

ANNE P. MASSEY

Dean & Thomas O'Brien Endowed Chair
Isenberg School of Management
University of Massachusetts Amherst
amassey@isenberg.umass.edu

Education

Rensselaer Polytechnic Institute, Troy, New York.

Ph.D., Decision Sciences & Engineering Systems, May 1991.

Master of Science, Industrial Engineering, December 1984.

Bachelor of Science (magna cum laude), Management, May 1982.

Professional Experience

2019 – current Isenberg School of Management, *Dean and Thomas O'Brien Endowed Chair*. Dean of an AACSB accredited business school with over 3500 undergraduates, 1400 MBA/MS students, and nearly 100 PhD students, at the flagship Amherst campus for the University of Massachusetts. Isenberg's undergraduate and online MBA programs are ranked in the top 20 nationally. Provides strategic direction and oversees a budget exceeding \$42 million.

2017 – 2019 Wisconsin School of Business, Professor; *Ruth L. Nelson Chair of Business*.
Led efforts to develop cross-disciplinary programs (undergraduate certificate and Master's degree) in design for transformation; Collaboration between business, engineering, and design.
Albert O. Nicholas Dean (2017). Initiated efforts to advance and diversify the school's degree portfolio in response to: (a) mega-trends affecting higher education, (b) the reality of what top business schools have been and continue to do, and (c) changing expectations of learners;
Developed a strategic framework that the school is pursuing to move forward considering external realities and internal opportunities and constraints; Secured academic partnerships with the School of Pharmacy and the Information School.

1996 – 2017 Kelley School of Business, Indiana University-Bloomington.

2013 – 2017 *Associate Vice President*, University Academic Affairs - Office of the Executive Vice President.
Leadership and direction of IU's faculty-facing systems (e.g., promotion and tenure, annual merit review, etc.), including an in-house built electronic dossier (e-dossier) system and a vendor-based faculty profiling system; Lead complex, multi-year efforts engaging all 8 campuses; Oversight of requirements determination driving design and development efforts to meet the needs of faculty and administrators across 8 campuses; Primary interface for systems implementation and adoption, engaging multiple stakeholders at all levels (university, campus, schools) across all 8 campuses; Project lead and interface between campus/school level administrators, faculty, governance bodies, academic units/centers, university technology services, and external vendors; Negotiated a multi-year \$1.5+ million vendor agreement.

Leadership, direction, and implementation of university-wide academic programs initiated by the Executive VP, the President, the Academic Leadership Council, University Faculty Council, and the Office of Online Education; Leadership and direction of the academic integration programs of the IU regional campuses, assuring effective representation in university academic decision-making; Assuring that IU is actively and effectively represented with the Indiana Commission for Higher Education - this requires working with both the Executive VP and Government Relations staff such that IU is seen as the leader among public universities on virtually all academic matters; Facilitating the promotion and tenure process for the President with an eye to constant

improvement of the process to assure the continued excellence of the IU faculty; Advising faculty and academic administrators on the effect, intent, and interpretation of academic policies.

- 2015 – 2016 *Founding Co-Chair*, Intelligent Systems Engineering Program – School of Informatics & Computing (SoIC). A unique cross-school appointment that leveraged my collaborative skills, entrepreneurial acumen, and program start-up experience as related to the introduction of engineering to the IUB campus; Directed undergraduate curriculum design and implementation; Led efforts involving resources and faculty from the SoIC, the College of Arts & Sciences, Law School, School of Public & Environmental Affairs, and the Kelley School of Business; Developed marketing materials and identify target markets in concert with SoIC staff; Advised on the hiring of new faculty and the design of teaching and learning spaces.
- 2012 – 2015 *Chair*, Doctoral Programs, Kelley School of Business. Leadership of academic program for all departments; Managed \$2+ million budget and support staff; Directed student recruiting; Revision and implementation of policy; Lead architect of proposed Executive Doctoral Business Administration (EDBA) program, targeted at working professionals with 10+ years of significant managerial and leadership experience; Primary interface to departments, relevant university units, and external entities; Led efforts to transition program processes to electronic systems to enhance data management, mining, and reporting.
- 2009 – 2013 *Associate Vice Provost*, Faculty & Academic Affairs, Office of the Provost. Campus-wide faculty development and mentoring, development and delivery of academic leadership workshops, grievance management, and campus level review of promotion cases; Leadership of technology-based initiatives, including efforts to design and implement a campus (and now university-wide) electronic dossier (e-dossier) system; Extensive collaboration and engagement with administrative leaders in all schools as well as university information technology services to ensure design requirements are identified and implementation needs met.
- 2007 – 2013 *Executive Director*, Information Management Affiliates (IMA). Leadership of an industry-university cooperative that engaged 20+ businesses and nonprofits from a variety of industries; Directed solicitation of new members; Articulate and enhance value proposition; Identify and organize workshops on current and emerging IT management topics; Connect members with relevant academic units to create opportunities for student internships and placement; Identify and provide opportunities for faculty research via industry partnerships.
- 2003 – 2006 *Founding Chair*, Information Systems Department, Kelley School of Business. Named the inaugural chair of the newly formed IS department; Led hiring efforts and development of the department faculty, staff, and resources; Management of curricula for all residential programs (undergraduate, masters, MBA, doctoral) and development of new online initiatives; During tenure, the IS department faculty were ranked second worldwide for research productivity, and rose to seventh and twelfth in national rankings respectively for its undergraduate and graduate degree programs; Raised over \$500,000 in scholarship money, cash, and equipment to support Kelley and IS curricular and research initiatives, faculty and students, and educational case competitions; Successfully worked with Kelley's Development Office, identifying and seeking industry funding and support.
- 2000 – 2002 *Associate Department Chair*, Accounting & Information Systems, Kelley. Led and managed faculty, curricula, and development initiatives, leading to formation of new information systems department in 2003.
- 2000 – 2002 *Associate Chair*, Systems & Accounting Graduate Programs. Led the design and implementation of a new MS in Information Systems (MSIS), launched in fall 2001; Directed development of marketing materials and messaging; Primary interface to industry partners to create hiring opportunities; Secured and managed program resources, faculty and staff.

- 2000 – 2002 *Director*, MBA Telecommunications Academy. Director of a student-industry interfacing organization; Developed and facilitated industry relationships that led to internships and hiring opportunities for students; Raised over \$40,000 in industry support.
- 1996 – 1995 – 1996 Kelley School of Business, Assistant Professor; Associate Professor, 1998; Full Professor, 2003. College of Management, North Carolina State University, Assistant Professor.
- 1991 – 1995 School of Management, Clarkson University, Assistant Professor.
- 1984 – 1986 IBM, Manufacturing Technology Center, Boca Raton, FL. Senior Engineer, Plans & Controls.
- 1982 – 1983 General Electric, Knolls Atomic Power Laboratory, Niskayuna, NY. Program Planner.

Executive Education and International Experience

Wisconsin School of Business – Center for Professional and Executive Development (CPED)
 2018 Digital Transformation & Talent Development
 2018 Managing Virtual Teams – BMO

Kelley Executive Partners:

2017 Design-centric Innovation – Steinbeis
 2016 Design Thinking for Digital Innovation – GE Digital
 2013, 2014 Carlisle Leadership Program
 2012-2013 IU Leadership Development Program
 2012-2013 Career Builder m-Learning Project
 2011 Eli Lilly Women’s Leadership Retreat
 2010-2011 Eli Lilly, Business Ownership, Faculty Director
 2009 Proctor & Gamble, Participatory Learning & Innovation
 2009 Coca-Cola North Africa, Branding, Social Media, and Collaboration
 1997 British American Tobacco, IT Appreciation Program

NCSU Executive Education:

2009 Air Products & Chemicals, Leading Virtual Teams
 2007, 2009 Corporate Sponsor Meeting: Leading Innovation Teams & Collaboration
 2005 Armstrong Industries: Managing Virtual NPD Teams

International:

2005 – 2008 Senior Research Fellow, School of Management, University of Surrey, Guildford, UK.
 2005 IS Curriculum Development, South East European University, Macedonia. USAID/Budapest.
 2004 Visiting Scholar (Sabbatical), School of Management, University of Surrey, Guildford, UK.
 2000 Visiting Professor, Helsinki School of Economics and Business Administration.
 1999 Visiting Professor, International MBA Program, Helsinki School of Economics and Business Administration, Mikeli, Finland.

Teaching Experience

Areas: Design Thinking, IT-Business Alignment and Strategy, Collaborative Technologies, Strategy and Innovation Processes, Mobile Business Strategies and Technologies, Managing Information Risk and Security, Telecommunications Infrastructure Management

Certifications: *IT Service Management (ITIL) Foundations*
Virtual World Design for Pedagogy
Scrum Master
Specialization in Design Thinking and Innovation (in-progress)

Consulting Experience

Nexford University, on-going.
Board of Directors, Open Wonderland Foundation, on-going.
Oregon State University, School of Business, on-going.
Senior Consultant, Clifton Gunderson LLP, National Valuation & Forensic Services, on-going.
Club One, Inc. 2010-2013.
Eli Lilly & Company, 2006-2008.
Expert witness, Woodard, Emhardt, Naughton, Moriarity & McNett, Indianapolis, IN, 2005-2007.
E-Business and telecommunications infrastructure planning, Liquid Transport, 2000.
Technology implementation planning, Old National Bank Corp, Evansville, IN, 1996 – 1998.
Telecommunications planning, St. Lawrence Public Health Department, Watertown, NY, 1993 – 1995.
Decision support systems development, ALCOA, Massena, NY, 1991.
Inventory control system, KRAFT, North Lawrence, NY, 1992.
Simulation modeling, Benet Laboratories, Watervliet, NY, 1991.

