

## **ILZE ZIGURS**

Department Chair, Information Systems and Quantitative Analysis  
Mutual of Omaha Distinguished Chair of Information Science and Technology  
College of Information Science and Technology  
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as of 13 August 2009

### **SUMMARY**

My research focuses on the intersection of information technology with collaborative work in an increasingly virtual world. I began studying collaborative technologies in the mid-1980s, primarily in a face-to-face meeting environment and from both theoretical and applied perspectives. For example, I have examined how the design and use of group support systems affects such things as participation and influence patterns, roles that people and technology play in meetings, and information management and negotiation processes in high-conflict situations. With the drive to “e-business” and virtual collaboration, I am studying technology design for making virtual projects possible and capturing knowledge from dispersed team members. These topics fit well with my teaching interests in systems analysis and design. Since systems development is inevitably done in teams, any technology that can leverage the effectiveness of teams—wherever located—has the potential to improve development processes.

### **EDUCATION**

Ph.D., University of Minnesota, 1987. Major field in Management Information Systems, supporting fields in Strategic Management and Speech Communication. Dissertation: *The Effect of Computer-Based Support on Influence Attempts and Patterns in Small Group Decision-Making*.

M.B.A., University of Nebraska at Omaha, 1981.

B.A., University of Washington, Seattle, 1971. Major field in English Literature.

### **RESEARCH INTERESTS**

Group support systems, computer support for virtual teams, information systems development methods, behavioral and managerial issues associated with development and implementation of information systems.

## REFEREED JOURNAL ARTICLES

Mitchell, A., & Zigurs, I. (August 2009). Trust in virtual teams: Solved or still a mystery? *Database for Advances in Information Systems*, 40(3), 61-83.

Owens, D., Davis, A., Murphy, J., Khazanchi, D., & Zigurs, I. (May/June 2009). Moving first life into Second Life: Real world opportunities for virtual teams and virtual world project management, *IT Professional*, 27-34.

Davis, A., Murphy, J., Owens, D., Khazanchi, D., & Zigurs, I. (February 2009). Avatars, people, and metaverses: Foundations for research in virtual worlds, *Journal of the Association for Information Systems*, 10(2), Article 2, 90-117.

Germonprez, M., & Zigurs, I. (January 2009). Task, technology, and tailoring in communicative action: An in-depth analysis of group communication, *Information and Organization*, 19(1), 22-46.

DeSanctis, G., Poole, M.S., Zigurs, I., DeSharnais, G., D'Onofrio, M., Gallupe, B., Holmes, M., Jackson, B., Jackson, M., Lewis, H., Limayem, M., Lee-Partridge, J., Niederman, F., Sambamurthy, V., Vician, C., Watson, R., Billingsley, J., Kirsch, L., Lind, R., and Shannon, D., (Special Issue 2008). The Minnesota GDSS research project: Group support systems, group processes, and outcomes, *Journal of the Association for Information Systems*, 9(10/11), 551-608.

Zigurs, I., and Khazanchi, D. (2008). From profiles to patterns: A new view of task-technology fit. *Information Systems Management*, 25(1), 8-13.

Cousins, K., Robey, D., & Zigurs, I. (2007). Managing strategic contradictions in hybrid teams, *European Journal of Information Systems*, 16(4), 460-478.

Tarmizi, H., Payne, M., Noteboom, C., Zhang, C., Steinhauser, L., de Vreede, G.-J., & Zigurs, I. (2007). Collaboration engineering in distributed environments, *e-Service Journal*, 6(1), 76-97.

Munkvold, B.E., & Zigurs, I. (2007). Process and technology challenges in swift-starting virtual teams, *Information & Management*, 44, 287-299.

Tarmizi, H., de Vreede, G.-J., & Zigurs, I. (January-March, 2007). Leadership challenges in communities of practice: Supporting facilitators via design and technology, *International Journal of e-Collaboration*, 3(1), 18-39.

Khazanchi, D. & Zigurs, I. (July-Sept 2006). Patterns for effective management of virtual projects: Theory and evidence, *International Journal of e-Collaboration*, 2(3), 25-48.

Munkvold, B. E. & Zigurs, I. (April-June 2005). Integration of e-collaboration technologies: Research opportunities and challenges, *International Journal of e-Collaboration*, 1(2), 1-24 (invited paper, editorially reviewed).

