

*Curriculum Vitæ*  
**Kevin Crowston**

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## RESEARCH INTERESTS

**New ways of organizing made possible by the use of information and communications technology.**

I approach this issue in several ways: empirical studies of coordination-intensive processes in human organizations; theoretical characterizations of coordination problems and alternative methods for managing them; and design and empirical evaluation of new kinds of computer systems to support people working together. Specific areas of current interest are virtual organizations (particularly Free/Libre Open Source Software development teams) and the use of document genre to improve information access on the World-Wide Web.

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## EDUCATION

### Harvard University

1980–1984 **A. B.**, *magna cum laude*, June 1984, Applied Mathematics (Computer Science).

### Massachusetts Institute of Technology

1984–1991 **Ph. D.**, January 1991, Information Technologies, Sloan School of Management. Minor in statistics. Additional coursework in organizational studies.

Dissertation: *Towards a coordination cookbook: Recipes for multi-agent action*. Case studies and modelling of the engineering change process in three manufacturing organizations, leading to a typology of coordination problems and mechanisms.

### Academic Honours

1991 International Centre for Information Technology (ICIT) **Thesis Prize for best dissertation** in Information Systems, 1990–1991.

1992 Runner-up, International Conference on Information Systems (ICIS) **Thesis Prize**.

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## APPOINTMENTS

1991 **Lecturer**, Massachusetts Institute of Technology.

1991–1996 **Assistant Professor**, University of Michigan Business School.

1996– **Professor**, School of Information Studies, Syracuse University. **Assistant Professor**, 1996–2001; **Associate Professor** with tenure, 2001–2006; **Full Professor**, 2006–

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## Visiting Positions

- Visiting Researcher**, London Business School, London, United Kingdom, Summer 1995; Erasmus University, Rotterdam, The Netherlands, Summer 1997, 1998; CeTIM, University of the Federal Armed Forces, Munich, Germany, Summer 1999–2008.
- Feb-Jun, 2000* **Visiting Lecturer**, University of Auckland, Department of Management Science and Information Systems.
- Jan-Feb 2008* **Shidler Visiting Scholar**, University of Hawai'i, Shidler College of Business, Department of Information Technology Management.
- Mar-May 2008* **Visiting Scholar**, Centre for Work, Technology and Organizations, Department of Management Science and Industrial Engineering, Stanford University.

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## FELLOWSHIPS

*1991-1992* **Ameritech Fellow**, Institute for Public Policy Studies, University of Michigan.

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## GRANTS (13 grants totalling \$3.6M; \$1.9M weighted by contribution)

- 1993–1997* **Co-principal investigator** on NSF IRI Grant 92–24093, \$969,993, for “Tools for Inventing Organizations: Toward a Handbook of Organizational Processes” (with Thomas W. Malone, Brian Pentland and Jintae Lee).
- 1998–1999* **Co-principal investigator** on NSF IIS Grant 97-32799, \$70,000, for “A multi-method multi-level pilot study of the use of information technology in real estate” (with Rolf Wigand and Steven Sawyer).
- 1998–1999* **Principal investigator** on Grant from iLab, London Business School, £5000 (\$8,367) for “Study of Web buyer’s agents”.
- 1998–1999* **Co-principal investigator** on Grant 99VF36L from the Vision Fund, Syracuse University, \$25,000 (plus \$14,925 in matching funds from the School of Information Studies) for “Development of an Innovative Interdisciplinary Web-Based Course for All Master's-Level students in the School of Information Studies”.
- 2000–2002* **Co-principal investigator** on NSF IIS Grant 00–00178, \$269,969, for “Towards Friction-Free Work: A Multi-method Study of the Use of Information Technology In the Real Estate Industry” (with Rolf Wigand and Steven Sawyer).
- 2003–2004* **Principal investigator** on NSF IIS SGER Grant 03–41475, \$12,052, for “Effective work practices for Open Source software development”.
- 2004–2006* **Principal investigator** on NSF IIS Grant 04–14468, \$327,026 for 24 months, for “Effective work practices for Open Source Software development”.

- 2004–2007 **Project director** on IMLS Grant, \$499,727 (plus \$119,488 in matching funds) for 36 months, for “Educating Library Faculty for the 21st Century: The Future Professoriate for Librarianship Project”.
- 2004–2006 **Principal investigator** on NSF IIS Grant 04–14482, \$302,685 for 24 months, for “How can document-genre metadata improve information-access for large digital collections?” (with Barbara Kwasnik).
- 2005–2008 **Co-principal investigator** on NSF HSD Grant 05-27457, \$684,882 for 36 months, for “Investigating the Dynamics of Free/Libre Open Source Software Development Teams” (with Robert Heckman and Elizabeth Liddy). Additional \$29,488 in funding to support international travel for students.
- 2007–2010 **Co-principal investigator** on NSF CRI Grant 07–08437, \$100,000 for 36 months, for “Data and analysis archive for research on Free and Open Source Software and its development” (with Megan Conklin, Elon University).
- 2008–2011 **International professor** on Regione Puglia Grant PS025 €1,032,000 for 36 months, for “ICT supporting logistic services: a model of organized market (L’OrMaICT)”.
- 2009 **Principal investigator** on NSF HCC Grant 09–29125, \$19,994 for 12 months, for “Travel support for the OSS 2009 Doctoral Consortium”.
- 2009–2011 **Principal investigator** on NSF OCI Grant 09–43049, \$150,000 for 24 months, for “VOSS: Theory and design of virtual organizations for citizen science”.

## PUBLICATIONS

### Refereed Journal Publications (total: 28)

- 1987 Crowston, K., Malone, T. W., and Lin, F. Cognitive science and organizational design: A case study of computer conferencing. *Human Computer Interaction*, 3, 59-85.
- Originally appeared in *Proceedings of the Conference on Computer Supported Cooperative Work (CSCW '86)* (pp. 43–61). Austin, TX: ACM, 1986.
- Reprinted in I. Grief (Ed.) *Computer-supported cooperative work: A book of readings* (pp. 713–740). San Mateo, CA: **Morgan Kaufmann**, 1988.
- 1994 Malone, T. W. & Crowston, K. The interdisciplinary study of coordination. *ACM Computing Surveys*, 26(1), 87–119.
- Reprinted in Olson, G. M, Malone, T. W., and Smith, J. B. (Eds.) *Coordination Theory and Collaboration Technology* (pp. 7–50). Mahwah, NJ: **Lawrence Erlbaum Associates**, 2001.
- Reprinted in Malone, T. W., Crowston, K. & Herman, G. (Eds.) *Organizing Business Knowledge: The MIT Process Handbook*. Cambridge, MA: **MIT Press**, 2002.