Awards and Honors

Research Recognition

- Recognized in top 2.5% of all IS researchers publishing in the 11 high-impact IS Journals, ranked 279 of over 11,000 researchers¹.
- Best Paper Nomination, Collaboration Track, *2013 Hawaii International Conference on Systems Sciences*.
- Best Paper Runner-up, Health IT Track, *2012 Hawaii International Conference on Systems Sciences*.
- 2011 Excellence in Research Hoeber Award, *Academy of Legal Studies in Business (ALSB)*.
- 2008 Best Published Life Sciences Paper Award, *Kelley Center for the Business of Life Sciences*.
- 2007 Best Article Finalist and Award of Excellence, *Decision Sciences Journal*.
- Best Paper Finalist, Collaborative Systems & Technology Track, *2008 Hawaii International Conference on Systems Sciences*.
- Recognized in global rankings for IS research productivity².
- Best Paper Finalist, Collaborative Systems & Technology Track, *2005 Hawaii International Conference on Systems Sciences*.
- Best Paper Finalist, Organizational Systems & Technology Track, *2003 Hawaii International Conference on Systems Sciences*.
- Kelley School of Business Research Excellence Award for Associate Professors, 2002.
- Best Paper Award, Decision Technologies for Management Track, *2001 Hawaii International Conference on Systems Sciences*.
- 2nd Place, 1999 International Paper Competition, *Society for Information Management (SIM)*.
- 1999 Anbar Citation of Excellence for Best Research Implications for article in the *European Journal of Marketing: Special Issue on Marketing in Cyberspace*.
- Best Paper Award, Marketing Research and Modeling Track, *1998 Winter American Marketing Association Conference*.
- 1997 Anbar Citation of Excellence for Best Research Implications for article in *Decision Support Systems*.
- Best Paper Finalist, *1997 Hawaii International Conference on Systems Sciences*.

¹ Everard, A., St. Pierre, K., and Heck, J.L. Contributors to the high-impact IS journals: An aid for setting research standards, *Communications of the Association for Information Systems*, 40 (article 4), 2017, 58-81.

² Gallivan, M.J. & Benbunan-Fich, R. Analyzing IS research productivity: An inclusive approach to global IS scholarship, *European Journal of Information Systems*, 16 (1), February 2007, 36-53.

Huang, H-H & Hsu, J. An evaluation of publication productivity in Information Systems: 1999-2003, *Communications of the Association for Information Systems*, 15, 2005, 555-564.

Teaching Recognition

Kelley School of Business/Indiana University

- Innovative Teaching Award, 2001, 2004, 2009; Finalist, 2003, 2008.
- MS in Information Systems Faculty Excellence Award, 2005.
- IU Board of Trustees Distinguished Teaching Award, 2002; Finalist, 2001, 2003.
- Doctoral Inspiration and Mentoring Award Nominee, 2003.
- MBA Distinguished Faculty Teaching Excellence Award, 1997, 1999, 2000, 2001, 2002.
- Recognition as an Outstanding MBA Faculty, *2001 Business Week Guide to the Best Business Schools*.
- Recognition as a “Key Professor” in a *Business 2.0* (December 2001), Tech-Savviest Business Schools.
- Indiana University Teaching Excellence Recognition Award (TERA), 1997, 1998, 1999.
- Finalist, Schuyler F. Otteson Undergraduate Teaching Award, 1998.
- Multiple Dean’s Teaching Citations.

Service Recognition

- Distinguished Service Award 2017, nominated for exemplary service to Indiana University.
- Selected as Outstanding *Decision Sciences Journal* Associate Editor, 2006.
- Program Co-Chair, *International Conference on Information Systems (ICIS)* Recognition, 2003.
- Kelley School of Business Service Award, 2001.

Grants and Fellowships

Individual

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| 2018 | Named the 1 st holder of the <i>Ruth L. Nelson Chair in Business</i> , Wisconsin School of Business. |
| 2011 – 2014 | National Science Foundation, Attention, (re)action, and perception: Measuring presence in collaborative virtual environments, Principle Investigator/Co-PI M.Montoya), Funded under Early Concepts Grants for Exploratory Research (EAGER). Award: \$297,929 (Award ID: 1112147). |
| 2012 – 2013 | Cummins Inc. (with H. Bala). The social enterprise and productivity. Funding: \$36,000. |
| 2009 – 2010 | National Science Foundation, Linking collaborative virtual presence and performance: Scale development and validation (Principle Investigator/Co-PI M.Montoya). Funded under Virtual Organizations & Sociotechnical Systems (VOSS) and Innovation & Organizational Sciences Programs; Competitive Award: \$203,000 (Award ID: 0943056). |
| 2009-2012 | National Science Foundation, CDI-Type II: IC-CRIME: Interdisciplinary cyber-enabled crime reconstruction through innovation methodology and engagement (Senior Personnel). Funded under Cyber-Enabled Discovery and Innovation Program; Competitive (Prime Award No.: IIS-0941421, \$1.4 million; Subaward No.: 2009-1139-01, \$30,017). |
| 2008 – 2009 | Robert Wood Johnson Foundation, Health Games Research Pioneer Portfolio, The efficacy of an alternate reality game in influencing physical activity and healthy behaviors in the college-age population (with J.D. Johnston, L. Sheldon). Competitive Award: \$185,000. |
| 2008 | Teaching & Learning, KSB. Collaboration via Web 2.0 and virtual worlds. Funding: \$5,000. |
| 2008 | Xerox Corporation (with M. Montoya). Collaboration via virtual worlds. Funding: \$20,000. |
| 2008 | Linden Labs Second Life Campus Initiative. Award: Land grant and development support. |
| 2008 | Nortel Networks (with M. Montoya). Service acceptance modeling. Funding: \$50,000. |

2006	IU Lead Program, 1 of 20 Administrators chosen for President's Academic Leaders Program.
2004 – 2009	Named Eli Lilly & Co. Faculty Fellow. Award: \$75,000.
2003 – 2004	Verizon and Sierra Wireless. Mobile services usability. Award: \$5000, equipment and contracts.
2002 – 2005	Deere Foundation (with S. Brown). Distance education: Individuals, technology, and pedagogy. Funding: \$30,000.
2000 – 2001	ALP Fellow, CIC Academic Leadership Fellows Program, 1 of 4 Fellows representing Indiana University to the Committee on Institutional Cooperation in the Big 10.
2000 – 2005	British American Tobacco Faculty Fellow. Award: \$75,000.
2001 – 2003	Deere Foundation (with M. Montoya). Because time matters to teams. Funding: \$23,000.
2000 – 2002	Center for Innovation Management Studies (CIMS). Managing distributed teams: Exploring technology, team process, and performance (with M. Montoya). Competitive Award: \$25,000.
2000	Kelley School of Business Summer Grant Program. Global virtual teams: The effects of process structure on conflict management and performance. Competitive Award \$10,000.
1998 – 1999	Kelley Research Seed Grant. A cross-cultural comparison of country-of-origin effects on attitudes toward on-line products. Award: \$5,000.
1998 – 1999	The David D. Lattanze Center for Executive Studies in Information Systems. Managing change when change is mandatory (with S. Brown). Competitive Award: \$4,000.
1998 – 1999	NCR Financial Services Knowledge Lab, London UK. From user interface to customer interface (with R. O'Keefe and M. Montoya-Weiss). Funding: \$50,000.
1996 – 1999	Advanced Practices Council of the Society for Information Management (SIM). Organizational knowledge management (with M. Montoya-Weiss). Competitive Award: \$50,000.
1996 – 1999	Center for Innovation Management Studies (CIMS). Network-based technological innovation (with M. Montoya-Weiss). Competitive Award: \$40,000.
1997	Product Development Management Association (PDMA). Network relationships in technological innovation (with M. Montoya). Competitive Award: \$2,500.
1996 – 1997	Kelley School of Business Research Seed Grant. Exploring global architectures. Award: \$5,000.
1996	NC State University Grant. Collaborative cause and effect diagramming. Award: \$5,000.

Institutional³

2009	Simplexity Inc. Using social media to drive web traffic and business performance. Award: \$7,000 for graduate-level case competition.
2008	Target. Extending the brand via virtual environments. Award: \$15,000 for case competition.
2007	Lilly Foundation. Attracting women and minorities to IT careers. Award: \$10,000.
2006 – 2007	Target Corporation. Innovating with IT. Award: \$30,000 for two graduate-level case competitions.