- Wilcox, E. & Zigurs, I. (2003). A method for enhancing the success of service-learning projects in information systems curricula, *Information Systems Education Journal*, 1(17), 3-17 (previously printed in *Proceedings of ISECON 2003*).
- Zigurs, I. (2003). Leadership in virtual teams: Oxymoron or opportunity? *Organizational Dynamics*, 31(4), 339-351.
- Qureshi, S., & Zigurs, I. (2001). Paradoxes and prerogatives in global virtual collaboration, *Communications of the ACM*, 44(12), 85-88.
- Wilson, E.V., & Zigurs, I. (2001). Interpersonal influence goals and computer-mediated communication, *Journal of Organizational Computing and Electronic Commerce*, 11(1), 59-76.
- Zigurs, I., Buckland, B., Connolly, J., & Wilson, E.V. (1999). A test of task-technology fit theory for group support systems, *Data Base for Advances in Information Systems*, 30(3,4), 34-50.
- Zigurs, I., Reitsma, R., Lewis, C., Hubscher, R., & Hayes, C. (1999). Accessibility of computer-based simulation models in inherently conflict-laden negotiations, *Group Decision & Negotiation*, 8(6), 511-533.
- Wilson, E.V., & Zigurs, I. (1999). Decisional guidance and end user display choices, *Accounting, Management, and Information Technologies*, 9(1), 49-75.
- Zigurs, I., & Buckland, B., (1998). A theory of task/technology fit and group support systems effectiveness, *MIS Quarterly*, 22(3), 313-334.
- Reitsma, R., Zigurs, I., Lewis, C., Wilson, E.V., & Sloane, A. (1996). Experiment with simulation models in water resources negotiations, *Journal of Water Resources Planning and Management*, 122(1), 64-70.
- Zigurs, I., & Kozar, K. (1994). An exploratory study of roles in computer-supported groups, *MIS Quarterly*, 4(1), 277-297.
- Sheetz, S., Tegarden, D., Kozar, K., & Zigurs, I. (1994). A group support systems approach to cognitive mapping, *Journal of Management Information Systems*, 11(1), 31-57.
- Kozar, K., & Zigurs, I. (1992). Human and machine roles in team product reviews: A prescription for change, *Information & Management*, 23, 149-157.
- Zigurs, I., DeSanctis, G., & Billingsley, J. (1991). Adoption patterns and attitudinal development in computer-supported meetings: An exploratory study with SAMM, *Journal of Management Information Systems*, 7(4), 51-70.

Zigurs, I. (1989). Interaction analysis in GDSS research: Description of an experience and some recommendations, *Decision Support Systems*, 5(2), 233-241.

Zigurs, I., Poole, M.S., & DeSanctis, G. (1988). A study of influence in computer-mediated group decision making, *MIS Quarterly*, 12(4), 625-644.

## **BOOKS**

Khazanchi, D., & Zigurs, I. (2005). *Patterns of Effective Management of Virtual Projects: An Exploratory Study*. Newtown Square, PA: Project Management Institute.

Chidambaram, L., & Zigurs, I. (eds.) (2001). *Our Virtual World: The Transformation of Work, Play and Life with New Media*, Hershey, PA: Idea Group Publishing.

## **EDITOR OF PROCEEDINGS**

Dimitriadis, Y. A., Zigurs, I., & Gómez-Sánchez, E.(eds.) (2006). *Groupware: Design, Implementation, and Use, 12th International Workshop, CRIWG 2006 Proceedings*, Lecture Notes in Computer Science Series, Berlin: Springer-Verlag.

Ellis, S., Rodden, T., & Zigurs I. (eds.) (2001). *Proceedings of the 2001 International ACM SIGGROUP Conference on Supporting Group Work*, New York, NY: ACM Press.

Zigurs, I. (ed.) (1991). *DSS-91 Transactions*, Eleventh International Conference on Decision Support Systems, Providence, RI: The Institute of Management Sciences.

## **BOOK CHAPTERS**

Zigurs, I. & Khazanchi, D. (2008). Applying pattern theory in the effective management of virtual projects, in Kock, N. (ed.), *E-Collaboration in Modern Organizations: Initiating and Managing Distributed Projects*, Advances in e-Collaboration Series, Volume 2, Hershey, PA: Idea Group Publishing, 93-112.

Zigurs, I. & Schoonover, T. (2007). Human and technology leadership roles in virtual teams, in Kock, N. (ed.), *Encyclopedia of E-Collaboration*, Hershey, PA: Idea Group Publishing, 343-348.

Zigurs, I., Khazanchi, D., & Mametjanov. A. (2007). The practice and promise of virtual project management, in Kock, N. (ed.), *Encyclopedia of E-Collaboration*, Hershey, PA: Idea Group Publishing, 472-478.

Munkvold, B.E. & Zigurs, I. (2007). Research challenges for integration of e-collaboration technologies, in Kock, N. (ed.), *Emerging E-Collaboration Concepts and Applications*, Hershey, PA: CyberTech Publishing, 41-69.