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- 1996 Crowston, K. An approach to evolving novel organizational forms. *Computational and Mathematical Organization Theory*, 2(1), 29–47.
- 1997 Crowston, K. A coordination theory approach to organizational process design. *Organization Science*, 8(2), 157–175.
- 1998 Crowston, K. & Kammerer, E. E. Coordination and collective mind in software requirements analysis. *IBM Systems Journal*, 37(2), 227–245.
- 1999 Malone, T. W., Crowston, K., Lee, J., Pentland, B., Dellarocas, C., Wyner, G., Quimby, J., Osborne, C., Bernstein, A., Herman, G., Klein, M. & O'Donnell, E. Tools for inventing organizations: Toward a handbook of organizational processes. *Management Science*, 45(3), 425–443.
- Reprinted in Malone, T. W., Crowston, K. & Herman, G. (Eds.) *Organizing Business Knowledge: The MIT Process Handbook*. Cambridge, MA: MIT Press, 2003.
- Reprinted in Malone, T. W., Laubacher, R. & Scott Morton, M. S. (Eds.). *Inventing the Organizations of the 21st Century*. Cambridge, MA: MIT Press, 2003.
- 1999 Crowston, K. & Wigand, R. Real estate war in cyberspace: An emerging electronic market? *International Journal of Electronic Markets*, 9(1–2), 1–8.
- 2000 Crowston, K. & Williams, M. Reproduced and emergent genres of communication on the World-Wide Web. *The Information Society*, 16(3), 201–216.
- 2001 Crowston, K., Sawyer, S. & Wigand, R. Investigating the interplay between structure and technology in the real estate industry. *Information, Technology and People*, 14(2), 163–183. (This paper received a “Highly commended award”.)
- 2001 Crowston, K. & MacInnes, I. The effects of market-enabling Internet agents on competition and prices. *Journal of Electronic Commerce Research*, 2(1). Available from: <http://www.csulb.edu/web/journals/jecr/issues/20011/paper1.htm> [Accessed 11 October 2009].
- 2002 Crowston, K. & Scozzi, B. Open source software projects as virtual organizations: Competency rallying for software development. *IEE Proceedings Software*, 149(1), 3–17.
- 2002 Watson-Manheim, M.-B., Chudoba, K. M. & Crowston, K. Discontinuities and continuities: A new way to understand virtual work. *Information, Technology and People*, 15(3), 191–209.
- 2003 Sawyer, S., Crowston, K., Wigand, R., and Allbritton, M. The social embeddedness of transactions: Evidence from the residential real estate industry. *The Information Society*, 19(2), 135–154.
- 2003 Crowston, K. The evolution of high-reliability coordination mechanisms for collision avoidance. *The Journal of Information Technology Theory and Application (JITTA)*, 5(2), 1–29.
- 2004 Myers, M. D. and Crowston, K. Will real estate agents survive? The transformation of the real estate industry by information technology, *University of Auckland Business Review*, 6(1),
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- 1–13. Available from: <http://www.uabr.auckland.ac.nz/files/articles/Volume6/v6i1-myers-crowston.pdf> [Accessed 11 October 2009].
- 2004 Crowston, K. & Myers, M. D. Information technology and the transformation of industries: Three research perspectives. *Journal of Strategic Information Systems*, 13(1), 5–28.
- 2005 Crowston, K. & Howison, J. The social structure of Free and Open Source software development. *First Monday* 10(2), February. Available from: <http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/1207/1127> [Accessed 11 October 2009].
- Reprinted in *First Monday*, Special issue #2: Open Source. Available from: <http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/1478/1393> [Accessed 11 October 2009].
- 2005 Scozzi, B., Garavelli, C. & Crowston, K. Methods for modeling and supporting innovation processes in SMEs. *European Journal of Innovation Management*, 8(1), 120–137.
- 2005 Sawyer, S., Wigand, R. & Crowston, K. Redefining access: Uses and roles of information and communication technologies in the US residential real estate industry from 1995 to 2005. *Journal of Information Technology*, 20(4), 213–223.
- 2006 Crowston, K., Howison, J. & Annabi, H. Information systems success in free and open source software development: Theory and measures. *Software Process—Improvement and Practice (SPIP)*, 11(2), 123–148.
- 2006 Howison, J., Conklin, M. & Crowston, K. FLOSSmole: A collaborative repository for FLOSS research data and analyses. *International Journal of Information Technology and Web Engineering (IJITWE)*, 1(3), 17–26.
- 2006 Crowston, K. & Howison, J. Hierarchy and centralization in Free and Open Source Software team communications. *Knowledge, Technology & Policy*. 18(4), 65–85.
- 2006 Massad, N., Heckman, R. & Crowston, K. Customer satisfaction with electronic service encounters. *International Journal of Electronic Commerce*, 10(4), 73–104.
- 2007 Crowston, K., Li, Q., Wei, K., Eseryel, U. Y., & Howison, J. Self-organization of teams for free/libre open source software development. *Information and Software Technology*, 49(6), 564–575.
- 2007 Crowston, K., Howison, J., Masango, C., & Eseryel, U. Y. The role of face-to-face meetings in technology-supported self-organizing distributed teams. *IEEE Transactions on Professional Communications*, 50(3), 185–203.
- 2008 Crowston, K. & Scozzi, B. Coordination practices within Free/Libre Open Source Software development teams: The bug fixing process. *Journal of Database Management*, Special Issue on Open Source Software, 19(2), 1–30.
- 2008 Katzy, B. & Crowston, K. Competency rallying for technical innovation: The case of the Virtuelle Fabrik. *Technovation*, 28(10), 679–692.