³ Proposals developed on behalf of the KSB or IUB to support teaching and learning initiatives.

- 2006 – 2008 Accenture LLP. MSIS case competition. Award: \$30,000.
- 2003 – 2007 Lilly Foundation. Award: \$70,000 for annual undergraduate-level case competition.
- 2006 Crowe Chizek. Undergraduate cyber-security case competition. Award: \$10,000.
- 2005 Accenture. Cyber-security case competition. Award: \$10,000.
- 2004 – 2005 Hewlett-Packard Philanthropy and Education. Mobile technologies in learning environments. Competitive Award: \$88,000 in cash and equipment.
- 2004 Toshiba America Research, Inc., Smart Access Point (co-PI). Award: \$15,000.
- 2004 Microsoft Corporation, .NET Curriculum Expansion in IS (co-PI). Award: \$15,000 and equipment to support faculty curriculum development.
- 2002 – 2005 Hewlett-Packard Mobile Technologies Solutions Program. Learn, build, and assess mobile technologies. Competitive Award: \$220,000 in cash and equipment.
- 2000 – 2002 MBA Telecommunications Academy. Secured \$40,000 from industry partners to support learning and networking activities.

Research

Research interests: IT implementation and adoption, technology-based service innovation, knowledge transfer, computer-supported collaborative work, usability, health information technology and policies

Journal Articles

Bhagwatwar, A., Massey, A.P., and Dennis, A.R., Contextual Priming and the Design of 3D Virtual Environments to Improve Group Ideation, *Information Systems Research*, 29 (1), 2018, 169-185.

Bala, H., Massey, A.P., and Montoya, M.A., The Effects of Process Orientations on Collaboration Technology Use and Outcomes in Product Development, *Journal of Management Information Systems*, 34 (2), 2017, 520-559.

Bala, H., Massey, A.P., and Hsieh, C.J., A multimethod study of enterprise social media implementation and use: Mitigating the gap between theory and practice, *Journal of Organizational and End-User Computing*, 28 (3), 2016, 141-162.

Brown, S., Massey, A.P., and Ward, K. Handle with care: The fragile nature of trust in user-IT service provider relationship, *European Journal of Information Systems*, 25 (2), 2016, 170-186.

Massey, A.P., Khatri, V., and Minas, R. The influence of psychographic beliefs on website usability requirements, *AIS Transactions on Human-Computer Interaction*, 5 (4), 2013.

Johnston, J., Massey, A.P., and DeVaneaux, C. Innovation in weight loss programs: A 3D virtual world approach, *Journal of Medical Internet Research*, 14 (5)3120, 2012.

Johnston, J., Massey, A.P., and Marker-Hoffman, R. Using an alternate realist game to increase physical activity and decrease obesity risk of college students, *Journal of Diabetes Science and Technology*, 6 (4), 2012, 828-838. (*Study funded by the Robert Wood Johnson Foundation*).

- Hill, J., Langvardt, A., Massey, A.P., and Rinehart, J.E. A proposed national healthcare information network architecture and complementary preemption of state health information privacy laws, *American Business Law Journal*, 48 (3), 2011, 503-595.
- Montoya, M., Massey, A.P., and Lockwood, N. 3D Collaborative virtual environments: Linking collaborative behaviors and team performance, *Decision Sciences*, 42 (2), 2011, 451-476.
- Montoya, M., Massey, A.P., and Khatri, V. Connecting IT service operations to service marketing practices: Trust in IT service providers, *Journal of Management Information Systems*, 26 (4), 2010, 65-85.
- Blake, T., Massey, A.P., Bala, H., and Cummings, J. Driving health IT implementation success: Insights from The Christ Hospital, *Business Horizons*, 53 (2), 2010, 131-138.
- De Vreede, G.J., Briggs, R.O., and Massey, A.P. Collaborative engineering: Foundations and opportunities, *Journal of the Association of Information Systems*, 10 (3), 2009.
- Montoya, M., Massey, A.P., Hung, C., and Crisp, C. Can you hear me now? Communication in virtual product development teams, *Journal of Product Innovation Management*, 26 (2), 2009, 139-155.
- Brown, S., Venkatesh, V., Kuruzovich, J., and Massey, A.P. Expectation confirmation: An examination of three competing models, *Organizational Behavior and Human Decision Making Processes*, 105 (1), 2008, 52-66.
- Hill, J.W., Langvardt, A.W., and Massey, A.P. Law, IT, and medical errors: Toward a National healthcare information network approach to improving patient care and reducing medical malpractice costs, *University of Illinois Journal of Law, Technology, & Policy*, 2007, Issue 2.
- Massey, A.P., Khatri, V., and Montoya-Weiss, M. Usability of online services: The role of technology readiness and context, *Decision Sciences*, 38 (2), 2007, 277-308. [2007 Best Article Finalist and Award of Excellence].
- Hasty, B., Massey, A.P., and Brown, S. Role-based experiences, media perceptions, and knowledge transfer success: An asymmetric knowledge transfer experiment, *Group Decision and Negotiation*, 15 (4), 2006, 1-21.
- Massey, A.P., Ramesh, V., and Khatri, V. Design, development and assessment of mobile applications: The case for problem-based learning, *IEEE Transactions on Education*, 49 (2), May 2006, 1-10.
- Massey, A.P. and Montoya-Weiss, M. Unraveling the temporal fabric of knowledge conversion: A model of media selection and use, *MIS Quarterly*, 30 (1), March 2006, 99-114.
- Brown, J.P., Massey, A.P., and Boling, E. The role of evaluation in knowledge management: Insights from the study of a technical support knowledge base, *Knowledge Management Research and Practice*, 3 (2), May 2005, 49-59.
- Massey, A.P., Ramesh, V., and Montoya-Weiss, M. Enhancing performance through knowledge management: A holistic framework, *International Journal of Knowledge Management*, 1 (4), 2005, 22-41.
- Massey, A.P., Montoya-Weiss, M. and O'Driscoll, T. Human performance technology and knowledge management: A case study, *Performance Improvement Quarterly*, 18 (2), 2005, 60-78.
- Massey, A.P., Brown, S., and Johnston, J. It's all fun and games ... Until students learn. *Journal of Information Systems Education*, 16 (1), 2005, 9-14.
- Ward, K., Brown, S. and Massey, A.P. Organizational influences on attitudes towards mandatory system use: longitudinal study (Invited article), *International Journal of Business Information Systems*, 1 (1/2), 2005, 9-30.
- Venkatesh, V., Ramesh, V. and Massey, A.P. Understanding usability in mobile commerce – Ramifications for wireless design: “e” ≠ “m”. *Communications of the ACM*, December 2003, 46 (12), 53-56.

- Massey, A.P., Montoya-Weiss, M. and Hung, C. Because time matters: Temporal coordination in global virtual project teams. *Journal of Management Information Systems*, 19 (4), Spring 2003, 129-156.
- Brown, S.A., Massey, A.P., Montoya-Weiss, M., and Burkman, J. Do I really have to? User acceptance of mandated technology, *European Journal of Information Systems*, 11 (4), December 2002, 283-295.
- Massey, A.P., Montoya-Weiss, M., and O'Driscoll, T. Knowledge management in pursuit of performance: Insights from Nortel Networks. *MIS Quarterly*, 26 (3), September 2002, 269-289.
- Chau, P., Cole, M., Massey, A.P., Montoya-Weiss, M., and O'Keefe, R.M. Cultural differences in consumer's online behaviors. *Communications of the ACM*, 45 (10), October 2002.
- Massey, A.P., Montoya-Weiss, M., and O'Driscoll, T. Performance-centered design of knowledge-intensive processes. *Journal of Management Information Systems*, 18 (4), Spring 2002, 37-58.
- Schmidt, J.B., Montoya-Weiss, M., and Massey, A.P. NPD decision-making effectiveness: A comparison of individuals, face-to-face teams, and virtual teams. *Decision Sciences*, 32 (4), Fall 2001.
- Montoya-Weiss, M., Massey, A.P., and Song, M. Getting it together: Temporal coordination and conflict management in global virtual teams. *Academy of Management Journal*, 44 (6), December 2001, 1251-1262.
- Massey, A.P., Montoya-Weiss, M., Hung, C., and Ramesh, V. Global virtual teams: Cultural perceptions of task-technology fit, *Communications of the ACM*, 44 (12), 2001, 83-84.
- Massey, A.P., Montoya-Weiss, M., and Holcom, K. Re-engineering the customer relationship: Leveraging knowledge assets at IBM. *Decision Support Systems*, 32 (2), 2001, 155-170.
- Massey, A.P., Montoya-Weiss, M., and Brown, S. Reaping the benefits of innovative IT: The long and winding road. *IEEE Transactions on Engineering Management*, 48 (3), 2001, 348-357.
- O'Keefe, R.M., Cole, M., Chau, P., Massey, A.P., Montoya-Weiss, M., and Perry, M. From the user interface to the customer interface: Results from a global experiment. *International Journal of Human Computer Studies*, 53 (4), 2000, 611-628.
- O'Driscoll, T., Massey, A.P., Montoya-Weiss, M. Virtual Mentor: Enabling knowledge management through an electronic performance support system. *1999 SIM Competitive Paper Series*, electronic paper available at <http://www.simnet.org>.
- Massey, A.P. and Brown, S. IN-QUOTES: Development of a decision-aiding system to support manufacturing cost quotation. *International Journal of Intelligent Systems in Accounting, Finance, and Management*, 7, 1998, 153-171.
- Montoya-Weiss, M., Massey, A.P., and Clapper, D. On-line focus groups: Conceptual issues and a research tool. *European Journal of Marketing*, 32 (7/8), 1998.
- Davis, J., Massey, A.P., and Lovell, R. Supporting a complex audit judgment task: An expert network approach. *European Journal of Operational Research*, 103 (2), 1997, 350-372.
- Massey, A.P., Clapper, D., and Blue, J. An approach for exploring the impact of individual characteristics on group process and outcomes. *Annals of Operations Research*, 72 (1), 1997, 75-101.
- Massey, A.P. and Wallace, W.A. Understanding and facilitating group problem structuring and formulation: mental models, interaction, and representation aids. *Decision Support Systems*, 17, 1996, 253-274.
- Clapper, D.L. and Massey, A.P. Electronic Focus Groups: A framework for exploration. *Information and Management*, 30 (1), 1996, 43-50.