Zigurs, I., & Munkvold, B.E. (2006). Collaboration technologies, tasks, and contexts: Evolution and opportunity, in Galletta, D. & Zhang, P. (eds.), *Human-Computer Interaction and Management Information Systems: Applications*, Advances in Management Information Systems Volume 6, Armonk, NY: M.E. Sharpe, Inc., 143-169.

Zigurs, I., & Qureshi, S. (2001). Managing the extended enterprise: Creating value from virtual spaces, in Dickson, G., DeSanctis, G., & Associates, *Information Technology and the Future Enterprise: New Models for Managers*, Upper Saddle River, NJ: Prentice-Hall.

Lewis, C., Reitsma, R., Wilson, E.V., & Zigurs, I. (2001). Extending coordination theory to deal with goal conflicts, in Olson, G.M., Malone, T., & Smith, J. (eds.), *Coordination Theory and Collaboration Technology*, Mahwah, NJ: Lawrence Erlbaum Associates.

Zigurs, I. (1993). Methodological and measurement issues in group support systems, in Jessup, L., & Valacich, J. (eds.), *Group Support Systems: New Perspectives*, New York: Macmillan, 112-122.

## **REPRINTS OF ARTICLES**

Tarmizi, H., de Vreede, G-J., & Zigurs, I. (2009). Supporting facilitators in communities of practice via design and technology, in Kock, N. (ed.), *Virtual Team Leadership and Collaborative Engineering Advancements: Contemporary Issues and Implications*, Hershey, PA: IGI Global, 1-19. Reprinted from *International Journal of e-Collaboration*, 3(1), 2007.

Zigurs, I., Khazanchi, D., & Mametjanov, A. (2008). The practice and promise of virtual project management, in Kisielnicki, J. (ed.), *Virtual Technologies: Concepts, Methodologies, Tools, and Applications*, Hershey PA: Information Science Reference, 177-184. Reprinted from Kock, N. (ed.), *Encyclopedia of E-Collaboration*, Hershey, PA: Idea Group Publishing, 2007.

Khazanchi, D. & Zigurs, I. (2008). Patterns for effective management of virtual projects: Theory and evidence, in Kisielnicki, J. (ed.), *Virtual Technologies: Concepts, Methodologies, Tools, and Applications*, Hershey PA: Information Science Reference, 1368-1389. Reprinted from *International Journal of e-Collaboration*, 2(3), July-Sept 2006.

## **REFEREED ARTICLES IN CONFERENCE PROCEEDINGS**

Davis, A., & Zigurs, I. (2009). A modular approach to teaching and learning of virtual collaboration, *Proceedings of the Fifteenth Americas Conference on Information Systems*, San Francisco, California, August 6-9.

Zhang, C., & Zigurs, I. (2009). An exploratory study of the impact of a virtual world learning environment on student interaction and learning satisfaction, *Proceedings of the Fifteenth Americas Conference on Information Systems*, San Francisco, California, August 6-9.

Davis, A., & Zigurs, I. (2008). Teaching and learning about virtual collaboration: What we know and need to know, *Proceedings of the Fourteenth Americas Conference on Information Systems*, Toronto, Ontario, Canada, August 14-17.

Zhang, C., & Zigurs, I. (2008). Learning in virtual worlds: Understanding its impact on social and cognitive processes in learning, *Proceedings of the Third Midwest United States Association for Information Systems*, Eau Claire, WI, May 23-24.

Murphy, J.D., & Zigurs, I. (2008). Swarming around new initiatives: A virtual foyer for interdisciplinary teams, *Proceedings of the Third Midwest United States Association for Information Systems*, Eau Claire, WI, May 23-24.

Davis, A., & Zigurs, I. (2007). Teaching and learning virtual collaboration across cultures and technologies, *Advances in Collaboration Science Research, ICS 2007 Research Seminar*, Omaha, Nebraska, November 2, 31-33.

Khazanchi, D., & Zigurs, I. (2007). An assessment framework for developing and using patterns for the effective management of virtual projects, *Proceedings of the 40<sup>th</sup> Hawaii International Conference on System Sciences (HICSS-40)*, 10 pp., CD-ROM, IEEE Computer Society.

Tarmizi, H., Payne, M., Noteboom, C., Zhang, C., Steinhauser, L., de Vreede, G-J., & Zigurs, I. (2006). Technical and environmental challenges of collaboration engineering in distributed environments, *Groupware: Design, Implementation, and Use, 12th International Workshop, CRIWG 2006 Proceedings*, Lecture Notes in Computer Science Series, Berlin: Springer-Verlag, 38-53.

