hillegersberg, J. "Change factors requiring agility and implications for IT," *European Journal of Information Systems* (2006:15) 2006, pp 132-145. ERIM
2. van Baalen, P., van Oosterhout, M (2009). "IOS Adoption and Implementation in Global Port Communities", in Peter van Baalen, Rob Zuidwijk and Jo van Nunen (2009) "Port Inter-Organizational Information Systems: Capabilities to Service Global Supply Chains", *Foundations and Trends® in Technology, Information and OM*: Vol. 2: No 2-3, pp 81-241. ERIM

Refereed Book Chapters

1. Arendt, F., Hintsja, J., Meyer-Larsen, N., Müller, R., van Oosterhout, M., Veenstra, A., Urciuli, L., Zuidwijk, R. (2011). Impact of Supply Chain Visibility and Security on International Container Transport, in Blecker, T. *et al.*: Maritime Logistics in the Global Economy, Josef Eul Verlag GmbH, Lohmar-Köln, 2011.
2. Oosterhout, M. van, Koenen, E., Heck, E. (2009) The adoption of Grid Technology and Its Perceived Impact on Agility. Empirical Evidence from a Business Experiment with Small and Medium Enterprises in the Netherlands. bookchapter in Vervest, P., van Liere, D.W., Zheng, L. (2009) The Network Experience. New Value from Smart Business Networks, Springer, pp. 285-300. ERIM
3. Oosterhout, M.P.A. van, Heck, E., Waarts, E., Hillegersberg, J. (2008). *Business agility: Need, readiness and implications for Smart Business Networks*, - bookchapter in Vervest, P., Heck, E. van, Preiss, K., (2008) Smart Business Networks 2006 Conference Proceedings, pp. 157-180.
4. Moonen, H., Oosterhout, M. van, Nunen, J. (2007) *ICT in Logistieke Ketens*, in Bemelmans et al (ed) ICT Zakboek, 3^e druk, 3007
5. Van Oosterhout, M., Waarts, E., Heck, E., van Hillegersberg, J. "Business agility: need, readiness and alignment with IT-strategies," in: *Agile Information Systems: Conceptualization, Construction and Management*, K.C. Desouza (ed.), Butterworth-Heinemann, 2006. ERIM
6. Oosterhout, M.P.A. van, Waarts, E., Hillegersberg, J. (2005) Assessing business agility: A Multi-Industry Study in The Netherlands, in Baskerville, R.; Mathiassen, L.; Pries-Heje, J.; DeGross, J. (Eds.) *Business Agility and Information Technology Diffusion* IFIP TC8 WG 8.6 International Working Conference, May 8-11, 2005, Atlanta - Georgia, USA, Springer, pp. 275-294 ERIM

Books

1. Baalen, P. van, M.P.A. van Oosterhout, Y. Tan, E. van Heck (2000), 'Dynamics in setting up an EDI community - Experiences from the port of Rotterdam' EBURON, June 2000
2. Oosterhout, M.P.A. van, P. Beije (red.); (1997) *MISTER MKB IT-Gids* / Deventer: Kluwer BedrijfsInformatie

Refereed Conference Papers

1. Veenstra, A., Zuidwijk, R., van Oosterhout, M. (2010) *Benefit analysis of visibility in global logistics chains*, in Conference Proceedings of 2010 Annual Conference of the International Association of Maritime Economics, Lisbon 7-9 July 2010
2. Srour, J. Oosterhout, M.P.A. van, Baalen, P. van, Zuidwijk, R. (2008) *Port Community System Implementation: Lessons Learned from an International Scan*, Transportation Research Board 87th Annual Meeting, January 13-17, 2008, Washington D.C
3. Oosterhout, M.P.A. van, Heck, E. (2007) *Customer centric IS and the role of agility in public organizations An empirical study in the Netherlands*, The 6th Workshop on e-Business WeB 9 December 2007 Montreal, Quebec, Canada
4. Oosterhout, M.P.A. van, Veenstra, A.W., Meijer, M.A.G., Popal, N., Berg, J. van den (2007) *Visibility Platforms for Enhancing Supply Chain Security: a Case Study in the Port of Rotterdam*, International Symposium on Maritime Safety, Security and Environmental Protection, Athens, 20-21 September 2007
5. Hillegersberg, J. van, Oosterhout, M.P.A. van, Valkenier, R., Waarts, E. (2005), *Where Do You Need To Be Agile?*, Financial Services Outsourcing Magazine
6. Hillegersberg, J., J.C.M. Tseng, R.A. Zuidwijk, M. van Oosterhout, J.A.E.E. van Nunen (2003), *Hub to higher Performance? An Internet hub for the Vos Logistics Supply Chain*, article in Verduijn, T., B. van de Loo (eds) (2003), *Intelligent Logistics Concepts – Improving your supply chain with collaboration and ICT*