Alabastro, M., Beckman, G., Gifford, G., Massey, A.P., and Wallace, W.A. The use of visual modeling in designing a manufacturing process for advanced composite structures. *IEEE Transactions on Engineering Management*, 42 (3), 1995, 233-242.

Massey, A.P. and Clapper, D. Element-finding: The impact of a group support system on a crucial component of sense-making. *Journal of Management Information Systems*, 11 (4), 1995, 149-176.

Massey, A.P., Clapper, D., Chorba, R., and Ye, H. Creating a health care virtual community: Northern New York Health Information System (NNYHIS). *Journal of Information Technology Management*, 5 (2), 1994, 27-35.

Massey, A.P. and O'Keefe, R.M. Insights from validating a multi-attribute model of problem definition quality. *Decision Sciences*, 24 (1), 1993, 106-125.

Grabowski, M., Massey, A.P., and Wallace, W.A. Focus groups as a group knowledge acquisition technique. *Journal of Knowledge Acquisition*, 4, 1992, 407-425.

Massey, A.P. and Wallace, W.A. Focus groups as a knowledge acquisition technique: an exploratory study. *IEEE Transactions on Knowledge and Data Engineering*, 3 (2), 1991, 193-200.

Book Chapters and Practitioner Articles

Lockwood, N., Montoya, M., and Massey, A.P. Virtual teams and new product development: Characteristics and challenges, *PDMA Handbook 3rd Edition*, 2012, 195-210.

Massey, A.P., Montoya, M., and Bartelt, V. Cross-university collaborative learning: Extending the classroom via virtual worlds. In Vincenti, G. and Braman, J. (Eds.), *Multi-user virtual environments for the classroom: Practical approaches to teaching in virtual worlds*, Hershey, PA: IGI Global, 2011, 333-347.

Johnston, J., Sheldon, L. and Massey, A.P. Influencing physical activity and healthy behaviors in college students: Lessons from an Alternate Reality Game. In Cannon-Bowers, J. and Bowers, C. (Eds.), *Serious Game Design and Development: Technologies for Training and Learning*, Hershey, PA: IGI Global, 2010, 270-289.

Massey, A.P. and Montoya, M. Managing the services lifecycle, *EDUCAUSE Review*, 43 (5), 2008.

Hill, J.W., and Massey, A.P. Near real-time business intelligence: A quantum leap in optimizing operational decision-making, *CG Tech Quarterly*, June 2008, Issue 4, 1-3 (www.cliftoncpa.com/Resources/Publications/Tech).

Massey, A.P., Software industry trends: Emerging 3D Internet (3Di) multi-user virtual environments (MUVEs), *CG Tech Quarterly*, December 2007, Issue 3, 1-3 (www.cliftoncpa.com/Resources/Publications/Tech).

Massey, A.P. Collaborative technologies. In Burnstein, F. and Holsapple, C. (Eds.), *Handbook on Decision Support Systems I*, Berlin Heidelberg: Springer-Verlag, 2008, 341-354.

Massey, A.P. and Montoya-Weiss, M. Transforming the new product development process: Leveraging and managing knowledge. In Markus, M.L. and Grover, V. (Eds.), *Advances in Management Information Systems: Business Process Transformation*, Armonk, NY: ME Sharpe, 2007.

Massey, A.P., Ramesh, V., and Montoya-Weiss, M. A multi-level performance framework for knowledge management. In Jennex, M. (Ed.), *Knowledge Management in Modern Organizations*, Idea Group, Inc., 2007.

Montoya-Weiss, M. and Massey, A.P. Driving success in services, *Nortel Technical Journal*, Fall 2007.

Massey, A.P. and Ramesh, V. Virtual teams: The cross-cultural dimension. In Brown, C. and Topi, H. (Eds.), *IS Management Handbook*, 8th Edition, CRC Press LLC, 2003, 819-825.

Massey, A.P. and Montoya-Weiss, M. Enhancing performance through knowledge management: A checklist for action. *2003 Handbook of Business Strategy*, New York, NY: Thomson, 2003, 137-141.

Massey, A.P., Wheeler, B., and Keen, P. Technology matters! In Dickson, G.W and DeSanctis, G. (Eds.) *Information technology and the future enterprise*, Upper Saddle River, NJ: Prentice-Hall, 2001, 25-48.

Massey, A.P. and Wallace, W.A. Problem definition and knowledge acquisition. In Grabowski, M. and Wallace, W.A. (eds.) *Advances in Expert Systems and Artificial Intelligence for Management*. JAI Press, 1993, 13-32.

Conference Papers

Bala, H., Massey, A.P., and Cheng, X. Impact of employees' social media competence on enterprise social media use, *49th Annual Meeting of the Decision Sciences Institute*, Chicago, IL, October 2018.

Minas, R., Dennis, A.R., and Massey, A.P., Honing the mind: Designing 3D environments to influence creativity, *Proceedings of the 49th Hawaii International Conference on Systems Sciences*, January 2016.

Bala, H., Massey, A.P., and Hsieh, C., Challenges and outcomes of enterprise social media implementation: Insights from Cummins, Inc., *Proceedings of the 48th Hawaii International Conference on Systems Sciences*, January 2015.

Massey, A.P., Montoya, M. and Stright, A., Measuring collaborative virtual presence and its link to team performance, *Proceedings of the European Immersive Education Summit*, Vienna AU, November 2014.

Massey, A.P., Montoya, M. and Wu, P. 3D virtual environments and corporate learning: An empirical investigation of benefits, *Proceedings of the 46th Hawaii International Conference on Systems Sciences*, January 2013.

Bhagwatwar, A., Massey, A.P., and Dennis, A.R., Visual priming in 3D virtual environments: Impacts on team brainstorming, *Proceedings of the 46th Hawaii International Conference on Systems Sciences*, January 2013. [Nominated for Best Paper].

Massey, A.P., Bala, H., and Montoya, M. Supporting a strategic business process via an IT service innovation, *2012 UK Association for IS Conference*, Oxford UK, March 2012.

Johnston, J.D., Massey, A.P., and DeVaneaux, C. Innovation in weight loss intervention programs: An examination of a 3D virtual world approach, *Proceedings of the 45th Hawaii International Conference on Systems Sciences*, January 2012. [Track Best Paper runner-up].

Lockwood, N. and Massey, A.P. Communicator trust: A comparison of audio conferencing, video conferencing, and a 3D environment, *Proceedings of the 45th Hawaii International Conference on Systems Sciences*, January 2012.

Massey, A.P., and Bhagwatwar, A. 3D Virtual worlds for health: The effects of presence and learning, *Proceedings of the International Conference on Information Technology, Systems, and Management*, December 2011.

Lee, V., Johnston, J., Massey, A.P., and DeVaneaux, C. Results of a face-to-face vs. virtual world weight loss program, *Proceedings of Medicine and Science in Sports and Exercise*, 43 (5), S495.

Lockwood, N. and Massey, A.P. The effect of communication mode on persuasiveness in an escalation setting, *Proceedings of the UK Academy for IS Annual Conference*, April 2011.

Hinman, M.G., Marker-Hoffman R. L., Massey A.P., and J.D. Johnston, J.D. Evaluation of the impact of a wireless versus standard pedometer on physical activity within a worksite population. *Proceedings of the American College of Sports Medicine: Medicine and Science in Sports and Exercise*, 42(5), 2010, 482-483, Baltimore, MD, June 2010.