**Refereed Conference Proceedings (total: 41)**

- 1986 Crowston, K. & Treacy, M. E. Assessing the impact of information technology on enterprise level performance. In *Proceedings of the Sixth International Conference on Information Systems (ICIS 1986)* (pp. 299-310). Indianapolis, IN, USA.
- 1989 Mackay, W. E., Malone, T. W., Crowston, K., Rao, R., Rosenblitt, D. & Card, S. K. How do experienced Information Lens users use rules? In K. Bice and C. Lewis. (Eds.), *Proceedings of the Conference on Human Factors in Computing Systems (SIGCHI 1989)* (pp. 211–216). Austin, TX, USA. (Proceedings Reprinted as *ACM SIGCHI Bulletin*, Volume 20, Issue SI.)
- 1990 Malone, T. W. & Crowston K. What is coordination theory and how can it help design cooperative work systems? In *Proceedings of the Conference on Computer Supported Cooperative Work (CSCW 1990)*(pp. 357–370). Los Angeles, CA, USA: ACM.
- Reprinted in D. Marca and G. Bock. (Eds.) *Groupware: Software for Computer-Supported Cooperative Work* (pp. 100–115). Washington: IEEE Press, 1992.
- 1996 Crowston, K. Market-enabling Internet agents. In J. DeGross, S. Jarvenpaa and A. Srinivasan. (Eds.) *Proceedings of the International Conference on Information Systems (ICIS 1996)*, Columbus, OH, USA, December.
- 1997 Crowston, K. & Williams, M. Reproduced and emergent genres of communication on the World-Wide Web. In *Proceedings of the Thirtieth Hawaii International Conference on Systems Science (HICSS–30)*, Maui, HI, USA, January.
- 1997 Chen, H. & Crowston, K. Comparative diffusion of the telephone and the World-wide Web: An analysis of rates of adoption. In S. Lobodzinski and I. Tomek (Eds.), *Proceedings of WebNet '97—World Conference of the WWW, Internet and Intranet* (pp 110–115). Toronto, Canada: Association for the Advancement of Computing in Education.
- 1998 Crowston, K. Price behaviour in a market with Internet buyer's agents (Research in progress paper). In *Proceedings of the International Conference on Information Systems (ICIS 1998)*, Atlanta, GA, USA, December 14–17.
- 1999 Crowston, K. & Williams, M. The effects of linking on genres of web documents. In *Proceedings of the Thirty-second Hawaii International Conference on Systems Science (HICSS–32)*. Maui, HI, USA, January.
- 2000 Crowston, K. Processes as theory in information systems research. In *Proceedings of the IFIP WG8.2 International Working Conference* (pp. 149–166), Jun 9–11, 2000. Arlborg, Denmark: Kluwer Academic.
- Reprinted in Malone, T. W., Crowston, K. & Herman, G. (Eds.) *Organizing Business Knowledge: The MIT Process Handbook* (pp. 177–190). Cambridge, MA: MIT Press, 2003.
- 2000 Sawyer, S., Crowston, K., Allbritton, M. & Wigand, R. How do information and communication technologies reshape work? Evidence from the residential real estate industry (Research-in-progress paper). In *Proceedings of the International Conference on Information Systems*

- (*ICIS 2000*), Brisbane, Australia, December 10–13. (Nominated for best paper in *Advances in Organizational and Social Informatics* track.)
- 2001 Roussinov, D., Crowston, K., Nilan, M., Kwasnik, B., Liu, X. & Cai, J. Genre Based Navigation on the Web. In *Proceedings of the Thirty-Fourth Hawaii International Conference on Systems Science (HICSS-34)*. Maui, HI, USA January.
- 2001 Wigand, R., Allbritton, M., Crowston, K. & Sawyer, S. Information and communication technologies in the real estate industry: Results of a pilot survey. In *Proceedings of the European Conference on Information Systems (ECIS 2001)*, Bled, Slovenia, 27-29 June.
- 2002 Watson-Manheim, M. B., Crowston, K. & Chudoba, K. M. A new perspective on "virtual": Analyzing discontinuities in the work environment. In *Proceedings of the Thirty-Fifth Hawaii International Conference on Systems Science (HICSS-35)*. Kona, HI, USA, January.
- 2003 Massad, N. & Crowston, K. Using the service encounter model to enhance our understanding of business-to-consumer transactions in an electronic environment. In *Proceedings of the 16<sup>th</sup> Bled eCommerce Conference*, Bled, Slovenia, 9–11 June.
- 2003 Scozzi, B., Garavelli, C. & Crowston, K. Methods for modeling and supporting innovation processes in SMEs. In *Proceedings of the 10th International Product Development Management Conference (IPDMC)*. Brussels, Belgium, 10–11 June.
- 2003 Crowston, K., Annabi, H., & Howison, J. Defining Open Source Software project success. In *Proceedings of the International Conference on Information Systems (ICIS 2003)*, Seattle, WA, USA, December.
- 2004 Kwasnik, B. H., & Crowston, K. A framework for creating a faceted classification for genres: Addressing issues of multidimensionality. In *Proceedings of the Thirty-Seventh Hawaii International Conference on Systems Science (HICSS-37)*. Kona, HI, USA, January.
- 2004 Sawyer, S. & Crowston, K. Information systems in organizations and society: Speculating on the next 25 years of research. In *Proceedings of the IFIP WG 8.2 Conference on "Relevant Theory and Informed Practice: Looking Forward from a 20-year Perspective on IS Research"*, Manchester, UK, July.
- 2005 Crowston, K., Annabi, H., Howison, J. & Masango, C. Effective work practices for FLOSS development: A model and propositions. In *Proceedings of the Thirty-Eighth Hawaii International Conference on System Science (HICSS-38)*. Kona, HI, USA, January.
- 2005 Crowston, K., Wei, K., Li, Q., Eseryel, U. Y. & Howison, J. Coordination of Free/Libre Open Source Software development. In *Proceedings of the International Conference on Information Systems (ICIS 2005)*, Las Vegas, NV, USA, December.
- 2006 Crowston, K., Wei, K., Li, Q. & Howison, J. Core and periphery in Free/Libre and Open Source software team communications. In *Proceedings of the Thirty-Ninth Hawaii International Conference on System Science (HICSS-39)*. Poipu, Kauai, HI, USA, January.
- 2006 Howison, J., Inoue, K. & Crowston, K. Social dynamics of free and open source team communications. In *Proceedings of the IFIP 2nd International Conference on Open*