7. Hoogeweegen, M. & M.P.A. van Oosterhout (1998), *Modularisatie van dienst en proces in de maritieme transportketen*, Bedrijfskundig Vakblad, oktober 1998, nummer 6, pagina's 4-11
8. Oosterhout, M.P.A., Heck E. van, Koenen, E., Vollaard, H., Emmen, A., Meijer, G., den Ouden, JC, Perdeck, M (2007) *Development of a Business Model for Grid networked businesses: experiences from Beingrid DRS pilot*, e-Challenges Conference 2007
9. Oosterhout, M.P.A. van & M.R. Hoogeweegen (1996), *De kosten en baten van EDI in logistieke transport ketens: een case studie in de haven van Rotterdam* [in Dutch], internal report (winner Telematics '96 Student Award)

Professional Papers

1. Van Oosterhout, M. (2011) *Richt je bij het Nieuwe werken ook op cultuurverandering in een bedrijf*, Storage Insight
2. van Heck, E, Baalen, P van, van der Meulen, N., van Oosterhout, M.(2011) *Sustainable Work Innovation – Measuring the impact of a new way of working at Microsoft Netherlands*, Erasmus@Work research Briefing Issue 1, January 2011
3. van Heck, E, Baalen, P van, van der Meulen, N., van Oosterhout, M.(2011) *Het Nieuwe Werken Barometer. Inzicht in adoptie en effecten van HNW in Nederland*, Erasmus@Work research Briefing Issue 2, June 2011

Research Project Reports

2011

1. Bouwman, J., van Oosterhout, M., van der Meulen, N. (2011) *New Worlds of Work Survey Pre-Measurement Results TNT Head Office*, commissioned by TNT
2. Bouwman, J., van Oosterhout, M., van der Meulen, N. (2011) *Sogeti – Ricoh -Optimaal Werken, Voor en Nameting*, commissioned by Sogeti
3. Hints, J. et al. (2011) *Cassandra Compendium*, Cassandra Deliverable D1.1, commissioned by the European Commission
4. Huinink, L., van Oosterhout, M., van der Meulen, N., van Baalen, P. (2011) *ProWork Flexible Working Survey – Pre-measurement results*, commissioned by Ericsson
5. Huinink, L., van Oosterhout, M., van der Meulen, N., van Baalen, P. (2011) *Sogeti Optimaal Werken Survey – resultaten nameting 2011*, commissioned by Sogeti
6. Kromhout, P., van Oosterhout, M., van der Meulen, N., van Baalen, P., Bouwman, J. (2011) *CBG U-Move – Pre-Measurement results*, commissioned by CBG-MEB
7. Melenhorst, M., Janssen, R., van Oosterhout, M., van der Meulen, N., van Baalen, P., Huinink, L., Bouwman, J. (2011) *SWEAT Toolbox*, ProWork Deliverable 2.2
8. Neeft, H., Westgeest, E., van Oosterhout, M., van der Meulen, N., Van Heck, E. (2011) *Flexible Working Survey results*, commissioned by Rabobank
9. van Oosterhout, M., van der Meulen, N., van Baalen, P., Janssen, R., Bijlsma, M. (2011) *HNW Barometer – Opzet en rapportage 2010*, ProWork Deliverable 2.1.1
10. Van Oosterhout, M., Van Heck, E. (2011) *Erasmus@Work Vooronderzoek het Nieuwe Werken*, report commissioned by Equens
11. Van Oosterhout, M., Van Heck, E. (2011) *IT Savvy Measurement 2011*, report commissioned by Vebego Group
12. Van Oosterhout, M., van Hemert, N., Van Heck, E. (2011) *Eastman Chemicals B.V. Report NWOW Workshop 25-11-2011*, commissioned by Eastman Chemicals B.V.
13. Van Oosterhout, M., Veenstra, A., Zuidwijk, R. (2011), *INTEGRITY Final reports Wp 6 and Wp 9*, report commissioned by the European Commission
14. Veenstra, A., Van Oosterhout, M., (2011), *INTEGRITY Exploitation Strategy report, Deliverable 9.3*, report commissioned by the European Commission
15. Wahle, D., van Oosterhout, M., van der Meulen, N., van Heck, E. (2011) *Athlon Car Lease Resultaten 0-meting, Erasmus@Work*, commissioned by Athlon Car Lease