- Massey, A.P., Johnston, J.D., and Sheldon, L. This is not a (physical activity) game: Designing games for health. *Proceedings of the Fun and Games Conference 2010*, Leuven, Belgium, September 2010.
- Cummings, J., Massey, A.P., and Ramesh, V. Web 2.0 Proclivity: Understanding how personal use influences organizational adoption, *Proceedings of the 2009 SIGDOC Conference*, October 2009.
- Montoya, M., Khatri, V., and Massey, A.P. Trust in IT service providers, *Proceedings of the 17th Annual Frontiers in Service Conference*, Washington, DC, October 2008.
- Massey, A.P., Khatri, V., and Montoya, M. Online services, customer characteristics and usability requirements, *Proceedings of the 2008 41st Hawaii International Conference on Systems Sciences*. Best Paper Finalist.
- Massey, A.P. and Wells, T. ICT Perceptions and meanings, *Proceedings of the 2008 41st Hawaii International Conference on Systems Sciences*.
- Loebbecke, C., Massey, A.P., and Sambamurthy, V. Recruiters' perspectives on the demand for IS skills: Implications for doctoral programs, Senior Scholar Paper, *Proceedings of the 2007 International Conference on Information Systems*, Montreal, Canada, December 2007.
- Massey, A.P., Khatri, V., and Montoya-Weiss, M. Mobile data services: Linking beliefs and usability (abstract), *Proceedings of the 16th Annual Frontiers in Service Conference*, San Francisco, CA, October 2007.
- Montoya, M., Massey, A.P., and Schmidt, J.B. Communication in virtual NPD teams (abstract), *Proceedings of the 2007 Product Development Management Association (PDMA) Conference*, Orlando, FL, September 2007.
- Hasty, B., Massey, A.P., and Brown, S. Experiences and media perceptions of senders and receivers in knowledge transfer, *Proceedings of the 2006 39th Hawaii International Conference on Systems Sciences (HICSS)*.
- Davis, G.B., Massey, A.P., and Bjorn-Andersen, N. Securing the future of IS as an academic discipline, Senior Scholar Paper, *Proceedings of the 26th International Conference on Information Systems (ICIS)*, 2005, 979-990.
- Massey, A.P., Khatri, V., and Ramesh, V. Web to wireless web: Technology Readiness and usability, *Proceedings of the 2005 38th Annual Hawaii International Conference on Systems Sciences (HICSS)*. Nominated for Best Paper.
- Massey, A.P., Khatri, V., and Ramesh, V. Customer beliefs and wireless web usability (invited abstract), *Proceedings of the Decision Sciences Institute 2004 Annual Meeting*, Boston, MA, November 2004.
- Massey, A.P., Khatri, V., and Ramesh, V. Mobile data services: Linking customer beliefs to wireless web usability, *Proceedings of the 2004 Austin Mobility Roundtable*, March 2004.
- Massey, A.P. and Montoya-Weiss, M. Managing knowledge exchange: Implications for knowledge management systems, *Proceedings of the 2003 Minnesota Symposium on Knowledge Management*.
- Massey, A.P. and Montoya-Weiss, M. A performance environment perspective of knowledge management, *Proceedings of the 2003 36th Hawaii International Conference on System Sciences (HICSS)*, Sprague, R. (ed.), IEEE Computer Society, 2003. Nominated for Best Paper.
- Massey, A.P., Montoya-Weiss, M. and Hung, C. Synchronizing pace in asynchronous global virtual project teams, *Proceedings of the 2002 35th Annual Hawaii International Conference on Systems Sciences (HICSS)*, Sprague, R. (ed.), IEEE Computer Society, 2002.
- Massey, A.P., Hung, C., Montoya-Weiss, M., and Ramesh, V. When culture and style aren't about clothes: Perceptions of task-technology "fit" in global virtual teams. *Proceedings of the ACM 2001 Group Conference*, Boulder, CO, September 2001.

Montoya-Weiss, M., Massey, A.P., and Song, M. Temporal coordination and conflict management in virtual new product development teams. *Proceedings of the 2001 American Marketing Association (AMA) Summer Educators Conference*, Washington, DC, August 2001.

Massey, A.P. and Montoya-Weiss, M., and O'Driscoll, T. Managing knowledge assets. *Proceedings of the 2001 Academy of Management Meeting*, Washington, DC, August 2001.

Massey, A.P., Montoya-Weiss, M., and O'Driscoll, T. A methodology to structure ill-structured processes: Performance-centered design. *Proceedings of the 2001 34th Annual Hawaii International Conference on System Sciences (HICSS)*, Sprague, R. (ed.), IEEE Computer Society, 2001, (abstract, p. 82, full paper on CD-ROM). Selected as *Best Paper*, Decision Technologies for Management Track.

Massey, A.P. and Montoya-Weiss, M. Communication technology-enabled organizational knowledge exchange. *Proceedings of the 2000 Academy of Management Meeting*, Toronto, Canada, August 2000.

Schmidt, J.B., Montoya-Weiss, M., and Massey, A.P. Improving new product development decisions: The roles of the decision-making unit structure and communication technology." *Proceedings of the 2000 American Marketing Association (AMA) Summer Educators Conference Proceedings*, Gunlach, G.T. and Murphy, P.E. (eds.), Chicago, IL, August 2000, 104-5. Selected as *Best Paper*, Marketing Research and Modeling Track.

Montoya-Weiss, M., Massey, A.P., and Song, M. Global virtual marketing teams: The effects of process structure and conflict management on performance," presented at the *2000 International Marketing Conference*, Buenos Aires, Argentina, June 2000.

Massey, A.P., Montoya-Weiss, M., and Holcom, K. Inside IBM: Redefining the customer relationship via a knowledge management system. *Proceedings of the 2000 Information Resources Management Association (IRMA) International Conference*, Khosrowpour, M. (ed.), Anchorage, AL, May 2000.

Massey, A.P., Montoya-Weiss, M., and Brown, S. Managing technological change when change is mandatory. *Proceedings of the 1998 IEEE Conference on Systems, Man, and Cybernetics (SMC)*, San Diego, CA, October, 1998. (abstract, p.143, full paper on CD-ROM).

Montoya-Weiss, M. and Massey, A.P. Qualitative market research in computer-mediated environments. *Proceedings of the 1998 Winter American Marketing Association Conference*. Selected as *Best Paper*, Marketing Research and Modeling Track.

Massey, A.P., Montoya-Weiss, M., and Brown, S. Managing change in mandatory IT adoption situations. *Proceedings of the Eighteenth Annual International Conference on Information Systems (ICIS '97)*, 444-445.

Massey, A.P. and Brown, S.A. Learning to manage knowledge: Linking knowledge management and organizational learning. *Proceedings of the 1997 Americas Conference on Information Systems*, 974-976.

Massey, A.P. and Montoya-Weiss, M. A knowledge exchange perspective of technology transfer: A conceptual framework and research propositions. *Proceedings of the 30th Annual Hawaii International Conference on System Sciences (HICSS)*, 1997. Nominated for Best Paper.

Massey, A.P., Clapper, D.L., and Dickson, G. A GSS tool for collaborative cause-and-effect diagramming: Motivation and design. *Proceedings of the 1996 Americas Conference on Information Systems*, 588-590.

Clapper, D.L. and Massey, A.P. Computer-mediated focus groups: Breaking traditional task and group composition barriers. Abbreviated paper in the *Proceedings of the 1996 Academy of Management Meeting, Cincinnati, Ohio*.

Davis, J., Massey, A.P., and Lovell, R. An embedded neural network approach for control risk assessments. Abstracted in the *Proceedings of the Third Annual Accounting Information Systems Research Symposium*, February 1996.

Clapper, D.L. and Massey, A.P. Predicting group output: Assessing the relative impacts of task-related inputs and GSS use. Full paper in the *Proceedings of the Sixteenth Annual International Conference on Information Systems (ICIS)*, 1995, 65-80.

Massey, A.P., Clapper, D.L., and Nassett, T. Difficulties in assessing problem definition quality. Abstracted in the *Proceedings of the 1995 Annual Meeting of the Decision Sciences Institute*.

Massey, A.P. and Clapper, D. The importance of individual inputs on assessing GSS value: an interdisciplinary approach for creating cognitively heterogeneous and homogeneous groups for GSS researchers. Full paper in the *Proceedings of the Fifteenth Annual International Conference on Information Systems (ICIS)*, 1994, 363-377.

Massey, A.P. and Stenzel, D. In-Quotes: a knowledge-based decision support system for aluminum costing. Abstracted in the *Proceedings of the 1994 Annual Meeting of the Decision Sciences Institute*, 2 (1994), 704.

Yager, S. and Massey, A.P. Effects of threat on the communication process in high and low participating groups. Abstracted in the *Proceedings of the 1993 Annual Meeting of the Decision Sciences Institute*, 1 (1993), 464.

Massey, A.P. and Wallace, W.A. A comparison of three methods of problem structuring: cognitive maps, influence diagrams, and brainstorming. Abstracted in the *Proceedings of the 1992 Annual Meeting of the Decision Sciences Institute*, 2 (1992), 714.

Grabowski, M., Massey, A.P., and Wallace, W.A. Focus groups in the context of a mixed knowledge acquisition methodology. *Proceedings of the Fifth AAAI-sponsored Knowledge Acquisition for Knowledge-Based Systems Workshop*, Banff, Canada, November 1990.