Noteboom, C., Zhang, C., Tarmizi, H., Payne, M., Steinhauser, L., de Vreede, G-J., & Zigurs, I. (2006). Research as teaching and teaching as research: Reflections on a virtual team project, *Proceedings of the First Midwest United States Association for Information Systems*, Grand Rapids, MI, May 5-6, 121-127.

Tarmizi, H., de Vreede, G-J., & Zigurs, I. (2006). Identifying challenges for facilitation in communities of practice, *Proceedings of the 39<sup>th</sup> Hawaii International Conference on System Sciences (HICSS-39)*, 10 pp. CD-ROM, IEEE Computer Society.

Wilcox, E. & Zigurs, I. (2003). A method for enhancing the success of service-learning projects in information systems curricula, *The Proceedings of ISECON 2003*, San Diego, California, November 6-9, 2003 (also appears in *Information Systems Education Journal*).

Zigurs, I., Evaristo, R., & Katzy, B. (2001) Collaborative technologies for virtual project management, *Academy of Management Proceedings*, Washington, D.C. (CD-ROM, abstract only).

Katzy, B., Evaristo, R., & Ziguers, I. (2000). Knowledge management in virtual projects: A research agenda, *Proceedings of the Thirty-Third Hawaii International Conference on System Sciences*, Maui, Hawaii.

Wilson, E.V., & Ziguers, I. (1998). A study of interpersonal influence goals in computer-mediated communication, *Best Papers Proceedings of the Academy of Management*, San Diego, California.

Connolly, J., Ziguers, I., & Sheetz, S. (1995). Coding the cognitive complexity of the systems analysis process, *Proceedings of the PRIISM '95 International Conference*, 198-206.

Ziguers, I., Wilson, E.V., Sloane, A., Reitsma, R., & Lewis, C. (1994). Simulation models and group negotiation: Problems of task understanding and computer support, *Proceedings of the Twenty-Seventh Annual Hawaii International Conference on System Sciences*, 306-315.

Wilson, E.V., & Ziguers, I. (1993). A Research framework for group support system optimization, *Proceedings of the Fifth Symposium on Human Factors in Information Systems*, Cleveland, Ohio, 1-17.

Kozar, K., & Ziguers, I. (1989). Team product reviews using teamwork systems, *Proceedings of the 1989 Conference on Organization and Information Systems*, Bled, Yugoslavia, 677-685.

Ziguers, I., DeSanctis, G., & Billingsley, J. (1989). Exploring attitudinal development in computer-supported groups, *Proceedings of the Twenty-Second Annual Hawaii International Conference on System Sciences*, Vol. III: Decision Support and Knowledge Based Systems, 353-358.

## **OTHER PUBLICATIONS**

Tarmizi, H., Steinhauser, L., Payne, M., Noteboom, C., Zhang, C., de Vreede, G-J., and Ziguers, I. (2006). A gaming laboratory to study distributed collaboration processes, *Proceedings of the First HICSS Symposium on Case and Field Studies of Collaboration* (CD-ROM), IEEE Computer Society Press, pp. 108-113.

Germonprez, M. & Ziguers, I. (2003). Causal factors for web site complexity, *Working Papers on Information Environments, Systems and Organizations*, 3, Spring, <http://weatherhead.cwru.edu/sprouts/2003/030205.pdf>.

Ziguers, I., & Dickson, G. (1990). Computer support for decision-making teams: The issue of outcome quality, *Faculty Working Paper Series*, College of Business and Administration, University of Colorado, Boulder.

Smith, T., & Ziguers, I. (1990). Multimedia communication support for distributed groups: An exploratory field study, *Faculty Working Paper Series*, College of Business and Administration, University of Colorado, Boulder.

## **RESEARCH GRANTS AWARDED**

“Applying Patterns of Technology-Enabled Distributed Collaboration: Improving Multi-Actor Decision-Making in Traffic Systems,” funded by University of Nebraska, Research Collaboration Seed Grant, \$10,000, April – December, 2005.

“Mutual of Omaha Simulation Project – Phase Two,” funded by Mutual of Omaha Corporation through The Peter Kiewit Institute Technology Development Corporation, \$16,160, September 27 – December 20, 2004 (with D. Khazanchi).

“Patterns of Virtual Projects: Identifying Effective Blueprints for Virtual Project Management,” funded by Project Management Institute, \$30,000, January – December, 2004 (with D. Khazanchi).

“Mutual of Omaha Simulation Project,” funded by Mutual of Omaha Corporation through The Peter Kiewit Institute Technology Development Corporation, \$32,500, May 15 – August 15, 2003 (with D. Khazanchi).

