

*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 question 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 topics of interest are virtual organizations (particularly Free/Libre Open Source Software development teams and citizen science projects).

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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–

## 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 1999–2011.
- 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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## GRANTS (18 grants totalling \$4.7M; \$2.7M 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 Kwaśnik).

- 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 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”.
- 2010 **Principal investigator** on NSF HCC Grant 10–05183, \$17,720 for 6 months, for “Travel support for the OSS 2010 Doctoral Consortium”.
- 2010–2013 **Principal investigator** on NSF SOCS Grant 09–68470, \$478,858 for 36 months, for “SOCS: Socially intelligent computing to support citizen science”. Additional \$7,969 REU supplement.
- 2010–2011 **Principal investigator** on NSF IIS Grant 11–02558, \$24,995 for 12 months for “Workshop: Organizational Communications and Information Systems Doctoral Consortium”.
- 2011–2014 **Principal investigator** on NSF SOCS Grant 11–11107, \$747,831 for 36 months for “SOCS: Socially intelligent computing for coding of qualitative data” (with Nancy McCracken).

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## PUBLICATIONS

### Refereed Journal Publications (total: 33)

- 1987 Crowston, K., Malone, T. W., and Lin, F. Cognitive science and organizational design: A case study of computer conferencing. *Human Computer Interaction*, 3(1), 59-85, doi: 10.1207/s15327051hci0301\_4.
- 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, doi: 10.1145/174666.174668.
- 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.

- 1996 Crowston, K. An approach to evolving novel organizational forms. *Computational and Mathematical Organization Theory*, 2(1), 29–47, doi: 10.1007/BF00125762.
- 1997 Crowston, K. A coordination theory approach to organizational process design. *Organization Science*, 8(2), 157–175, doi: 10.1287/orsc.8.2.157.
- 1998 Crowston, K. & Kammerer, E. E. Coordination and collective mind in software requirements analysis. *IBM Systems Journal*, 37(2), 227–245, doi: 10.1147/sj.372.0227.
- 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. doi: 10.1287/mnsc.45.3.425.
- 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. Available from [http://surface.syr.edu/ischool\\_other/6/](http://surface.syr.edu/ischool_other/6/).
- 2000 Crowston, K. & Williams, M. Reproduced and emergent genres of communication on the World-Wide Web. *The Information Society*, 16(3), 201–215, doi: 10.1080/01972240050133652.
- 2001 Crowston, K., Sawyer, S. & Wigand, R. Investigating the interplay between structure and information and communications technology in the real estate industry. *Information, Technology and People*, 14(2), 163–183. (This paper received a “Highly commended award”.) doi: 10.1108/09593840110695749.
- 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>.
- 2002 Crowston, K. & Scozzi, B. Open source software projects as virtual organizations: Competency rallying for software development. *IEE Proceedings Software*, 149(1), 3–17, doi: 10.1049/ip-sen:20020197.
- 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, doi: 10.1108/09593840210444746.
- 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, doi: 10.1080/01972240309460.
- 2003 Crowston, K. The evolution of high-reliability coordination mechanisms for collision avoidance. *The Journal of Information Technology Theory and Application (JITTA)*, 5(3), 1–29. Available from: <http://aisel.aisnet.org/cgi/viewcontent.cgi?article=1145&context=jitta>.

- 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), 1–13. Available from: <http://www.uabr.auckland.ac.nz/files/articles/Volume6/v6i1-myers-crowston.pdf>.
- 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, doi: 10.1016/j.jsis.2004.02.001.
- 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>.  
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>.
- 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, doi: 10.1108/14601060510578619.
- 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, doi: 10.1057/palgrave.jit.2000049.
- 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, doi: 10.1002/spip.259.
- 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, doi: 10.4018/jitwe.2006070102.  
Reprinted in Tiako, P. F. (Ed.) *Software Applications: Concepts, Methodologies, Tools, and Applications* (pp. 85–94). Hershey, PA: IGI Global, 2009.  
Reprinted in Alkhatib, G. I. & Rine, D. C. (Eds.) *Integrated Approaches in Information Technology and Web Engineering: Advancing Organizational Knowledge Sharing* (pp. 18–27). Hershey, PA: IGI Global, 2010, doi: 10.4018/978-1-60566-418-7.ch002.
- 2006 Crowston, K. & Howison, J. Hierarchy and centralization in Free and Open Source Software team communications. *Knowledge, Technology & Policy*. 18(4), 65–85, doi: 10.1007/s12130-006-1004-8.
- 2006 Massad, N., Heckman, R. & Crowston, K. Customer satisfaction with electronic service encounters. *International Journal of Electronic Commerce*, 10(4), 73–104, doi: 10.2753/JEC1086-4415100403.
- 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, doi: 10.1016/j.infsof.2007.02.004.