Massey, A.P. Focus groups as a knowledge acquisition technique. Abstracted in the *Proceedings of the 1989 ORSA/TIMS Joint National Meeting*.

Submissions under Review/Preparation

Doing there vs. being there: The role of presence on team performance in virtual environments, with Montoya, M. and Samuel, B., 2nd round review, *Journal of Management Information Systems*.

Psychological ownership in virtual environments: Causes and consequences, with Bhagwatwar, A. and Bala, H., 1st round review, *Management Information Systems Quarterly (MISQ)*.

Thinking naturally: Attention restoration theory and the design of 3D workspaces, with Minas, R. and Dennis, A.R., 1st round review, *Journal of Management Information Systems*.

Recommender Systems: The influence of explanation source and explanation mode on outcomes, with Zhang, J. and Khatri, V.

3D virtual environments and corporate learning: An empirical investigation of benefits, with Montoya, M. and Wu, P., being prepared for submission to the *Academy of Management Learning & Education*.

Collaborative virtual presence (CVP): Scale development and validation, with Montoya, M., Samuel, B. and Lockwood, N., in preparation for submission.

Conference and Invited Presentations

Contributor, UC San Diego Design Lab and SAP Faculty Bootcamp, Design thinking for Educators, September 13th-15th, 2016.

Invited speaker, General Electric GIG IT leadership program event, Design for digital innovation, May 18, 2016.

Workshop, Design thinking and digital innovation, AIS Student Leadership Conference, April 2nd, 2016.

Tutorial Workshop, Design thinking for innovation, *49th Hawaii International Conference on Systems Sciences*, January 2016.

Plenary Address, Communicating across boundaries, *2nd Annual Center of Excellence for Women in Technology Conference*, March 7, 2015.

Invited speaker, Gender communication strategies, *Statewide IT Conference*, October 7, 2014.

Panelist, eDossier is here. Come learn about it, *Statewide IT Conference*, October 30, 2014.

Conceptualizing electronic dossiers, *Statewide IT Conference*, September 28, 2012.

Panelist, Big data and social media: Get ready, *65th Annual Indiana University Business Conference*, March 2, 2012.

Invited speaker, Open innovation: a new (and better) R&D paradigm? *Renaissance Week MBA Executive Sessions*, February 29, 2012.

Innovation in weight loss intervention programs: An examination of a 3D virtual world approach, *42nd Hawaii International Conference on Systems Sciences*, January 2012.

Communicator trust across media: A comparison of audio conferencing, video conferencing, and a 3D environment, *42nd Hawaii International Conference on Systems Sciences*, January 2012.

Keynote, Power up pedagogy, *Advancing Learning with Technology Symposium*, Indianapolis, IN, November 2011. Interdepartmental collaboration improves delivery and outcome of a pedometer program within a community setting. *American Public Health Association*, Washington DC, November, 2011.

Impact of a game-based intervention on physical activity within the college student population. *American Public Health Association*, Denver CO, November 2010.

Tutorial, Introduction to virtual worlds. *40th Hawaii International Conference on System Sciences*, January 2010.

Panelist, The role of technology in communication design. *SIGDOC Conference*, October 2009.

Invited speaker, Immersive spaces and learning, *Teaching & Learning Technology Center Seminar Series*, March 24, 2009.

Invited speaker, Virtual presence in Virtual Worlds: What it means for Online Training. *American Society for Training & Development (ASTD.org)*, February 3, 2009.

Invited speaker, Collaboration via Virtual Worlds. *Kelley Executive Partners*, September 15 2008.

Panelist, Second Life as a platform for training. *Linden Lab 5th Year Anniversary Programs*.

Invited speaker, Transforming IS Education: IT Service Management.. IBM Services Science, Management, and Engineering Symposia, *2008 41st Hawaii International Conference on Systems Sciences*, January 2008.

Online services, customer characteristics and usability requirements, *2008 41st Hawaii International Conference on Systems Sciences*, January 2008.

ICT Perceptions and meanings: Implications for knowledge transfer, *2008 41st Hawaii International Conference on Systems Sciences*, January 2008.

Invited talk, Recruiters' perspectives on the demand for IS skills: Implications for doctoral programs, *2007 International Conference on Information Systems*, Montreal, December 2007.

Mobile data services: Linking beliefs and usability, Presentation at the *16th Annual Frontiers in Service Conference*, San Francisco, CA, October 2007.

Invited talk, Telecommunications industry market review: Trends and developments, Clifton Gunderson LLP Annual Partners Meeting, Indianapolis, IN, August 2007.

Invited talk, Usability of online services. SoM Workshop at the University of Surrey, March 2007.

Invited talk, Securing the future of Information Systems as an academic discipline. *Twenty-Sixth International Conference on Information Systems*, Las Vegas, NV, December 2005.

Invited talk, Techno-readiness and usability. SoM University of Surrey, UK, April 2005.

Invited talk, Customer beliefs and wireless web usability. *Decision Sciences Institute 2004 Annual Meeting*, Boston, MA, November 2004.

Problem-based learning with advanced mobile technologies. Poster session at the HP Conference on Mobile Technology Solutions, Monterey, CA, October 2004.

Invited presentation, Mobile data services: Linking customer beliefs to wireless web usability. *Informatics Institute at the University of Calgary*, AB, April 2004.

Invited presentation, Because time matters: Temporal coordination in global virtual project teams. *MIS Research Colloquium* at Washington State University, April 2003.

Managing knowledge exchange: Implications for knowledge management systems. *Presentation at the Minnesota Symposium on Knowledge Management*, Minneapolis, MN, March 2003.

Invited presentation, Linking IT strategic planning to business goals. *Indianapolis CFO Roundtable on Managing Your Company's Technology Needs*, March 2003.

A performance environment perspective of knowledge management. Presentation at the *36th Hawaii International Conference on System Sciences (HICSS)*, Big Island, HI, January 2003.

Invited presentation, A plan for action: Creating a mobile campus. Hewlett-Packard Mobility Conference, Palo Alto, CA, October 2002.

Invited presentation, Getting it together: Temporal coordination and conflict management in global virtual teams. University of Arizona, April 2002.

Invited presentation, Getting it together: Temporal coordination and conflict management in global virtual teams. Case Western Reserve, February 2002.

Managing knowledge assets: Lessons from Nortel Networks. Presentation at the *2001 Academy of Management Meeting*, Washington, DC, August 2001.

Invited presentation, Temporal coordination in global virtual teams. University of Colorado, May 2001.

A methodology to structure ill-structured processes: Performance-centered design. Presentation at the *2001 Hawaii International Conference on System Sciences (HICSS)*, Maui, HI, January 2001.

Invited talk, e-Business 101: A telecommunications technology perspective. E.Solutions.Now Conference sponsored by Deloitte Consulting, Indianapolis, IN, September 2000.

Invited talk, Performance drivers for global virtual teams. 3rd Fall Conference on Managing Information Technologies, Rochester, MI, October 2000.

Communication technology-enabled organizational knowledge exchange. Presentation at the *2000 Academy of Management Meeting*, Toronto, Canada, August 2000.

Inside IBM: Redefining the customer relationship via a knowledge management system. Presentation at the *2000 Information Resources Management Association (IRMA) International Conference*, Anchorage, AL, May 2000.
Global virtual product development teams: The effect of process structure on team communication processes and performance. Presentation to the *Center for Innovation Management Studies*, November 1999.

Managing technological change when change is mandatory. Presentation at the *IEEE Systems, Man, and Cybernetics Conference*, San Diego, CA, October 1998.

Network relationships in technological innovation. Presentation to the Center for Innovation Management Studies, Lehigh, PA, June 1998.

Knowledge management: Implications for customer fulfillment. Presentation to the Advanced Practices Council of SIM International, Boston, MA, May 1998.

Managing change in mandatory IT adoption situations. Presentation at the *Eighteenth Annual International Conference on Information Systems (ICIS '97)*, Atlanta, GA, December 1997.

Learning to manage knowledge: Linking knowledge management and organizational learning. Presentation at the *1997 Americas Conference on Information Systems*, Indianapolis, IN, August 1997.

Knowledge management: Implications for new product development. Presentation to the *Advanced Practices Council of SIM International*, Chicago, IL, September 1997.

Invited talk, Knowledge Management: The link to business processes. Advanced Practices Council of SIM International, Philadelphia, PA, June 1997.

Demystifying the Internet. Invited Workshop for the 51st Annual IU Business Conference, March 1997.

Invited talk, Technology transfer in global contexts. 8th Fall Conference on Managing Advanced Information Technologies, Syracuse University, October 1996.

Invited talk, Global network architectures. Indiana Forum for Management Development, Bloomington, IN, September 1996.

A GSS tool for collaborative cause-and-effect diagramming: Motivation and Design. *The Second Annual Americas Conference on Information Systems*. Phoenix, AZ, August 1996.

Computer-mediated focus groups: Breaking traditional task and group composition barriers. *Academy of Management Meetings*. Cincinnati, Ohio, August 1996.