“Model-Based Group Decision Support: The Impact of Shared Simulation Models and Tailorable Information Viewing on Group Decision Making Outcomes and Processes,” National Science Foundation, \$286,600, August 1992- July 1995 (with C. Lewis, Computer Science, University of Colorado-Boulder and R. Reitsma, Center for Advanced Decision Support for Water and Environmental Systems, University of Colorado-Boulder).

University of Colorado, College of Business and Administration, Summer Research Grant, \$10,000, June 1992.

Software grant from Collaborative Technologies Corporation, to support research program in group decision support systems, \$50,000, June 1991.

“Teamwork Concepts Using the IBM Decision Support Center,” continuation of prior grant at request of IBM Corporation, \$45,000, January through December 1991 (with K. Kozar).

“Teamwork Concepts Using the IBM Decision Support Center,” grant awarded by IBM Corporation, \$42,000, June 1990 through December 1990 (with K. Kozar).

Software grant from OptionTechnologies, Inc., to support research program in group decision support systems, \$8,922, January 1990.

## **EDITORIAL POSITIONS**

Editor-in-Chief, *Communications of the Association for Information Systems*, March 2009 - 2012

Editor-in-Chief, *e-Service Journal*, November 2002 – 2009

Editorial Board Member, *Journal of the Association for Information Systems*, July 2008 – June 2009 (normal 3-year term shortened due to taking on Editor-in-Chief position at CAIS)

Senior Editor, *MIS Quarterly*, January 2000 – December 2002; Associate Editor, *MIS Quarterly*, September 1995 – December 1998

Editorial Board Member, *Information and Organization* (formerly *Accounting, Management, and Information Technologies*), September 2000 – November 2008

Department Editor of Information Technology, *IEEE Transactions on Engineering Management*, November 1998 – December 2000

### **EDITORIAL REVIEW ACTIVITIES**

Ad hoc reviewer for the following journals and funding agencies:

*Journal of Management Information Systems; Information Systems Research; Decision Support Systems; Management Science; ACM Transactions on Office Information Systems; Computing Surveys; Academy of Management Journal*  
*National Science Foundation; Social Sciences and Humanities Research Council of Canada*

### **CONFERENCE PRESENTATIONS (IN ADDITION TO PUBLISHED PROCEEDINGS)**

“Research in Group Support Systems: Current State and Future Challenges,” presented at The Joint National Meeting of the Operations Research Society of America/The Institute of Management Science, Detroit, October 24, 1994.

“The Myth of Models, or the Role of Simulation Models in Negotiation Situations,” presented at 14th Annual American Geophysical Union Hydrology Days, Fort Collins, Colorado, April 8, 1994.

“Model-based Group Decision Support: The Impact of Shared Simulation Models and Tailorable Information Viewing on Group Decision Making Outcomes,” presented at Coordination Theory and Collaboration Technology Workshop, sponsored by National Science Foundation, Arlington, Virginia, July 10, 1993.

“Roles, Expertise and Constituencies: An Empirical Investigation of Meeting Attendees in IBM's TeamFocus Center,” presented at Joint National Meeting of the Operations Research Society of America/The Institute of Management Sciences, Anaheim, California, November 4, 1991.

“Achieving Group Consensus with a Keypad-Based Group Decision Support System,” presented at the 11th International Conference on Decision Support Systems, DSS-91, Manhattan Beach, California, June 3-5, 1991.

“Methodological Issues in Company-Sponsored Research,” presented at the International Communication Association 39th Annual Conference, San Francisco, California, May 24-29, 1989.

“Multimedia Communication Support for Distributed Groups: A Field Study,” presented at the International Communication Association 39th Annual Conference, San Francisco, California, May 24-29, 1989.

“Attitudinal Development in Computer-Supported Meetings: An Exploratory Study,” presented at the International Communication Association 39th Annual Conference, San Francisco, California, May 24-29, 1989. This paper was ranked #7 of 40 paper submissions for the Human Communication Technology Interest Group.

“The Facilitation of Communication in a Meeting Setting by Computer-Based Technology,” presented at the Academy of Management 1988 Annual Meeting, Anaheim, California, August 7-10, 1988.

“The Effect of Computer Support on Influence Patterns in Small Group Decision-Making,” presented at The Institute of Management Science/Operations Research Society of America Joint National Meeting, Washington, D.C., April 25-27, 1988.

“The Facilitation of Communication in a Meeting Setting by Group Decision Support Technology,” presented at The Joint National Meeting of the Operations Research Society of America/The Institute of Management Science, St. Louis, October 25-28, 1987.

## **SELECTED OTHER PRESENTATIONS**

“Virtual Projects and Collaboration Technologies,” Management Center Innsbruck (MCI), Innsbruck, Austria, June 2009.