- Source Software** (pp. 319–332), Lake Como, Italy, 8–9 June. Runner-up for best paper award.
- 2006 Annabi, H., Crowston, K. & Heckman, R. Group learning in the early years of Apache web server. In *Proceedings of the IFIP 2nd International Conference on Open Source Software* (pp. 77–90), Lake Como, Italy, 8–9 June.
- 2006 Crowston, K. & Scozzi, B. The role of mental models in FLOSS development work practices. In *Proceedings of the IFIP 2nd International Conference on Open Source Software* (pp. 91–98), Lake Como, Italy, 8–9 June.
- 2006 Heckman, R., Crowston, K., Li, Q., Allen, E., Eseryel, Y., Howison, J. & Wei, K. Emergent decision-making practices in technology-supported self-organizing distributed teams. In *Proceedings of the International Conference on Information Systems (ICIS 2006)*, Milwaukee, WI, 10–13 Dec.
- 2007 Heckman, R., Crowston, K., Eseryel, Y., Howison, J., Allen, E., & Li, Q. Emergent decision-making practices in Free/Libre Open Source Software (FLOSS) development teams. In *Proceedings of the IFIP 3rd International Conference on Open Source Software*, Limerick, Ireland, 10–14 June.
- 2007 Heckman, R., Crowston, K. & Misiolek, N. A structural perspective on leadership in virtual teams. In Crowston, K. & Sieber, S. (Eds) *Proceedings of the IFIP Working Group 8.2 Working Conference on Virtuality and Virtualness*, Portland, OR, 29–31 July.
- 2007 Katzy, B & Crowston, K. Competency rallying processes in virtual organizations. In Crowston, K. & Sieber, S. (Eds) *Proceedings of the IFIP Working Group 8.2 Working Conference on Virtuality and Virtualness*, Portland, OR, 29–31 July.
- 2007 Heckman, R., Crowston, K., Misiolek, N. & Eseryel, Y. Emergent leadership in self-organizing virtual teams (Research-in-progress poster presentation). In *Proceedings of the International Conference on Information Systems (ICIS 2007)*, Montréal, Québec, Canada, 9–12 Dec.
- 2008 Scozzi, B., Crowston, K., Eseryel, Y. & Li, Q. Shared mental models among open source software developers. In *Proceedings of the Forty-first Hawai'i International Conference on System Science (HICSS-41)*. Kona, Big Island, HI, USA, 7–10 January.
- 2008 Howison, J., Crowston, K., & Wiggins, A. eSocialScience for Free/Libre Open Source Software researchers. In *Proceedings of the 4th International Conference on e-Social Science*, Manchester, UK, 18–20 June.
- 2008 Scialdone, M. J., Li, N., Howison, J., Crowston, K. & Heckman, R. Group maintenance in technology-supported distributed teams. In *Academy of Management Best Papers Proceedings*, Anaheim, CA, 9–13 August.
- 2008 Crowston, K., Howison, J. & Wiggins, A. Opportunities for eScience research on Free/Libre Open Source Software. In *Proceedings of the Oxford e-Research 08 Conference*, Oxford, England, 11-13 September.

- 2008 Howison, J., Wiggins, A. & Crowston, K. Replication of FLOSS research as eResearch. In *Proceedings of the Oxford e-Research 08 Conference*, Oxford, England, 11-13 September.
- 2008 Wiggins, A., Howison, J. & Crowston, K. Social dynamics of FLOSS team communication across channels. In *Proceedings of the IFIP 2.13 Working Conference on Open Source Software (OSS2008)*, Milan, Italy, 7–10 September.
- 2008 Howison, J., Wiggins, A. & Crowston, K. eResearch workflows for studying free and open source software development. In *Proceedings of the IFIP 2.13 Working Conference on Open Source Software (OSS2008)*, Milan, Italy, 7–10 September.
- 2008 Annabi, H., Crowston, K. & Heckman, R. Depicting what really matters: Using episodes to study latent phenomenon. In *Proceedings of the International Conference on Information Systems (ICIS 2008)*, 14–17 December.
- 2008 Li, Q., Heckman, R., Allen, E., Crowston, K., Eseryel, U. Y. & Howison, J. Decision-making paths in self-organizing distributed teams. In *Proceedings of International Conference on Information Systems (ICIS 2008)*, 14–17 December.
- 2009 Scialdone, M. J., Heckman, R. & Crowston, K. Group maintenance behaviours of core and peripheral members of free/libre open source software teams. In Boldyreff, C., Crowston, K., Lundell, B., and Wasserman, T., editors, *Proceedings of The Fifth International Conference on Open Source Systems (OSS 2009)*, Skövde, Sweden, 3–6 June.
- 2009 Wiggins, A., Howison, J., & Crowston, K. Measuring potential user interest and active user base in FLOSS projects. In Boldyreff, C., Crowston, K., Lundell, B., and Wasserman, T., editors, *Proceedings of The Fifth International Conference on Open Source Systems (OSS 2009)*, Skövde, Sweden, 3–6 June.
- 2010 Crowston, K., Wiggins, A. & Howison, J. Analyzing leadership dynamics in distributed group communication. In *Proceedings of the Forty-third Hawai'i International Conference on System Sciences (HICSS-43)*, Kauai, HI, 5–8 January.

## Books

- 2003 Malone, T. W., Crowston, K. & Herman, G. (Eds.) *Organizing Business Knowledge: The MIT Process Handbook*. Cambridge, MA: **MIT Press**.

## Book Chapters (total: 21, including 10 reprints of prior publications)

- 1988 Crowston, K. & Malone, T. W. Information technology and work organization. In M. Helander (Ed.), *Handbook of Human-Computer Interaction* (pp. 1051-1070). Amsterdam: **Elsevier** (North-Holland).
- Reprinted in Thomas J. Allen and Michael S. Scott Morton. (Eds), *Information Technology and the Corporation of the 1990s* (pp. 249–275). New York: **Oxford**, 1994.
- 1991 Crowston, K. Modelling coordination in organizations. In M. Masuch & G. Massimo. (Eds.), *Artificial Intelligence in Organization and Management Theory* (pp. 215–234). Amsterdam: **Elsevier**.

- 1993 Malone, T. W., Crowston, K., Lee, J. & Pentland, B. Tools for inventing organizations: Toward a handbook of organizational processes. In *Proceedings of Second Workshop on Enabling Technologies: Infrastructure for Collaborative Enterprises* (pp. 72–82). Morgantown, WV: **IEEE Computer Society Press**.
- 1994 Crowston, K. Evolving novel organizational forms. In K. M. Carley and M. J. Prietula. (Eds.), *Computational Organization Theory* (pp. 19–38). Hillsdale, NJ: **Lawrence Erlbaum**.
- 1998 Crowston, K. & Kammerer, E. Communicative style and gender differences in computer-mediated communications. In B. Ebo. (Eds.) *Cyberghetto or Cybertopia: Race, Class and Gender on the Internet* (pp. 185–204). **Praeger**.
- 2003 Crowston, K. A taxonomy of organizational dependencies and coordination mechanisms. In T. W. Malone, K. Crowston & G. Herman. (Eds.) *Organizing Business Knowledge: The MIT Process Handbook* (pp. 85–108). Cambridge, MA: **MIT Press**.
- 2003 Crowston, K., & Osborn, C. S. A coordination theory approach to process description and redesign. In Malone, T. W., Crowston, K. & Herman, G. (Eds.) *Organizing Business Knowledge: The MIT Process Handbook* (pp. 335–370). Cambridge, MA: **MIT Press**.
- 2006 Crowston, K., Howison, J. & Rubleske, J. Coordination theory: A ten-year retrospective. In P. Zhang & D. Galletta. (Eds.) *Human-Computer Interaction in Management Information Systems* (pp. 120–138), **M. E. Sharpe**.
- 2008 Crowston, K. The bug fixing process in proprietary and free/libre open source software: A coordination theory analysis. In M. L. Markus & V. Grover. (Eds.) *Business Process Transformation* (pp. 69–99), **M. E. Sharpe**.
- In press* Crowston, K. Internet Genres. In M. J. Bates & M. N. Maack, (Eds.) *Encyclopedia of Library and Information Sciences* (3rd ed.), CRC Press.
- In press* Crowston, K., Kwasnik, B. and Rubleske, J. Problems in the use-centered development of a taxonomy of web genres. In Mehler, A, Sharoff, S., Rehm, G. & Santini, M. (Eds.), *Genres on the Web: Computational Models and Empirical Studies*. Series: Text, Speech and Language Technology (Series Editors: Ide, Nancy & Véronis, Jean). **Springer**.

