

Tuck receives U.S. Bureau of Justice grant to study information sharing and trust

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Hanover, N.H.— The Center for Digital Strategies at the Tuck School of Business at Dartmouth has been awarded \$230,000 by the U.S. Bureau of Justice to study the effects of information sharing on trust development between firms. The study will examine how information accessibility (wireless data collection), form (dynamic graphics or real-time video), and presentation (graphical content or animation) influence trust in business relationships.

“When we hold our corporate roundtables, we hear again and again how important trust is to business collaboration,” noted Professor M. Eric Johnson, director of the center and the principal investigator on the research project. “Technology can be an enabler of trust by creating transparency between organizations. Understanding how we can increase trust through shared information is equally important for the commercial and public sectors,” he said.

In this project, researchers will focus on initial trust development between engineers, managers, and cross-firm virtual teams. They will examine the role technologies play in trust formation, focusing on elements of institutional trust. The project will be conducted in collaboration with industrial partners, and concentrate on information shared in a product supply chain. In particular, researchers will focus on web-based product design collaboration tools and manufacturing execution systems that enable outsourced manufacturing partnerships.

The project is part of a larger research program focused on technology for trust. That program, managed by the Institute for Security Technology Studies (ISTS), involves researchers from across Dartmouth including computer sciences, business, and sociology.¹ Laura Kopczak, a former director of research for the Stanford Global Supply Chain Management Forum, will be joining Tuck’s Center for Digital Strategies to work on the project as an ISTS/Center for Digital Strategies senior fellow.

Founded in 2000 at Dartmouth, ISTS strengthens homeland security through research, education and outreach programs that focus on technology critical for cyber security and emergency preparedness and response. ISTS has transferred technology to large and small businesses and government agencies. Funded largely through the Department of Homeland Security and the Department of Justice, ISTS has additional support from federal agencies, foundations, and corporations, including DARPA, NSF, FBI, Mellon Foundation, Sun Microsystems, and Microsoft.

¹ *This research program is a part of the Institute for Security Technology Studies, supported by Grant No. 2005-DD-BX-1091 awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, and the Office for Victims of Crime. Points of view or opinions in this document are those of the author and do not represent the official position or policies of the United States Department of Justice.*

Tuck's Center for Digital Strategies promotes the development and practice of digital strategies—the use of technology-enabled processes to harness an organization's unique competencies, support its business strategy, and drive competitive advantage. Through its programs and research, the center examines the impact of technology on all aspects of management and strategy, including supply chain, marketing, and product development. The center also addresses issues throughout the extended enterprise, including globalization, organizational change, and information security.

For additional information about the center and its research efforts, please visit www.tuck.dartmouth.edu/digitalstrategies.

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Founded in 1900, Tuck is the first graduate school of management and consistently ranks among the top business schools worldwide. Information about the Tuck School is available at www.tuck.dartmouth.edu.