“IS Journals in Which Europeans Should Publish More,” panel member, European Conference on Information Systems, Verona, Italy, June 2009.

“Perspectives on Publishing,” panel chair and presenter, Midwest Association for Information Systems 4<sup>th</sup> Annual Conference, Madison, South Dakota, May 2009.

“Virtual Project Management: Foundations for Research and Initial Empirical Findings,” co-presented with Deepak Khazanchi at University of Agder, Kristiansand, Norway, May 2009.

“Managing Global Virtual Teams & Projects: Key Concepts, Issues and Strategies for Success,” workshop at Aker Solutions, co-presented with Deepak Khazanchi, Kristiansand, Norway, May 2009.

“Tasks and Technologies in a Virtual World,” University of Arkansas, Fayetteville, Arkansas, April 2009.

“Leadership in Virtual Teams,” Infotec ’09 Conference, Track on Business Skills for the IT Professional, Omaha, Nebraska, April 2009.

“Using Adobe Connect for Distance and Hybrid Courses,” co-presented with Leah Pietron and Paul van Vliet, College of Information Science and Technology Roundtable, Omaha, Nebraska, October 2008.

“Moving First Life Into Second Life: Opportunities and Challenges for Research and Teaching,” co-presented with Jay Austin, Alanah Davis, Deepak Khazanchi, John Murphy, Dawn Owens, and Chi Zhang, College of Information Science and Technology Roundtable, Omaha, Nebraska, April 2008.

“Distance Education Offerings and Delivery Mechanisms,” CIO Breakfast, Omaha, Nebraska, July 2008.

“Mode 2 Interdisciplinary Informatics at Omaha,” 4<sup>th</sup> Annual Kristiansand International Workshop on Information Systems Research (KIWISR), Kristiansand, Norway, May 2008.

“What’s New in Virtual Teams,” Monthly Meeting of Heartland Chapter of Project Management Institute, Omaha, Nebraska, January 2008.

“Patterns of Effectiveness for E-Collaboration Work Practices and Technologies,” Statoil, Stavanger, Norway, September 2006.

“Progress and Promises on Research in Virtual Collaboration,” Agder University College, Kristiansand, Norway, September 2006.

Invited Panelist at 4<sup>th</sup> Annual Big XII Plus MIS Symposium, Panel on “Declining Enrollment in MIS Programs and Implications for New Ph.D.s,” Baylor University, Waco, Texas, April 2006.

“Challenges and Opportunities in Virtual Collaboration,” Health Informatics Program’s Information Grand Rounds, University of Nebraska Medical Center, February 2006.

“Patterns of Effective Virtual Project Management,” co-presented with Deepak Khazanchi, Monthly Meeting of Heartland Chapter of Project Management Institute, Omaha, Nebraska, February 2006.

“Pattern Theory for the Management of Virtual Projects,” Temple University, February 2005.

“A Pattern Theory of Virtual Project Management,” Brigham Young University, November 2004.

“Perspectives on Publishing,” panel presentation at Scholarly Communication Forum, University of Nebraska at Omaha, March 2004.

“Managing Virtual Teams,” invited presentation to Project Management Institute, Omaha, Nebraska, June 2003.

“Progress and Paradox in Groupware Research,” University of Nebraska-Lincoln, November 2002.

“Challenges for Research in Virtual Teams,” Nanyang Technological University, Singapore, July 2002.

“From Group Support Systems to Virtual Collaboration: Persistent Themes and Issues,” National University of Singapore, July 2002.

“Virtual Collaboration: Pressure Points for Effectiveness of Virtual Collaboration Technology,” University of Illinois-Chicago, November 2001.

“Projects as Virtual Organizations: Redefining Project Management in a Virtual World,” Georgia State University, October 2000.

“What’s ‘E’ Got to Do With It: Challenges for Studying Virtual Teams,” College of Business Research Seminar, Indiana University, April 2000.

“Task-Technology Fit Theory: A Tale of Two Papers,” School of Accounting Research Colloquium, University of Utah, Salt Lake City, Utah, April 2000.

“A Test of Task-Technology Fit Theory,” Information Systems Research Colloquium, University of Colorado, Boulder, October 1998.

“Developing a Theory of Task-Technology Fit in Group Support Systems Environments,” MIS Seminar Series, University of Arizona, Tucson, AZ, April 1997.

“Groupware: Overview and Experiences,” presentation to business and academic participants, Agder College, Kristiansand, Norway, November 1996.

“Current Issues in Groupware Research,” presentation to faculty of Norwegian School of Management, Oslo, Norway, November 1996.

“Leveraging Teamwork Through Information Technology,” Graduate School Advisory Council, University of Colorado, Boulder, CO, December 1995.