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16. Van Oosterhout, M., Veenstra, A., Zuidwijk, R. (2010), *INTEGRITY evaluation basic SICIS, Deliverable 6.3*, report commissioned by the European Commission
17. Veenstra, A., Van Oosterhout, M., , Zuidwijk, R. (2010), *INTEGRITY Exploitation Plan, Deliverable 9.2*, report commissioned by the European Commission

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18. Baalen, P. van, Go, F., Heck, E. van, van Oosterhout, M. (2009) *Worlds of Work - Results from the New Worlds of Work Research Report 2008, Research report*, Commissioned by Microsoft the Netherlands
19. Van der Meulen, N., Vermeer, W., van Oosterhout, M., Baalen, P. (2009) *Essent @nders werken results survey NWoW*

Curriculum Vitae Dr. Marcel P. A. van Oosterhout – Overview Publications

20. Zuidwijk, R., Veenstra, A., Dalen, J. van, van Oosterhout, M. (2009), INTEGRITY benefits analysis and measurement plan, Deliverable 6.1, report commissioned by the European Commission
21. Van Oosterhout, M., Veenstra, A., Zuidwijk, R. (2009), INTEGRITY common evaluation criteria, Deliverable 6.2, report commissioned by the European Commission

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22. Baalen, P. van, Dupain, W., Engels, R., Go, F., Heck, E. van, Kieboom, K., Legerstee, M., van Nunen, J., van Oosterhout, M., Vermeulen, v. (2008) *Worlds of Work - Results from the New Worlds of Work Research Report 2007, Research report*, Commissioned by Microsoft the Netherlands
23. Oosterhout, M.P.A., Heck E. van, Koenen, E., Huizing, R., Vollaard, H., Emmen, A., Perdeck, M., Heijer, R. (2008) *Exploitation plan for BEinGRID BE15 Data Recovery Service*, BEinGRID Research report D3.15.4, Commissioned by the European Commission

2007

24. Veenstra et al (2007) *Supply Chain Security Stakeholder analyse en Scenario's*, PROTECT research report, Commissioned by Transumo
25. Koenen, E., Oosterhout, MPA, Heck, E. van (2007), Data Recovery System via GRID-technology for Small and Medium Enterprises at Almere: Adoption and Impact on Level of Backup- & Recover Agility
26. Popal et al (2007 forthcoming), PROTECT: Information Needs for supply chain security
27. Meijer et al (2007) PROTECT: Information architecture for supply chain security

2006

28. Oosterhout et al (2006), BEINGRID: business model for Data Backup and Recovery Service, BEinGRID Research report D3.15.2, Commissioned by the European Commission