Invited presentation, Individual and group creativity: The role of technology. Lockheed Martin Management Group, Research Triangle Park, NC, March 1996.

Invited talk, Network based technological innovation and technology transfer: Assessing and measuring global effectiveness. Global Applications Development Managers Conference of Air Products and Chemicals, Inc., Orlando, FL, January 1996.

Predicting group output: Assessing the relative impacts of task-related inputs and GSS use. *The Sixteenth Annual International Conference on Information Systems (ICIS)*, Amsterdam, The Netherlands, December 1995.
Assessing problem definition quality. *Annual Meeting of the Decision Sciences Institute*, Boston, MA, 1995.

Invited presentation, Using the Internet for advertising and commerce. NSCU Advertising Competition, 1995.

The importance of individual inputs on assessing GSS value: An interdisciplinary approach for creating cognitively heterogeneous and homogeneous groups for GSS researchers. *The Fifteenth Annual International Conference on Information Systems (ICIS)*, Vancouver, BC, Dec 1994.

In-Quotes: A knowledge-based decision support system for aluminum costing. *Annual Meeting of the Decision Sciences Institute*, Honolulu, Hawaii, November 1994.

Striving for quality: Electronic feedback in the classroom. Invited presentation Annual Teaching Effectiveness Conference of the Associated Colleges, St. Lawrence, Canton, NY, 1994.

Effects of threat on the communication process in high and low participating groups. *Annual Meeting of the Decision Sciences Institute*, Washington, DC, November 1993.

A comparison of three methods of problem structuring. *Annual Meeting of the Decision Sciences Institute*, San Francisco, CA, November 1992.

The use of a GSS for the discussion of a sensitive issue. MIS Researchers Meeting, Syracuse University, 1992.

Focus groups as a knowledge acquisition technique. *ORSA/TIMS National Meeting*, New York, NY, October 1989.

Doctoral Advising and Committee Activity⁴

Bhagwatwar, A. (Ph.D. received May 2015). Why ownership matters: Virtual environments and enterprise social platforms.

Schiffman, D. (M.S. received May 2012, College of Arts and Sciences, Department of Telecommunications). Innovating health care via social media tools.

Lockwood, N. (Ph.D. received May 2011). Impact of communication mode on persuasiveness and decision-making quality.

Curtis, A. (Ph.D. received May 2009). Computer mediated decision-making: Promoting dialogue and mindfulness.

Clay, P. (Ph.D. received June 2006). Codified or personalized knowledge management systems: Choice antecedents.

Correia, Ana. (Ph.D. received 2005, School of Education). Understanding conflict in teamwork: Contributions of a technology-rich environment to conflict management.

Hung, C. (Ph.D. received 2004). Communication style and media perceptions in culturally diverse virtual teams.

Burkman, J. (Ph.D. received 2002). Incongruent end-user expectations and integrated information systems: Effects on satisfaction and trust.

⁴ Committee chair for those in bold.

Brown, J.P. (Ph.D. received 2002, School of Education). Evaluating a technical support knowledge base: A case study in strategy, methods, and organizational change.

Graham, C. (Ph.D. received 2002, School of Education). Virtual teamwork: The role and process of team norming.

Powell, A. (Ph.D. received 2000), Virtual teams: Team commitment and performance.

Freeman, L. (Ph.D. received 2000), The effects of the use of cognitive models on shared understanding during the requirements analysis phase of information systems development.

Service Activities

University of Wisconsin-Madison

Development of 'Design for Transformation' undergraduate certificate and MS degree.

Indiana University/IU-Bloomington

Project Leader, Digital Measures Activity Insight Implementation, 2015 – current.

Elected Member, Graduate Faculty Council, Legislative board, 2015 – current.

Founding Co-Chair, Intelligent Systems Engineering, 2015 – 2016.

Chair, Faculty Profiling System Task Force, 2014 – 2015.

Member, HRMS Executive Steering Committee, 2014 – current.

Co-Chair, IU Online Education Task Force, 2014.

Associate Vice President, University Academic Affairs, 2013 – current.

Co-Founder/Leadership Team, *Center of Excellence for Women in Technology (CEWIT)*, <http://cewit.indiana.edu/>,
CEWIT Leadership Advisory Board, member, current.

Provost Strategic Planning Task Force, STEM Initiatives, 2013-14.

Chair, IU e-Dossier Design and Implementation Team (IUB and IU system), 2012-current.

Chair, e-Learning Taskforce, led campus-wide study for IUB Provost, 2010.

Associate Vice Provost, Faculty & Academic Affairs, 2009 – 2013.

Panelist, Pathways to Promotion Workshop, Office of Women's Affairs, 2011.

Member, Office of Women's Affairs Distinguished Scholar Committee, 2009.

IU USAID/Budapest, South East European University, Higher University Linkage Program, 2005.

Member, School of Informatics Curriculum Development Committee, 1999 – 2000.

Member, School of Informatics Planning Committee, 1998 – 1999.

Faculty Sponsor, IU Student Athlete, 1999 – 2000, 2002 – 2003.

Member, School of Informatics Strategic Initiatives Committee, 1998.

Member, Affirmative Action Committee, 1997 – 1998.

Kelley School of Business

Workshop, Design thinking and digital innovation, AIS Student Leadership Conference, April 2nd, 2016.

AACSB committee, Partnerships for research and education, 2016.

Institute for Cybersecurity Management, proposal 2015.

MBA Capstone Week, Program design and delivery, 2015, 2016.

Chair, Doctoral Programs, 2012 – 2015.

MIS Leadership Retreat, panelist. 2014.

Executive Director, Information Management Affiliates (IMA), 2007 – 2013.

Invited speaker, *Renaissance Week MBA Executive Sessions*, February 29, 2012.

Faculty Advisor, Women in IT Association (MSIS), 2010.

Faculty Review Committee (Tenure & Promotion), 2008 – 2009.

KEP Speaker and panelist, *Second Life* KEP Island Launch, Sept 2008.
 Faculty Advisor, MSIS Student Association, 2008-2009.
 Chair, Research Policy Committee, 2007 – 2008.
 Research Policy Committee, 2006 – 2007.
 Undergraduate Total Experience Task Force: Review of Kelley Undergraduate Program, 2004 – 2005.
 MBA Policy Committee, 1998 – 1999, 2004 – 2006.
 Kelley Executive Partners Advisory Board, 2003 – 2007.
 Undergraduate Programs Policy Committee, 2003 – 2004.
 MBA Task Force Committee, 2002 – 2003.
 MSIS Task Force Committee, 2002 – 2003.
 Founding Director, MBA Telecommunications Academy, 2000 – 2002. Raised \$40,000 in industry support.
 Associate Program Chair, Systems & Accounting Graduate Programs, 2000 – 2002.
 Chair, Master of Science in Information Systems Program Development Committee, 2000 – 2001.
 Chair, Corporate & Graduate Center Technology Workshop and Studio Task Force, 2001.
 Co-Chair, Technology Workshop and Studio Proposal Development Committee, 2000.
 Elected Faculty Representative at-large, Dean's Academic Council, 2000 – 2002.
 Dean's Academic Council Agenda Committee, 2001 – 2002, 2004 – 2005.
 Systems & Accounting Graduate Programs Policy Committee, 2000 – 2003.
 Kelley Executive Partners (KEP) Advisory Committee, 1999 – 2001.
 Corporate & Graduate Center Technology-in-the-Classroom Committee, 2000.
 Co-Chair, MBA E-Business Major Design & Implementation Committee, 2000.
 Faculty/Staff Fundraising Campaign Committee, 2000.
 Doctoral Policy Committee, 1999 – 2000.
 Building and Renovation Committee (BARCO), 1998 – 2001.
 Co-Director, MBA Internet & New Media Academy, 1996 – 2000.
 MBA Task Force Committee: Redesigning the 1st Year MBA Core, 1999.
 Workshop Session Leader, IU Business Conference, 1997.

Departmental

Member, Information Systems Faculty Search Committee, 2015-2016.
 Member, Information Systems Faculty Search Committee, 2010-2011.
 Chair, Information Systems Search Committees: Tenure-track faculty and clinical faculty, 2007-2008.
 Corporate Liaison & Coordinator, Case Competitions: Target, Accenture LLP, and Eli Lilly & Co., 2006 – 2008.
 Undergraduate Committee: Design of the Information & Process Management major, 2006.
Chair, Information Systems Department, January 2003 – July 2006.
Associate Department Chair, Accounting & Information Systems Department, 2000 – 2002.
 Chair, Information Systems Graduate Curriculum Committee, 1997 – 2005.
 Faculty Advisor for Graduate IS MBA Programs, 1997 – present.
 Acting Information Systems Area Coordinator, Spring 2000.
 Chair, Information Systems Search Committee, 1997-1998, 1998 – 1999, 1999 – 2000, 2000-2001.
 Chair, Information Systems Doctoral Policy Committee, 1999 – 2000.
 Co-Chair, Information Systems Undergraduate Curriculum Committee, 1996 – 1997.