“Team Teaching,” seminar conducted jointly with M. Ambrose for College of Business Teaching Seminar series, University of Colorado, Boulder, CO, November 1994.

“An Exploratory Study of Roles in Computer-Supported Groups,” Information Systems Research Colloquium, University of Minnesota, Minneapolis, MN, April 1994.

“Current Developments in Group Support Systems,” Center for Research in Judgment and Policy, University of Colorado, Boulder, CO, February 1994.

“An Exploratory Study of Roles in Computer-Supported Groups,” Center for Research on Information Technology and Organizations, University of California, Irvine; Claremont Graduate School; and University of California at Los Angeles, CA; November 1992.

“Stretching Our Ideas About Technology and Teamwork,” Technical Vitality Group, IBM Corporation, Boulder, CO, October 1991.

“Decision Support Systems: An Overview,” Seminar on Decision Support Systems, sponsored by the Center for Advanced Decision Support in Water and Environmental Systems, University of Colorado, Boulder, CO, April 1991.

“The Teamwork Project at the University of Colorado,” Symposium on Computer Support for Groups: Moving into the Future, University of Arizona, May 1989.

“Using Information Technology to Support Collaborative Work: Research Results and Questions,” Marquette University, April 1989.

“The Role of Computers and Communication Systems in Collaborative Work in Organizations,” Boulder Chapter, Assoc. for Computing Machinery, Boulder, CO, December 1988.

## **TEACHING AREAS**

Systems Analysis & Design; Introduction to Information Systems; Collaboration Technology; Decision Support Systems; Foundations of Information Systems Research; Doctoral Colloquia on Research, Teaching, and the Profession.

## **TEACHING EXPERIENCE**

Professor and Mutual of Omaha Distinguished Chair of Information Science and Technology, August 2001 to present, Department of Information Systems and Quantitative Analysis, College of Information Science and Technology, University of Nebraska at Omaha. Teaching courses in Virtual Collaboration, Systems Analysis and Design.

Associate Professor, June 1995 to August 2001; Assistant Professor, August 1988 to May 1995. College of Business and Administration, University of Colorado-Boulder. Undergraduate courses taught: Decision Support Systems, Systems Analysis and Design. Master’s courses taught: Information Systems for Management, Systems Analysis and Design for E-Business. Doctoral seminars taught: Conceptual Foundations of Information Systems Research, Proseminar, Research in E-Business.

Taught in CUBIC—CU Business Intensive Certificate—Program, Summer 2000, for select group of non-business undergraduate students.

Visiting Professor, Agder College, Kristiansand, Norway, Fall 1996, taught advanced undergraduate course in System Development Methodologies.

Visiting Professor, University of Minnesota, 1987-88, taught graduate-level courses in Computers and Management Information Systems.

Instructor, University of Minnesota, Spring 1986, Fall 1986, Winter 1987, taught undergraduate-level courses in Introduction to Management Information Systems.

Teaching Assistant, University of Minnesota, Fall and Winter Quarters, 1984 to 1986, undergraduate courses in Introduction to Computers and Management Information Systems.

## **COMMITTEE SERVICE**

### *State of Nebraska*

Nebraska EPSCoR Committee, appointed by Governor of State of Nebraska, April 2002 – November 2010

EPSCoR Advisory Group, Fall 2001

### *University of Nebraska at Omaha, University level:*

Search Committee for Executive Director of The Peter Kiewit Institute, 2008-2009

Coordinator, Department Chairs Teaching Circle, 2008-2009

Twelve-Month Operational Plan Task Force, 2007

College Representatives Committee, Center for Collaboration Science, 2006-present

Search Committee for Dean of College of IS&T, 2006

Selection Committee for Award for Distinguished Research or Creative Activity, 2006-2007

Professorship Selection Committee, 2005-2006

Faculty Senator, 2003-2004

Selection Committee for University Outstanding Graduate Mentor, 2001-2003

### *University of Nebraska at Omaha, College level:*

Doctoral Program Committee, 2006

Personnel Committee, 2002-2006

### *University of Nebraska at Omaha, Department level:*

Personnel Committee, 2005 (Chair), 2001-2006 (Member)

Graduate Program Committee, 2003-2005

Professional Development & Concerns Committee, 2005-2006 (Chair)

Recruiting Committee, 2001- 2002 (Chair), 2004-2005 (Member)