### Other Publications

- 1987 Cognitive science and organizational design: Assessing the impact of information technology on organizations. *Data Base*, 18(3): 46.
- 1988 Crowston, K., and Malone, T. W. Intelligent software agents, *Byte Magazine*, 267–272, December.
- 1994 Dellarocas, C., Lee, J., Malone, T. W., Crowston, K., and Pentland, B. Using a Process Handbook to design organizational processes. In Ingemar Hulthage (Ed.), *Computational Organization Design: Papers from the 1994 Spring Symposium* (Technical Report SS-94-07) (pp. 50–56). Menlo Park, CA: **AAAI Press**.

- 1994 Crowston, K. Evolving novel organizational forms. In Ingemar Hulthage (Ed.), *Computational Organization Design: Papers from the 1994 Spring Symposium* (Technical Report SS-94-07) (pp. 35–42). Menlo Park, CA: **AAAI Press**.
- 1997 Katzy, B., Crowston, K., Kumar, K. & van Fenema, P. (Eds.) *Virtual Operations and Agile Organizations*. London: **ASLIB**.
- 1999 Crowston, K. Constructing intelligent agents with Java: A programmer's guide to smarter applications [Book review]. *Internet Research: Electronic Networking Applications and Policy*, 8(5), 474–476.
- 2000 Crowston, K. The on-line Ph.D. as computer-supported cooperative work. *Decision Line*, 31(4), 10–11. Available at [http://www.decisionsciences.org/DecisionLine/Vol31/31\\_4/31\\_4phd.pdf](http://www.decisionsciences.org/DecisionLine/Vol31/31_4/31_4phd.pdf) [Accessed 11 October 2009].
- 2001 Kwasnik, B. H., Crowston, K., Nilan, M. & Roussinov, D. Identifying Document Genre to Improve Web Search Effectiveness. *The Bulletin of the American Society for Information Science and Technology*, 27(2). Available on line at <http://www.asis.org/Bulletin/Dec-01/kwasnikartic.html> [Accessed 11 October 2009].
- 2003 Crowston, K. & Kwasnik, B. H. Can document-genre metadata improve information access to large digital collections? *Library Trends*, 52(2), 345–361.
- 2005 Kwasnik, B. H. & Crowston, K. Genres of Digital Documents: Introduction to the Special Issue. *Information, Technology & People*, 18(2), 76–88.
- 2005 Crowston, K. Future research on FLOSS development. *First Monday*. Special issue #2—Open Source. Available from: <http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/1465/1380> [Accessed 11 October 2009].
- 2006 Crowston, K. & Howison, J. Assessing the health of a FLOSS community. *IEEE Software*, May, 113–115.
- 2009 Avital, M., Björk, B., Boland, R. J., Crowston, K., Lyytinen, K. & Majchrzak, A. ICIS 2008 Panel Report: Open Access Publishing: Nurturing the Sprouts of Knowledge and the Future of Information Systems Research. *Communications of the Association for Information Systems (CAIS)*.

*Internet columns for Information, Technology and People*

- 1998 Crowston, K. Software development links. *Information, Technology and People*, 11(2), 161–162.
- 1998 Crowston, K. I/S in Latin America. *Information, Technology and People*, 11(3), 266–267.
- 1998 Crowston, K. Martin Heidegger. *Information, Technology and People*, 12(4), 376.
- 1999 Crowston, K. Making sense of information systems down under. *Information, Technology and People*, 13(1), 116–117.
- 1999 Crowston, K. Websites about phenomenology and action research. *Information, Technology and People*, 13(4), 408–410.
- 2000 Crowston, K. Internet column. *Information, Technology and People*, 14(4), 420–421.
- 2002 Crowston, K. Internet column. *Information, Technology and People*, 15(1), 87.

- 2002 Crowston, K. Websites related to gender and information technology. *Information, Technology and People*, 15(2).
- 2002 Crowston, K. Internet review. *Information, Technology and People*, 15(3), 276–278.
- 2003 Crowston, K. Information technology in the Middle East. *Information, Technology and People*, 16(1), 122.
- 2003 Crowston, K. Internet review. *Information, Technology and People*, 16(2). Omitted from paper publication; appears on-line.
- 2003 Crowston, K. Knowledge management. *Information, Technology and People*, 16(3).
- 2003 Crowston, K. Internet review. *Information, Technology and People*, 16(4).

#### **Presentations at Scientific Meetings (total: 60)**

- 1988 Modelling the effects of information technology on organizational structures and processes (Poster session, **CHI '88** conference, Washington, DC, 15-19 May).
- 1991 A typology of organizational coordination methods (Invited presentation, **TIMS Workshop on Mathematical Organization Theory**, Nashville, TN, 11–12 May).
- 1992 Evolving novel organizational forms (Invited presentation, **TIMS Workshop on Mathematical Organization Theory**, Orlando, FL, 25–26 April).
- 1993 Modelling organizations using ideas from distributed artificial intelligence (Invited presentation, **TIMS Workshop on Computational Organization Theory**, Chicago, IL, 18 May).
- 1994 Coordinating restaurant service: TGI Friday's process (Invited presentation, **TIMS Workshop on Mathematical and Computational Organization Theory**, Boston, MA, 24–25 April).
- 1994 Techniques for business process redesign (Panel presentation, **TIMS International Conference**, Anchorage, AK, 12–15 June).
- 1994 Using distributed artificial intelligence models for business process redesign (Paper presentation, **TIMS International Conference**, Anchorage, AK, 12–15 June).
- 1994 Coordination and collective mind in requirements analysis (Panel presentation, **IFIP 8.2 Working Group Meeting**, Ann Arbor, MI, 10–13 August).
- 1994 Organizational processes for coordination (Symposium presentation, **Academy of Management Conference**, Dallas, TX, 14–17 August).
- 1994 Electronic communications and new organizational forms (Invited presentation, **Michigan Telecommunications Forum**, Ann Arbor, MI, 9 December).
- 1996 A coordination theory approach to process description and redesign (Invited presentation, **Conference on Management of Advanced Information Technologies**, Syracuse, NY, 17–19 October).
- 1996 Information systems and organizational research (Panel presentation, **INFORMS Conference on Information Systems and Technology**, Washington, DC, 5–6 May).