- 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, doi: 10.1109/TPC.2007.902654.
- 2008 Crowston, K. & Scozzi, B. Bug fixing practices within Free/Libre Open Source software development teams. *Journal of Database Management*, Special Issue on Open Source Software, 19(2), 1–30. doi: 10.4018/jdm.2008040101
- Reprinted in Erickson, J. (Ed.) *Database Technologies: Concepts, Methodologies, Tools, and Applications* (pp. 797–828). Hershey, PA: **IGI Global**, 2009.
- Reprinted in Tiako, P. F. (Ed.) *Software Applications: Concepts, Methodologies, Tools, and Applications* (pp. 1079–1110). Hershey, PA: **IGI Global**, 2009.
- Reprinted in Siau, K. & Erickson, J. (Eds.) *Principle Advancements in Database Management Technologies: New Applications and Frameworks* (pp. 51–81). Hershey, PA: **IGI Global**, 2010.
- 2008 Katzy, B. & Crowston, K. Competency rallying for technical innovation: The case of the Virtuelle Fabrik. *Technovation*, 28(10), 679–692, doi: 10.1016/j.technovation.2007.11.003.
- 2010 Wiggins, A. & Crowston, K. Developing a conceptual model of virtual organizations for citizen science (Research note). *International Journal of Organizational Design and Engineering*, 1(1/2), 148–162, doi: 10.1504/IJODE.2010.035191.
- 2011 Chudoba, K. M. Watson-Manheim, M. B., Crowston, K., & Lee, C. S. ICT-supported meetings in practice. *Journal of Organizational and End User Computing*, 23(2), doi: 10.4018/joeuc.2011040102.
- 2011 Watson-Manheim, M. B., Chudoba, K. & Crowston, K. Perceived discontinuities and constructed continuities in virtual work, *Information Systems Journal*, 2, doi: 10.1111/j.1365-2575.2011.00371.x.
- 2011 Howison, J., Wiggins, A. & Crowston, K. Validity issues in the use of social network analysis for the study of online communities. *Journal of the Association for Information Systems* 12(12), 323–346.
- 2012 Crowston, K., Wei, K., Howison, J. and Wiggins, A. Free/Libre Open Source Software: What we know and what we do not know. *ACM Computing Surveys*, 44(2).
- In press Crowston, K., Allen, E. E. & Heckman, R. Using natural language processing for qualitative data analysis. *International Journal of Social Research Methodology*, doi: 10.1080/13645579.2011.625764

### Refereed Conference Proceedings (total: 51)

- 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. Available from: <http://openlibrary.org/books/OL17942878M>.
- 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.)  
doi: 10.1145/67449.67491.
- 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.  
doi: 10.1145/99332.99367.
- 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. Available from: <http://aisel.aisnet.org/icis1996/27/>
- 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. doi: 10.1080/01972240050133652
- 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. Available from <http://crowston.syr.edu/system/files/webnet97.html>
- 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. Available from: <http://portal.acm.org/citation.cfm?id=353071.353221>.
- 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. doi: 10.1109/HICSS.1999.772648
- 2000 Crowston, K. Process as theory in information systems research. In *Proceedings of the IFIP WG8.2 International Working Conference* (pp. 149–164), Jun 9–11, 2000. Arlborg, Denmark: Kluwer Academic. Available from: <http://citeseer.ist.psu.edu/viewdoc/summary?doi=10.1.1.16.7873>
- 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.) Available from: <http://dl.acm.org/citation.cfm?id=359640.359914>.
- 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. doi: 10.1109/HICSS.2001.926478