2005 and earlier

29. Oosterhout, M.P.A., Carvalho, R., Waarts, E., Hillegersberg, J. (2005), *Business Agility in the Netherlands – Public Sector study*. Commissioned by Hewlett-Packard
30. Bout, S. van den, Hillegersberg, J., Oosterhout, M.P.A. van (2004), *Agile business: the competitive weapon: Business Agility in the Netherlands – Sector Report Energy*. Commissioned by Hewlett-Packard
31. Hertogs, B., Vervest, P., Oosterhout, M.P.A. van, Hillegersberg, J., (2004), *Agile business: the competitive weapon: Business Agility in the Netherlands – Sector Report Mobile Telecom*. Commissioned by Hewlett-Packard
32. Hoek, L., Oosterhout, M.P.A. van (2004): “*Digital Parts Transfer*”, case study in WP-4 Actual Cases, POET project (prediction of e-economy impacts on transport). Commissioned by the European Commission
33. Hoek, L., Oosterhout, M.P.A. van (2004): “*Satellite newspapers: impact of printing on demand on transport in the media supply chain*”, case study in WP-4 Actual Cases, POET project (prediction of e-economy impacts on transport). Commissioned by the European Commission
34. Oosterhout, M.P.A. van, (2004): “*Kiala: a new distribution concept for the home shopping market*”, case study in WP-4 Actual Cases, POET project (prediction of e-economy impacts on transport). Commissioned by the European Commission
35. Oosterhout, M.P.A. van, Cunden, M., Heck, E. van (2004): “*Buying from a distance at Dutch Flower Auctions: exploration of impacts on transport*”, case study in WP-4 Actual Cases, POET project (prediction of e-economy impacts on transport). Commissioned by the European Commission
36. Oosterhout, M.P.A. van, Waarts, E., Hillegersberg, J., Vervest, P., Bout, S. van den, Hertogs, B., Valkenier, R., Verwaal, R. (2004), *Agile business: the competitive weapon: Business Agility in the Netherlands – Overall report*. Commissioned by Hewlett-Packard
37. Pau, L., Zuidwijk, R., Chen, H., Coterlet, P. van de, Oosterhout, M. van, Nunen, J. van (2004) “*Introduction of 3rd generation wireless services at the port of Rotterdam and its business partners*”. Commissioned by KPN Mobile
38. Valkenier, R., Waarts, E., Hillegersberg, J., Oosterhout, M.P.A. van (2004), *Agile business: the competitive weapon: Business Agility in the Netherlands – Sector Report Finance*. Commissioned by Hewlett-Packard
39. Verwaal, R., Hillegersberg, J., Oosterhout, M.P.A. van (2004), *Agile business: the competitive weapon: Business Agility in the Netherlands – Sector Report Logistics*. Commissioned by Hewlett-Packard
40. Vleugel, J., Oosterhout, M.P.A. van, (2004): “*Integrated supply chain planning at Danzas*”, case study in WP-4 Actual Cases, POET project (prediction of e-economy impacts on transport). Commissioned by the European Commission
41. Oosterhout, M.P.A. van, A.W. Veenstra, A.W. (2003). Work Package 4: Actual Case Studies - overview of cases. Contribution to Deliverable 11, POET project (prediction of e-economy impacts on transport). Commissioned by the European Commission/DG TREN
42. Holland et al (2003), *Verkenning effecten Glasvezelnetwerk Rotterdam*, Dialogic innovatie & interactie & Rotterdam School of Management, Commissioned by Ontwikkelingsbedrijf Rotterdam
43. Oosterhout, M.P.A. van, O. Koppius, E. van Heck (2003), *Contributions to e-business implementation and assessment methods*, (IST-2001-34868 D3). Commissioned by European Commission
44. Oosterhout, M.P.A. van, Frans Waals (2002), *Modern Maritime Learning Environment* Commissioned by Ministries of LNV and EZ