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- 1996 Communicative style and gender differences in computer-mediated communications (with E. Kammerer) (Paper presented at the OCIS Division, **Academy of Management Conference**, Cincinnati, OH, 13 August).
- 1997 The benefit of cooperation among agents solving travelling salesman's problems (Presentation at the **TIMS Workshop on Computation and Mathematical Organization Theory**, San Diego, CA, 26-27 April).
- 1997 Resource allocation mechanisms in air traffic control (Presentation at the Information Systems Track of the **Administrative Sciences Association of Canada Conference**, St. John's NF, 31 May–2 June).
- 1998 Using computer simulations to study information technology impacts in the real-estate industry (Invited presentation, **Workshop on the Potential of Simulation for the Social Sciences**, University of Surrey, Guildford, England, 14–15 January).
- 1998 Use of the web for electronic commerce in real estate (with R. T. Wigand) (Presentation, **Association for Information Systems Americas Conference**, Baltimore, MD, 14–16 August).
- 1999 Investigating the interplay between structure and technology in the real estate industry (with S. Sawyer and R. Wigand) (Presentation at the OCIS Division, **Academy of Management Conference**, Chicago, IL, 7–11 August).
- 1999 ICT in the real estate industry: Agents and social capital (with S. Sawyer and R. Wigand) (Presentation at the **Association for Information Systems Americas Conference**, Milwaukee, WI, 13–15 August). This paper was selected as “Best in mini-track” for the Advances in Organizational and Social Informatics mini-track.
- 2000 The Virtual Factory: Discontinuous work in a virtual organization (Presentation as part of the symposium “Discontinuities: The Key to Understanding Virtual Work”, OCIS Division, **Academy of Management Conference**, Toronto, Ontario, 6–9 August).
- 2000 Identifying document genre to improve web search effectiveness (Presentation, **American Society for Information Science and Technology Conference**, Chicago, IL, 13–16 November).
- 2002 Exploring the strengths and limits of Open Source Software engineering processes: A research agenda (with B. Scozzi) (Presentation at the 2nd **Workshop on Open Source Software Engineering**, 24th International Conference on Software Engineering (ICSE 2002), Orlando, FL, 25 May).
- 2002 Discontinuities and post-bureaucratic organizing: A framework and research propositions (with K. M. Chudoba and M. B. Watson-Manheim) (Presentation at the OCIS Division, **Academy of Management Conference**, Denver, CO, 11–14 August).
- 2002 Evolving document genres on the World-Wide Web (Presentation as part of the symposium “Conceptualizing Change in Communicative Genres: Exploring Levels of Analysis and Drivers”, OCIS Division, **Academy of Management Conference**, Denver, CO, 11–14 August).
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- 2003 Collective mind to support coordination in software engineering (Presentation as part of the symposium “Revisioning Organization Design Theory: Alternative Perspectives”, OCIS Division, **Academy of Management Conference**, Seattle, WA, 2–6 August).
- 2003 Coordination and collaboration in Open Source development teams (Presentation as part of the symposium “Coordination And Control In Distributed Teams”, OCIS Division, **Academy of Management Conference**, Seattle, WA, 2–6 August).
- 2004 Theory for studying effective work practices for Open Source Software development (Invited presentation at **Dagstuhl Perspectives Seminar 04051: Empirical Theory and the Science of Software Engineering**, 25–29 January). Available from [http://drops.dagstuhl.de/opus/volltexte/2006/532/pdf/04051\\_abstracts\\_collection.532.pdf](http://drops.dagstuhl.de/opus/volltexte/2006/532/pdf/04051_abstracts_collection.532.pdf)
- 2004 Coordination theory: A ten-year retrospective (Keynote address at 1st International **Workshop on Computer Supported Activity Coordination**, 6th International Conference on Enterprise Information Systems, Porto, Portugal, 14 April).
- 2004 Coordination practices for bug fixing within FLOSS development teams (with B. Scozzi) (Presentation at 1st International **Workshop on Computer Supported Activity Coordination**, 6th International Conference on Enterprise Information Systems, Porto, Portugal, 14 April).
- 2004 The perils and pitfalls of mining SourceForge (with J. Howison) (Presentation at the **Workshop on Mining Software Repositories**, 26th International Conference on Software Engineering, Edinburgh, Scotland, UK, 25 May).
- 2004 Towards a portfolio of FLOSS project success measures (with H. Annabi, J. Howison and C. Masango) (Presentation at the **Workshop on Open Source Software Engineering**, 26th International Conference on Software Engineering, Edinburgh, Scotland, UK, 25 May).
- 2004 Customer satisfaction with electronic service encounters (with N. Massad and R. Heckman) (Presentation at **Association for Information Systems Americas Conference**, New York, NY, 6–8 August).
- 2004 The paradox of discontinuities and continuities: Toward a more comprehensive view of virtuality (with M. B. Watson-Manheim and K. M. Chudoba) (Paper presented at the OCIS Division, **Academy of Management Conference**, New Orleans, LA, 8–11 August).
- 2004 Effective work practices for Software Engineering: Free/Libre Open Source Software Development (with H. Annabi, J. Howison and C. Masango) (Presentation at the **WISER Workshop on Interdisciplinary Software Engineering Research**, SIGSOFT 2004/FSE-12 Conference, Newport Beach, CA, 5 November).