- 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. doi: 10.1108/09593840110695749
- 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 Hawai'i International Conference on Systems Science (HICSS-35)*. Kona, HI, USA, January. doi: 10.1109/HICSS.2002.994446
- 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. Available from [http://crowston.syr.edu/system/files/15Massad\\_0.pdf](http://crowston.syr.edu/system/files/15Massad_0.pdf)
- 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. doi: 10.1108/14601060510578619
- 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. doi: 10.1287/mnsc.1060.0550
- 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. doi: 10.1109/HICSS.2004.1265268
- 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. doi: 10.1007/1-4020-8095-6\_3
- 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 Hawai'i International Conference on System Science (HICSS-38)*. Kona, HI, USA, January. doi: 10.1109/HICSS.2005.222
- 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. doi: 10.1145/1029997.1030003
- 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 Hawai'i International Conference on System Science (HICSS-39)*. Poipu, Kauai, HI, USA, January. doi: 10.1109/HICSS.2006.101
- 2006 Howison, J., Inoue, K. & Crowston, K. Social dynamics of free and open source team communications. In *Proceedings of the 2nd IFIP International Conference on Open Source Software (OSS)* (pp. 319–330), Lake Como, Italy, 8–9 June. Runner-up for best paper award. doi: 10.1007/0-387-34226-5\_32

- 2006 Annabi, H., Crowston, K. & Heckman, R. From individual contribution to group learning: the early years of Apache Web Server. In *Proceedings of the 2nd IFIP International Conference on Open Source Software (OSS)*, Lake Como, Italy, 8–9 June. doi: 10.1007/0-387-34226-5\_8
- 2006 Crowston, K. & Scozzi, B. The role of mental models in FLOSS development work practices. In *Proceedings of the 2nd IFIP International Conference on Open Source Software (OSS)* (pp. 91–97), Lake Como, Italy, 8–9 June. doi: 10.1007/0-387-34226-5\_9
- 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. Available from: <http://aisel.aisnet.org/icis2006/43/>
- 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 3rd IFIP International Conference on Open Source Software (OSS 2007)*, Limerick, Ireland, 10–14 June. doi: 10.1007/978-0-387-72486-7\_6
- 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. doi: 10.1007/978-0-387-73025-7\_12
- 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. doi: 10.1007/978-0-387-73025-7\_7
- 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. Available from: <http://aisel.aisnet.org/icis2007/60/>.
- 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. doi: 10.1109/HICSS.2008.391
- 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. Available from <http://sprouts.aisnet.org/456/1/NCeSS2008CrowstonHowisonWiggins.pdf>
- 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. Available from <http://sprouts.aisnet.org/8-8/>
- 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. Available from: <http://floss.syr.edu/content/opportunities-escience-research-freelibre-open-source-software>.

- 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. Available from <http://flosshub.org/system/files/Wiggins-FLOSS-eResearch.pdf>
- 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. doi: 0.1007/978-0-387-09684-1\_11
- 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. doi: 10.1007/978-0-387-09684-1\_39
- 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)*, Paris, France, 14–17 December. Available from <http://aisel.aisnet.org/icis2008/183/>.
- 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)*, Paris, France, 14–17 December. Available from <http://aisel.aisnet.org/icis2008/99/>
- 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 IFIP WG 2.13 Working Conference on Open Source Systems (OSS 2009)*, Skövde, Sweden, 3–6 June. doi: 10.1007/978-3-642-02032-2\_26.
- 2009 Wiggins, A., Howison, J., & Crowston, K. Heartbeat: Measuring active user base and potential user interest in FLOSS projects. In Boldyreff, C., Crowston, K., Lundell, B., and Wasserman, T., editors, *Proceedings of The IFIP WG 2.13 Working Conference on Open Source Systems (OSS 2009)*, Skövde, Sweden, 3–6 June. doi: 10.1007/978-3-642-02032-2\_10
- 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)*, Koloa, HI, 5–8 January. doi: 10.1109/HICSS.2010.62.
- 2010 Wiggins, A. & Crowston, K. Reclassifying success and tragedy in FLOSS Projects. In *Proceedings of The IFIP WG 2.13 Working Conference on Open Source Systems (OSS 2010)*, Notre Dame, IN, 30 May–2 June. doi: 10.1007/978-3-642-13244-5\_23
- 2010 Wei, K. & Crowston, K. The impact of national culture on knowledge sharing in global virtual collaboration. In *Proceedings of International Conference on Information Systems (ICIS 2010)*, St. Louis, MO, USA, 12–15 December. Available from [http://aisel.aisnet.org/icis2010\\_submissions/137](http://aisel.aisnet.org/icis2010_submissions/137)
- 2011 Wiggins, A. & Crowston, K. From conservation to crowdsourcing: A typology of citizen science. In *Proceedings of the Forty-fourth Hawai'i International Conference on System Science (HICSS-44)*, Koloa, HI, 4–7 January. doi: 10.1109/HICSS.2011.207