Profession

National Science Foundation, Review Panelist, 2007, 2010, 2011, 2012, 2013, 2014, 2015 (Directorate for Social, Behavioral, and Economic Systems (SBE)).

Invited Contributor, *National Science Foundation Workshop, Emerging Results, Critical Research Directions and Grand Challenges for Understanding Virtual Organizations*, Irvine, CA, April 1-3, 2012.

Editorial Positions:

- Senior Editor, *AIS Transactions on HCI*, 2008-current.
- Associate Editor, *MIS Quarterly* Special Issue Information Technology and Innovation, 2014 – 2015.
- Associate Editor, *Decision Sciences Journal*, 2005 – 2011.
- Associate Editor, *Information Systems Research*, 2008-2011.
- Associate Editor, *International Journal of Knowledge Management*, 2004 – 2008.
- Editorial Board, *International Journal of Business Information Systems*, 2005 – 2006.
- Editorial Board, *Knowledge Management Research and Practice*, 2005 – 2007.
- Editorial Board, *Journal of the Association for Information Systems (JAIS)*, 2002 – 2006.
- Special Issue Editor, *JAIS*, Collaborative Engineering, 2007 – 2009.
- Editorial Board, *Decision Sciences Journal*, 2004.
- Associate Editor, *European Journal of Information Systems*, 2000 – 2003.

- Senior Scholar's Best Paper Reviewer, 39th International Conference on Information Systems, 2018.
- Associate Editor, 38th International Conference on Information Systems (ICIS), Seoul, South Korea, 2017.
- Doctoral Consortium Mentor, 32nd International Conference on Information Systems (ICIS), Shanghai, China, 2011.
- Associate Editor, 31st International Conference on Information Systems (ICIS), St. Louis, MO, 2010.
- President, IS Academic Heads International (ISAHI), 2008 – 2010.
- Associate Editor, 29th International Conference on Information Systems (ICIS), Paris, France, 2008.
- Session Chair, 16th Annual Frontiers in Service Conference, San Francisco, CA, 2007.
- Associate Editor, 28th International Conference on Information Systems (ICIS), Montreal, Canada, 2007.
- Discussant, 28th International Conference on Information Systems (ICIS), Montreal, Canada, 2007.
- Doctoral Consortium Faculty Mentor, Americas Conference on IS, Keystone, Colorado, 2007.
- Member, ICIS Executive Committee, 2003 – 2004.
- Program Co-Chair, 24th International Conference on Information Systems (ICIS), Seattle, WA 2003.
- Co-Chair, Knowledge Management Implementation Mini-Track, 2004 HICSS.
- Member, Program Committee of the 10th International Workshop on Groupware (CRIWG'2004).
- Discussant, 23rd International Conference on Information Systems (ICIS), Barcelona, Spain, 2002.
- Member, 2002 Information Resources Management Association Conference Program Committee.
- Member, ACM 2001 International Conference on Supporting Group Work Conference Program Committee.
- Co-Chair, Knowledge Management and Organizational Learning Mini-Track, Americas Conference on Information Systems: Association for Information Systems, 1997, 1998, 1999, 2000.
- Member, 20th International Conference on Information Systems (ICIS) Program Committee, 1999.
- Discussant, 20th International Conference on Information Systems (ICIS), 1999.
- Member, Pacific Asia Conference on Expert Systems (PACES) Program Committee, 1999.
- Member, Society for Information Management Workshop Program Committee, 1997.
- Session Chair, Collaborative Technologies, Americas Conference on Information Systems, 1996, 1997.
- Member, IEEE Engineering Management Society International Conference Program Committee, 1996.
- Discussant, Annual Meeting of the Decision Sciences Institute, 1995.

Ad Hoc Reviewer

Sample Journals:

Decision Sciences
Information Systems Research
Communications of the ACM
Journal of the Association for IS
Journal of Management Information Systems
Management Science
Management Information Systems Quarterly
European Journal of IS

Decision Support Systems
Organization Science
IEEE Transactions Database Technology Studies
Annals of Operations Research
Journal of Information Technology Management
Information Systems Frontiers
IEEE Transactions on Engineering Management

Conferences:

Americas Conference on IS (AIS)
International Conference on IS (ICIS)
Annual Meeting of the Decision Sciences Institute
Hawaii International Conference on Systems Sciences (HICSS)
Information Resources Management Association (IRMA)

Professional Affiliations

Institute of Electrical and Electronics Engineers (IEEE)
INFORMS: Institute for Operations Research and the Management Sciences
Decision Sciences Institute
Academy of Management
Association for Information Systems (AIS)

Professional Development Activities

- Driving Sustainable Growth & Competitive Advantage through Human-centered Design, Austin, TX, April 23-25, 2018.
- Design Thinking Faculty Bootcamp, UC San Diego Design Lab, September 13-15, 2016.
- Darden Executive Education: Specialization in Design Thinking and Innovation (in progress)
 - o Design Thinking Part I: Insights to Inspiration (Summer/Fall 2015)
 - o Design Thinking Part II: Ideas to Action (Spring 2016)
 - o Advanced Discovery Tools (Summer 2016)
 - o The Innovation Workplace (Fall 2016)
- Harvard Continuing Education, Design Thinking Workshop, October 7th-8th, 2015, Boston, MA.
- NY Times *Schools for Tomorrow* Conference: Higher Education in Transition, September 16-17, 2015, NYC.
- AACSB, Teaching Design for Creativity and Innovation, October 27th-28th, 2014.
- European Immersive Education Summit, Vienna, November 2014.
- NY Times *Schools for Tomorrow* Conference: Cost of Higher Education, September 9th-10th, 2014, NYC.
- European Immersive Education Summit, London, November 2013.
- NY Times *Schools for Tomorrow* Conference: Disruption Online, September 16th-17th, 2013, NYC.
- Enterprise 2.0 Conference, San Jose, CA, Nov 2011.
- 3D Teaching, Learning, Collaboration (3DTLC) Conference, San Jose, CA, Sept 17-18, 2009.
- London Summit Immersive Education, London UK, April 23-24, 2009.
- Virtual Worlds for Business, Virtual Worlds Conference, London UK, October 20-21 2008.
- Second Life Design for Pedagogy, November-December, 2007 (*Received Foundation Certificate*).
- itSMF Academic Forum, Charlotte, NC. September 16-17, 2007.
- ITIL Service Management, November 28-29, 2006, NYC, NY. (*Received Foundation Certificate*).
- itSMF Academic Forum, University of Dallas. October 26-27, 2006. Dallas, TX.
- Sarbanes-Oxley for Information Security Professionals. MIS Institute. February 23-24, 2005, Orlando, FL.

- Information Security: MIS Institute. January 26-28, 2005, New York, NY.
- Network Security and Policy: Global Knowledge. September 27-29, 2004, Boston, MA.
- Cellular Telecommunications Industry Association (CTIA) Conference. March 17-19, 2002. Orlando, FL.
- Wireless IP Infrastructure and Data Mobility. November 7-9, 2001. Chicago, IL.
- Voice over IP: Global Knowledge. April 13-14, 2000. Raleigh, NC.
- Converging Voice and Data Networks: Global Knowledge. April 11-12, 2000. Raleigh, NC.
- The Art and Craft of Discussion Leadership. November 12-13, 1999. Harvard Business School.
- Telecommunications I, Voice Networks. Global Knowledge. June 15-16, 1999. Indianapolis, IN.
- WAN Essentials: Global Knowledge. February 16-18, 1999. Cincinnati, OH.
- Administering Microsoft Windows NT 4.0. UITS Course #803. Spring 1998.
- Windows NT Core Technologies. UITS Course #922. Spring 1998.
- Emerging Technologies: Advanced Research Group. October 23-24, 1997. Chicago, IL.
- Telecommunications Fundamentals: Advanced Research Group. June 17-18, 1997.
- Novell Netware 3.1x Advanced Administration: May 7-8, 1996; Oct 2-4, 1995; May 2-5, 1995.
- Electronic Marketing: Duke University Continuing Education. January, 1996.

Sampling of News Interviews and Articles

Interviewed by Poets & Quants, Relevance before rankings, August 2018.

Interviewed for CBS' *SmartPlanet*, Why virtual weight loss programs could lead to better health habits, June 2010.

Interviewed by the *Indianapolis Women's Magazine*, Virtual worlds in higher education, January 2011.

Interviewed by the *Wall Street Journal*, Business schools apply consulting to the classroom, January 2010.

Insight Indiana (invited article), From black and white TV to virtual worlds, *Insight Indiana*, Fall 2009.

IU Research and Creative Activity, Volume XXXI (No. 2). A Second Life [virtually speaking], 2009, 28-31.

Research highlighted in ARGNet, IU's Skeleton Chase gives students the runaround.

Interviewed for article in Fort Wayne *News-Sentinel*, Games improve life, July 2008.

Highlighted in *Virtual World News*, Who's new to virtual worlds, June 2008.

Interview for *WGCL Radio* news story on pedagogy and virtual environments.

Herald Times article Skeleton Chase digital game to be part of student health study, July 2008.

Interview for an article in *Indianapolis Star*, Policy and security, April 2008.