Curriculum Vitae Dr. Marcel P. A. van Oosterhout – Overview Publications

45. Veenstra, A.W., L.M. van der Lugt & M. van Oosterhout (2002) *Port Management Games* [in Dutch]. Commissioned by Rotterdam Transport Schools.
46. Oosterhout, M.P.A. van, P. van Velzen, E. van Heck (2002), *Industry thematic priority e-factors* – sub report in Pouloudi et al (2002), E-business model roadmap (IST-2001-34868 D3). Commissioned by European Commission
47. Raalte et al (2002), *Blueprint Virtuele Haven*, Final report for GigaPort Virtuele Haven project Commissioned by Ministry of Economic Affairs and ABN Amro
48. Hatting, R. J. v. Nunen, M. van Oosterhout (2001), Business plan Media Plaza Trade, Transport & Logistics [in Dutch], Commissioned by Chamber of Commerce and Rotterdam Municipality
49. Tseng, J., Kort, B., Oosterhout, M.P.A. van, Kaaymak, U. (2001), 'Collaborative e-business scenarios for the Rotterdam port', report for GigaPort Virtuele Haven, Rotterdam, Commissioned by Ministry of Economic Affairs and ABN Amro
50. Vreede, M., Oosterhout, M.P.A., Y.Tan, R. Lee (2001), 'State of the Art EDI XML in transport', report for GigaPort Virtuele Haven, Rotterdam, Commissioned by Ministry of Economic Affairs and ABN Amro
51. Oosterhout, M.P.A. van, (2001), 'Container scan information exchange', report for GigaPort Virtuele Haven, Rotterdam, Commissioned by Ministry of Economic Affairs and ABN Amro
52. Oosterhout, M.P.A. van (2001) Definition Study Bewetour portal website Commissioned by Stichting Bewetour
53. Oosterhout, M.P.A. van, M. Zielinski, Y. Tan (2000), '*Flows in the Rotterdam port*', report for GigaPort Virtuele Haven, Rotterdam, Commissioned by Ministry of Economic Affairs and ABN Amro
54. Go, F, Oosterhout, M.P.A. van (2000) *Trend watch study Tourism in the new E-economy* Commissioned by Stichting Bewetour
55. Oosterhout, M.P.A. van, D. Delporte (2000) *Ketennavigator analyse - Het aanvraagproces van een patent* [in Dutch], Rotterdam, internal report
56. Oosterhout, M.P.A. van, D. Delporte (1999) *Ketennavigator analyse - Het openingsproces van een girorekening* [in Dutch], Rotterdam, internal report
57. Oosterhout, M.P.A. van (1999), *Early Warning Analysis Logistical Developments: definition study website* [in Dutch] Commissioned by Kennisinfrastructuur Mainport Rotterdam
58. Oosterhout, M.P.A. van, D. Schansman, E. Waarts, P.J. van Baalen (1999) *Marktonderzoek Virtueel kenniscentrum - kennisbehoeften van het MKB in de regio Rotterdam* [in Dutch], Rotterdam, Commissioned by Rotterdam Municipality
59. Oosterhout, M.P.A. van, Y. Tan, F.H. Oranje (1999) *Electronic Commerce in het logistieke proces rondom veterinaire goederen - Vooronderzoek Gebruikerswensen* [in Dutch], Rotterdam, Commissioned by Kennisinfrastructuur Mainport Rotterdam
60. Bens, E.J.M., R. Bons, M.P.A. van Oosterhout (1998), Bomen over Electronic Commerce in de Rotterdamse Haven – Eindrapportage – deelstudie in het kader van Haven op Internet, Multimedia Skills (NL) B.V. & Erasmus University Rotterdam, Commissioned by Deltalinqs and PCR-RIL
61. Oosterhout, M.P.A. van, P.Velders (1998) *Virtueel kennis- en leercentrum voor MKB in Mainport Rotterdam – haalbaarheidsstudie* [in Dutch], Rotterdam, Commissioned by Ministry of Economic Affairs and Eneco
62. Oosterhout, M.P.A. van et al (1997), *The impact of EDI on maritime transport chains and communities: Final report*, version 2.00, July 28, 1997, Rotterdam, Commissioned by European Commission
63. Oosterhout, M.P.A., O. Wasser, R. Weber (1996) *Analyses container information flows and statistics* Commissioned by Rotterdam Port Municipality