- 2011 Østerlund, C. & Crowston, K. What characterize documents that bridge boundaries compared to documents that do not? An exploratory study of documentation in FLOSS teams. In *Proceedings of the Forty-fourth Hawai'i International Conference on System Science (HICSS-44)*, Koloa, HI, 4–7 January. doi: 10.1109/HICSS.2011.492
- 2011 Crowston, K. Lessons from volunteering and free/libre open source software development for the future of work. In *Proceedings of the IFIP Working Group 8.2 Working Conference on Researching The Future*, Turku, Finland, 6–8 June. doi: 10.1007/978-3-642-21364-9\_14
- 2011 Crowston, K. & Qin, J. A capability maturity model for scientific data management: Evidence from the literature. In *Proceedings of the American Society for Information Science and Technology Conference (ASIST 2011)*, New Orleans, LA, 7–12 October. Available from <http://crowston.syr.edu/node/418>.
- 2011 Kim, Y. & Crowston, K. Technology adoption and use: Theory review for studying scientists' continued use of cyber-infrastructure. In *Proceedings of the American Society for Information Science and Technology Conference (ASIST 2011)*, New Orleans, LA, 7–12 October. Available from <http://crowston.syr.edu/system/files/ASIST2011-Cyber-infrastructureTheoryReview-FinalVersion-1.pdf>
- 2011 Østerlund, C. & Crowston, K. Boundary-spanning documents in online communities (Research in progress). In *Proceedings of the International Conference on Information Systems (ICIS 2011)*, Shanghai, China, 4–7 December. Available from <http://aisel.aisnet.org/icis2011/proceedings/onlinecommunity/6/>
- 2012 Wiggins, A. & Crowston, K. Goals and tasks: Two typologies of citizen science projects. In *Proceedings of the Forty-fifth Hawai'i International Conference on System Science (HICSS-45)*, Wailea, HI, 3–7 January.
- 2012 Prestopnik, N. R. & Crowston, K. Citizen science system assemblages: Understanding the technologies that support crowdsourced science. In *Proceedings of the iConference*, Toronto, Ontario, Canada, 7–10 Feb.

## Books

- 2003 Malone, T. W., Crowston, K. & Herman, G. (Eds.) *Organizing Business Knowledge: The MIT Process Handbook*. Cambridge, MA: MIT Press. doi: 10.1111/j.0737-6782.2005.116\_4.x

## Book Chapters (total: 26, including 15 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.
- 1992 Crowston, K. Modelling coordination in organizations. In M. Masuch & G. Massimo. (Eds.), *Artificial Intelligence in Organization and Management Theory* (pp. 215–234). Amsterdam: Elsevier. Available from <http://hdl.handle.net/1721.1/48546>

- 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**. doi: 10.1109/ENABL.1993.263061
- 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**. doi: 10.1007/BF00125762
- 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**. Available from <http://crowston.syr.edu/system/files/book%20chapter.pdf>
- 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**. Available from <http://hdl.handle.net/1721.1/49291>
- 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**. Available from <http://ccs.mit.edu/papers/pdf/wp204.pdf>
- 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**. Available from <http://repository.cmu.edu/isr/485/>
- 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**. doi: 10.1.1.93.1432
- 2010 Crowston, K. Internet Genres. In M. J. Bates & M. N. Maack, (Eds.) *Encyclopedia of Library and Information Sciences* (3rd ed.), CRC Press. Available from <http://crowston.syr.edu/system/files/elischapter.pdf>
- 2011 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**. Available from: <http://citeseerx.ist.psu.edu/viewdoc/summary?doi=10.1.1.193.6996>.