- 2004 A structural model of the dynamics of Free/Libre Open Source Software development teams (with H. Annabi and R. Heckman) (Presentation at the **IFIP WG 8.2 OASIS Workshop**, Washington, DC, 12 December).
- 2005 SE, IS & (FL)OSS @ EASE (Keynote address at the **Empirical Assessment of Software Engineering (EASE) Conference**, Keele, UK, 11–13 April).
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- 2005 An exploratory study of factors related to effectiveness of Free/Libre Open Source Software teams (with U. Y. Eseryel) (Presentation at the **2005 Open Source Software International Symposium**, Padua, Italy, 14–15 April).
- 2005 Collaboration Using OSSmole: A repository of FLOSS data and analyses (with J. Howison & M. Conklin) (Presentation at the **Symposium on Mining Software Repositories 2005**, St. Louis, 17 May).
- 2005 OSSmole: A collaborative repository for FLOSS research data and analyses (with J. Howison & M. Conklin) (Presentation at the **First International Conference on Open Source Systems**, Genova, Italy, 11–15 July).
- 2005 A structural perspective on leadership in Free/Libre Open Source Software teams (with R. Heckman, H. Annabi & C. Masango) (Presentation at the **First International Conference on Open Source Systems**, Genova, Italy, 11–15 July).
- 2005 Face-to-face interactions in self-organizing distributed teams (with J. Howison, C. Masango & U. Y. Eseryel) (Paper presented at the OCIS Division, **Academy of Management Conference**, Honolulu, HI, 7-10 August).
- 2005 Meet me in Cyberspace: Meetings in the distributed work environment (with K. M. Chudoba, M.-B. Watson-Manheim & C. S. Lee) (Visual presentation at the OCIS Division, **Academy of Management Conference**, Honolulu, HI, 7-10 August). Winner of OCIS Division Best Visual Presentation Award.
- 2006 How can document-genre metadata improve information-access for large digital collections? (with B. Kwasnik) (Presentation at the **Second International Workshop on Digital Genre**, Halmstad, Sweden, 15–16 June).
- 2006 Challenges in creating a taxonomy for genres of digital documents (with B. Kwasnik, Y.-L. Chun, J. D'Ignazio & J. Rubleske) (Presentation at *International Society for Knowledge Organization ISKO2006*, Vienna, Austria, 5–7 July).
- 2006 A practice view on meetings: The impact of ICTs on organization form and function (with K. M. Chudoba, M. B. Watson-Manheim & C. S. Lee) (Presentation at the **Academy of Management Conference**, 15 August 2006).
- 2006 Language and power in self-organizing distributed teams (with L. Qin K. & R. Heckman) (Presentation at the **Academy of Management Conference**, 15 August 2006).
- 2007 Data and analyses sharing to support FLOSS research: A debate (with B. Fitzgerald, E. Berdou, M. Conklin, S. Koch, G. Madey and W. Scacchi) (Panel session at the **IFIP 3rd International Conference on Open Source Software**, Limerick, Ireland, 10–14 June).
- 2007 Coordinating across boundaries and discontinuities (Presentation as part of the symposium “Coordination Complexity in Geographically Distributed Collaboration”, OCIS Division, **Academy of Management Conference**, Philadelphia, PA, 4–8 August).
- 2007 Distance matters, except when it doesn't: discontinuities in virtual work (with M. B. Watson-Manheim & K. M. Chudoba) (Paper presented at the OCIS Division, **Academy of Management Conference**, Philadelphia, PA, 4–8 August).
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- 2007 A proposed data and analysis archive for research on Free and Open Source Software and its development (with M. Conklin & J. Howison) (Poster at the **eSocial Science Conference**, Ann Arbor, MI, 7–9 October).
- 2008 Towards a data and workflow collaboratory for research on Free and Open Source Software and its development (with M. Conklin & J. Howison) (Poster at the **iConference**, Los Angeles, CA, 27–29 February).
- 2008 Group maintenance behaviors in self-organizing distributed teams (with R. Heckman, N. Li & M. Scialdone) (Poster at the **iConference**, Los Angeles, CA, 27–29 February).
- 2008 The motivational arc of massive virtual collaboration (with I. Fagnot) (Presentation at the **IFIP WG 9.5 Working Conference on Virtuality and Society: Massive Virtual Communities**, Lüneberg, Germany, 1–2 July).
- 2008 Asynchronous decision-making in distributed teams (with Li, Q., Heckman, R., Allen, E., Eseryel, U. Y., Howison, J., Wiggins, A.) (Poster at the **Conference on Computer-Supported Cooperative Work (CSCW)**, San Diego, CA, 8–12 November).
- 2009 Little eScience, big eScience (with Ribes, D., Sawyer, S. & Wiggins, A) (Panel at the **iConference**, Chapel Hill, NC, 8–11 February).
- 2009 Group maintenance behaviors in the decision-making styles of self-organizing distributed teams (with Scialdone, M. J., Li, Q. & Heckman, R.) (Poster at the **iConference**, Chapel Hill, NC, 8–11 February).
- 2009 Appropriate network measures for on-line communities (with Bolici, F. & Howison, J.) (Poster at the **INSNA Annual Conference (Sunbelt XXIX)**, San Diego, CA, 10–15 March).
- 2009 Coordination without discussion? Socio-technical congruence and Stigmergy in Free and Open Source Software projects (with Bolici, F. & Howison, J.) (Presentation at the **Workshop on Socio-Technical Congruence (STC 2009)**, Vancouver, BC, 19 May).
- 2009 eScience to support research on free/libre/open source software development (with Howison, J. & Wiggins, A.) (Poster at the **eScience Workshop**, Pittsburgh, PA, 15–17 October).
- 2009 Collaborative data analysis with Taverna workflows (with Howison, J. & Wiggins, A.) (Presentation at the **eScience Workshop**, Pittsburgh, PA, 15–17 October).