### 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**. Available from <https://www.aaai.org/Papers/Symposia/Spring/1994/SS-94-07/SS94-07-007.pdf>
- 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**. doi: 10.1007/BF00125762
- 1997 Katzy, B., Crowston, K., Kumar, K. & van Fenema, P. (Eds.) *Virtual Operations and Agile Organizations: workshop proceedings*. 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).
- 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>.
- 2003 Crowston, K. & Kwasnik, B. H. Can document-genre metadata improve information access to large digital collections? *Library Trends*, 52(2), 345–361. Available from <http://hdl.handle.net/2142/8533>
- 2005 Kwasnik, B. H. & Crowston, K. Genres of Digital Documents: Introduction to the Special Issue. *Information, Technology & People*, 18(2), 76–88. doi: 10.1108/09593840510601487
- 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>.
- 2006 Crowston, K. & Howison, J. Assessing the health of open source communities. *IEEE Computer*, 39(5), May, 89–91. doi: 10.1109/MC.2006.152
- 2009 Avital, M., Björk, B., Boland, R. J., Crowston, K., Lyytinen, K. & Majchrzak, A. ICIS 2008 panel report: Open access publishing to nurture the Sprouts of knowledge and the future of information systems research. *Communications of the Association for Information Systems (CAIS)*, 24(1), 30. Available from: <http://aisel.aisnet.org/cais/vol24/iss1/30/>.
- 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).

### Data Curation

Organizer (with Megan Squire and James Howison), **FLOSSmole** (<http://flossmole.org/>), a repository of data sets on Free/Libre Open Source Software development projects.

### Presentations at Scientific Meetings (total: 70)

- 1988 Modelling the effects of information technology on organizational structures and processes (Poster session, **CHI '88**, 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).
- 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).
- 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).
- 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).
- 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. J. 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 Q. Li, R. Heckman, E. E. Allen, U. Y. Eseryel, J. Howison, & A. Wiggins) (Poster at the *Conference on Computer-Supported Cooperative Work (CSCW)*, San Diego, CA, 8–12 November).
- 2009 Little eScience, big eScience (with D. Ribes, S. Sawyer & A. Wiggins) (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 M. J. Scialdone, Q. Li & R. Heckman) (Poster at the *iConference*, Chapel Hill, NC, 8–11 February).
- 2009 Appropriate network measures for on-line communities (with F. Bolici & J. Howison) (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 F. Bolici & J. Howison) (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 J. Howison & A. Wiggins) (Poster at the *eScience Workshop*, Pittsburgh, PA, 15–17 October).
- 2009 Collaborative data analysis with Taverna workflows (with J. Howison & A. Wiggins) (Presentation at the *eScience Workshop*, Pittsburgh, PA, 15–17 October).
- 2010 Crowston, K. Designing scholarly communications (Discussion paper, *IFIP Working Group 8.2/8.6 Joint Working Conference*, Perth, Australia, 30 Mar–2 Apr).
- 2010 Using natural language processing technology for qualitative data analysis (Presentation as part of the symposium “When the data are documents: Bridging quantitative and qualitative

- methodologies", *OCIS Division, Academy of Management Conference*, Montréal, PQ, 7–10 August).
- 2010 Machine learning and rule-based automated coding of qualitative data (with X. Liu & E. E. Allen) (Poster at the *American Society for Information Science and Technology (ASIST) Annual Conference*, Pittsburgh, PA, 23–27 October).
- 2010 A capability maturity model for scientific data management (with J. Qin) (Poster at the *American Society for Information Science and Technology (ASIST) Annual Conference*, Pittsburgh, PA, 23–27 October).
- 2010 Educating eScience Librarians (with J. Qin, J. D'Ignazio, M. Oakleaf, A. Wiggins, & G. Steinhart. (Poster at the *Digital Curation Conference (DCC)*, Chicago, 6–8 December).
- 2010 Shifting boundaries: How should IS researchers study non-organizational uses of ICT? (with B. Fitzgerald, P. Gloor, U. Schultze & Y. Yoo) (Panel at the *International Conference on Information Systems (ICIS)*, St. Louis, MO, USA, 12–15 December).
- 2011 Work as coordination and coordination as work: A process perspective on FLOSS development projects (with C. Østerlund). (Presentation at the *International Symposium on Process Organization Studies*, Corfu, Greece, 16–18 June).
- 2011 Integrated customer-focused knowledge portals: Design challenges and empirical approaches (with C. Loebbecke & N. Friederici). (Paper presented at the *OCIS Division, Academy of Management Conference*, San Antonio, TX, 12–16 August).
- 2011 Mechanisms for data quality and validation in citizen science (with A. Wiggins, G. Newman & R. D. Stevenson). (Paper presented at *Computing for Citizen Science Workshop* at the *IEEE eScience Conference*, Stockholm, Sweden, 8 December).
- 2011 Gaming for (citizen) science: Exploring motivation and data quality in the context of crowdsourced science through the design and evaluation of a social-computational system (with N. Prestopnik). (Paper presented at *Computing for Citizen Science Workshop* at the *IEEE eScience Conference*, Stockholm, Sweden, 8 December).

## 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.
- 2010 Social network analysis (Class, **International School of Information Management**, University of Mysore, Mysore, India, 7–9 April). Taught a 3-day course on SNA to students and executives.

### 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.

- 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).
- Faculty member for doctoral consortia at the **iConference** (Ann Arbor, MI, 14–15 October 2006; Los Angeles, CA, 27 February 2008); **OSS Conference** (Notre Dame, IN, 30 May 2010); **Academy of Management OCIS** (Montreal, PQ, 6 August 2010).
- Chair of doctoral consortia for the **Wikisym Conference** (Gdansk, Poland, 11 June 2010); **Academy of Management OCIS** (San Antonio, TX, 12 August 2011).

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## PROFESSIONAL ACTIVITIES

### Awards

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

### Positions in Professional Organizations

International Federation for Information Processing (IFIP) **Working Group 8.2** on Information Systems and Organizations. Webmaster, 1997–. Secretary, 2008–2011.

Organizational Communications and Information Systems Division (**OCIS**), Academy of Management. PDW and Doctoral Consortium Chair (2010–2011).

### 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 & **Organizer**, *IFIP Working Group 8.2, Oasis '94 Workshop*, Vancouver, BC, 17 December 1994; 2001 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 & Carina Ihlström); 2008 (with Carina Ihlström Eriksson & Tero Päivärinta). *Studies of Open Source Software Development/Open Movements*, 2005–2008

- (with Hala Annabi); 2009 (with Felipe Ortega); 2010 (with Felipe Ortega & Vandana Singh). *Classification of Digital Documents*, 2009 (with Barbara Kwasnik). *Working Documents & Documenting Work*, 2010–2012 (with Carsten Østerlund). *Open Movements*, 2011 (with Wolfgang Bein, Clinton Jeffery & Felipe Ortega); 2012 (with Wolfgang Bein & Clinton Jeffery).
- 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, 4–7 June. Proceedings doi: 10.1007/978-3-642-02032-2.
- 2010 **Track co-Chair** (with Francesco Bolici), *International Conference on Information System, Open Source and the Open Collaboration Process Track*, St. Louis, MO, 11–15 December.
- 2011 **Track co-Chair** (with Patrick Chau), *International Conference on Information System, Theme Track (East Meets West: Connectivity and Collaboration through Effective Information Systems)*, Shanghai, China, December.

### 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*.
- Co-Editor**, *Sprouts Working Papers on Information System* (<http://sprouts.aisnet.org/>).
- Organizer**, FLOSShub (<http://flosshub.org/>), a repository of working papers and other resources for research on FLOSS.
- 2010 **Guest editor**, *Journal of the Association for Information System*, Special issue on Empirical Research on Free/Libre Open Source Software (FLOSS).
- 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**. **Co-chair**, 2011–12.

2011–2012

1997–2002, **Member, Faculty Search Committees. Chair** 2001–2002, 2008–2009. **Member, Dean Search 2006–2009 Committee**, 2006–2008.

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