## Patents

- 1998 Malone, T.W., Crowston, K., Lee, J., Pentland, B., & Dellarocas, C. Computer system for displaying representations of processes. US Patent No. 5,819,270 (October 6).
- 1998 Malone, T.W., Crowston, K., Lee, J., Pentland, B., & Dellarocas, C. A computerized handbook of processes. European Patent No. 0692113 (October 14). Canadian Patent No. 2,156,917 (April 22, 2003).

- 2000 Malone, T.W., Crowston, K., Lee, J., Pentland, B., & Dellarocas, C. Computer Handbook of Processes. US Patent No. 6,070,163 (May 30). US Patent No. 6,349,298 (February 19, 2002).

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## TEACHING

### Degree Courses

Introductory information systems courses at the undergraduate, masters and Ph.D. level. Advanced courses in *Telecommunications, Database Systems, Systems Analysis, Information Technology Procurement*. Doctoral seminars in *Information, Systems and Organizations* and *Statistics and Research Methods*.

### Short Courses

- 1993 An introduction to coordination theory (Tutorial, **ICO '93 Conference**, Montreal, 4 May).
- 1993 An introduction to groupware (Class, **Ecole de Printemps 1993**, 3eme Cycle Romand d'Informatique, Anzère, Switzerland). Taught a 2-day course on Groupware for approximately 50 Computer and Information Science faculty from Swiss French universities.
- 1999 & 2003 A coordination theory approach to process modelling and improvement (Seminar, **University of the Republic of San Marino**, 22–24 November 1999; **Polytechnic of Bari**, Italy, 25–26 November 1999; 3–4 November 2003). Taught a 2-day research seminar on process research to doctoral students and junior faculty.
- 2002 & 2009 Qualitative research methods (Seminar, **Polytechnic of Bari** at Taranto, Italy, 11–12 March 2002; **Polytechnic of Bari**, 4–5 May 2009). Taught a 2-day course on qualitative research methods to engineering Ph.D. students.
- 2005 Coordination in organizations (Lecturer for **Autumn School in Management Engineering**, Brixen/Bressanone Italy, 13 September).
- 2007 & 2009 Networks and collaborative production; Free/libre open source software (Lecturer, **E-Gov program**, 22 May 2007; 26 May 2009). Taught 2 classes for e-Gov certificate students.
- 2007 Introduction to data analysis (Lecturer for **International School of Information Management**, Mysore, India, 17 October–8 November). Taught 4-week course on basic data collection and statistical analysis for masters students.
- 2008 eScience (Class, **Scuola Interpoltecnica Di Dottorato**, Bari, Italy, 10–11 April). Taught a 2-day course on eScience to engineering Ph.D. students.
- 2008 Learning in virtual teams (Lecturer, **Advanced International Summer School**, Ostuni, Italy, 3–5 July). Taught session for summer school for engineering management Ph.D. students.

### Other Teaching-related Activities

- 1994 Faculty Advisor, India Telecommunications Team, **William Davidson Institute**, University of Michigan, Summer. Advised 4-member MBA team on 3-month study of Indian

- Telecommunications industry.
- 2006 & 2008 Faculty member, **iConference Doctoral Consortium**. (Ann Arbor, MI, 14–15 October 2006; Los Angeles, CA, 27 February 2008).
- 2007– Member, Scientific Committee of the **Scuola Interpolitecnica di Dottorato** (Inter-polytechnic Doctoral School, Italy).
- 2008 Senior faculty member, Inaugural **Research Institute for the Science of Socio-Technical Systems**. (Ann Arbor, MI, 20–25 July).

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## PROFESSIONAL ACTIVITIES

### Awards

- 2004 **Outstanding Service Award** from the International Federation for Information Processing (IFIP).

### Positions in Professional Organizations

- 2008– **Secretary**, International Federation for Information Processing (IFIP) **Working Group 8.2** on Information Systems and Organizations. Webmaster, 1997–

### Positions in Workshops and Conferences

- 1992 **Organizer** (with Brian Pentland), University of Michigan ICOS *Working Conference on Generative Theories of Organization*, 17-19 January. Organized 3-day working conference for researchers interested in generative models.
- 1992–1993 **Organizer**, University of Michigan ISEF *Special interest group on Business Process Redesign*. Organized bi-annual 1-day meetings for members of industry associates group.
- 1994 & 2001 **Organizer**, *IFIP Working Group 8.2, Oasis '94 Workshop*, Vancouver, BC, 17 December 1994; New Orleans, LA, 16 December 2001 (with Joe Nandhakumar and John Venable). Organized 1-day workshop for researchers on Information Systems and Organizations.
- 1994 **Organizer** (with Robert Halperin and Jin-tae Lee), CSCW Workshop, *The cobbler's children: How can and should we use CSCW tools in our own work?*, 22 October. Organized 1–day workshop on CSCW support for CSCW research community.
- 1997 **Organizer** (with Bernard Katzy), *Workshop on Virtual Operations and Agile Organizations*, Rotterdam, The Netherlands, 23 August. Organized two-day workshop for European researchers.
- 2004– **Chair**, HICSS Mini-track. *Genre of Digital Documents*, 2004 & 2005 (with Barbara Kwasnik); 2007 (with Dmitri Roussinov and Carina Ihlström); 2008 (with Carina Ihlström Eriksson and Tero Päivärinta). *Studies of Open Source Software Development/Open Movements*, 2005–2008 (with Hala Annabi); 2009 (with Felipe Ortega); 2010 (with Felipe Ortega and Vandana Singh). *Classification of Digital Documents*, 2009 (with Barbara Kwasnik). *Working Documents and Documenting Work*, 2010 (with Carsten Østerlund).

- 2006 **Panels Chair** and member of organizing committee. *OSS2006 Conference*, Como, Italy, June.
- 2006 **Chair** (with Joel West), *Open Source Software Research Development Workshop*, Professional Development Workshop, Academy of Management Conference, Atlanta, GA, August.
- 2007 **Program co-Chair** (with Sandra Sieber), *IFIP Working Group 8.2 Working Conference on Virtuality and Virtualness*, Portland, OR, USA, 29–31 July.
- 2009 **Program co-Chair** (with Cornelia Boldyreff), *IFIP Working Group 2.13 Working Conference on Open Source Software*, Skövde, Sweden, June.

### Editorial Positions

2008– **co-Editor-in-Chief**, *Information, Technology and People*. Associate editor, 1997–2008. Web editor, 1997–2003.

**Associate Editor**, *Journal of Information Technology Theory and Application (JITTA)*.

**Member of the editorial board**, *Electronic Journal of Organizational Virtualness*.

**Outside reviewer** for *Management Science*, *Information Systems Research*, *MIS Quarterly*, *IEEE Transactions on Software Engineering*, *ACM Transactions on Information Systems*, the National Science Foundation, Science Foundation Ireland and numerous other organizations, journals and conferences.

### Administrative Responsibilities

*School of Information Studies, Syracuse University*

1997–1998 **Member, Personnel Committee**.

1997–2002, **Member, Faculty Search Committees**. **Chair** 2001–2002, 2008.  
2008

2001–2006 **Director, PhD Program** in Information Transfer/Information Science & Technology. Oversaw admissions and program administration. Sat in on all student reviews and advancements to candidacy. Revised program regulations.

*Syracuse University*

1999–2007 **Elected Member, Faculty Senate**

**Senate Subcommittee on Curriculum** (1999–2003). **Subcommittee on Administrative Operations** (2003–2004). **Subcommittee on Computing Services** (2004–2006); **Chair** (2005–2006). **Subcommittee on Academic Affairs** (2006–2007).

### **Membership in Professional Associations**

**Member** of the Academy of Management, American Association for Information Science and Technology (ASIST), the Association for Information Systems (AIS) and the Institute for Operations Research and the Management Sciences (INFORMS).

### **Other Activities**

*1996–* **Principal, Web Architechs**, a consulting firm specializing in Web site and information access design (<http://www.web-arch.com/>).