Program Review Sub-Committee, Fall 2001

### *University of Colorado-Boulder, University level:*

Information Technology Exploratory Committee, 2000-2001

Search Committee for Director of Interdisciplinary Telecommunications Program, 1999-2000  
Standing Committee on Research Misconduct, 1997-2001  
*University of Colorado-Boulder, College level:*  
Faculty Policy Committee, 2000-2001  
Doctoral Curriculum and Policy Committee, 1997 –2001 (chaired '98-'99)  
Business Building Renovation and Addition Committee, 1998-2000  
Research Committee, 1991 –1992; 1997 –1998  
Executive Committee for Accounting & Information Systems Division, 1997-1998  
Program Review Committee, 1997-1998  
Undergraduate Curriculum and Policy Committee, 1995-1996  
AACSB Re-Accreditation Committee, 1995-1996  
Master's Curriculum and Policy Committee, 1993-1994  
College Policy Committee, 1990-1991

*University of Colorado-Boulder, Information Systems Division:*  
Recruiting Committee, 1991-92, 1999-00, 2000-01  
Preliminary Examining Committee, 1990-2001  
Ph.D. Examining Committee, 1990-2001

#### **OTHER ADMINISTRATIVE SERVICE**

*University of Nebraska at Omaha*  
Department Chair, Information Systems and Quantitative Analysis, College of Information  
Science and Technology, November 2006-present  
Director of Doctoral Program in Information Technology, College of Information Science and  
Technology, 2002-2005

*University of Colorado-Boulder*  
Director of Graduate Studies, Information Systems Division, 1999-2001  
Director of Collaborative Management, Education, and Technology lab, 1999-2001  
Chair, Information Systems Division, 1998-1999  
Doctoral Advisor for Information Systems, 1997-1999

#### **OTHER PROFESSIONAL SERVICE**

International Conference on Information Systems, Junior Faculty Consortium Co-Chair, 2009  
International Conference on Information Systems, Human Behavior and IT Track Co-Chair, 2008  
Special Interest Group in IT Project Management, Advisor, 2006-present  
Midwest Chapter of the Association for Information Systems (MWAIS), At-Large Director,  
2005-present  
12<sup>th</sup> International Workshop on Groupware (CRIWG 2006), Program Co-Chair, 2006  
Association for Information Systems (AIS), Secretary and Council Member, 2003-2006  
Americas Conference on Information Systems (AMCIS), Conference Co-Chair, 2005  
International Conference on Information Systems (ICIS), Individuals, Teams, & Virtual  
Communities Track Co-Chair, 2003

Association for Computing Machinery, Group 2001 Conference, Program Co-Chair, 2001  
International Conference on Information Systems, Program Committee, 2001  
International Conference on Information Systems, Research Track Co-Chair, 2000  
International Conference on Information Systems, Program Committee, 1999  
International Conference on Information Systems, Faculty Participant in Doctoral Consortium,  
1996  
Academy of Management, Organizational Communications and Information Systems Division,  
Newsletter Editor, 1992-1995; Program Chair-Elect, 1995-96; Program Chair, 1996-97;  
Division Chair-Elect, 1997-98; Division Chair 1998-99, Past Chair 1999-00

## **OTHER PROFESSIONAL ACTIVITIES AND EXPERIENCE**

Fellow, Center for Collaboration Science, University of Nebraska at Omaha, 2006- present.

Visiting Professor, National University of Singapore, Singapore, July 2002

Visiting Researcher, CeTIM, University BW Munich, Munich, Germany, June-July 2000.

Visiting Scholar, University of Arizona, Department of Management Information Systems,  
Tucson, AZ, Spring 1997.

Administrator, MIS Faculty Development Institute, sponsored by AACSB, University of  
Minnesota, Summers of 1985 and 1986. Organized and oversaw the administration of a five-  
week, in-residence program for professors from other schools and disciplines to receive intensive  
training in MIS.

Systems Analyst/Programmer, Hospitals Systems Division, University of Washington, Seattle,  
1983-84. Assigned to major development project to implement on-line clinic appointment  
scheduling system, designed to support appointment scheduling activities of major hospitals.

Programmer/Analyst, John Fluke Mfg. Co., Inc., Everett, Washington, 1982-83. Developed,  
implemented, and supported systems and programs in the financial applications area, including  
user liaison and problem analysis.

Assistant to the Dean and Graduate Student Advisor, College of Business, University of  
Nebraska at Omaha, 1977-81. Directed centralized student advising office in a college with 3200  
undergraduate and 300 graduate students. Supervised undergraduate advisors and records clerks,  
and advised all MBA students.

## **HONORS AND AWARDS**

Fellow of the Association for Information Systems, 2007

Kudos Award, University of Nebraska Board of Regents, awarded as member of Planning  
Committee for 2005 Americas Conference on Information Systems

Distinguished Alumni Award, College of Business Administration, University of Nebraska at Omaha, 2003-2004  
Recognition of Service Award, Association for Computing Machinery, 2001  
Faculty Initiate for Delta Sigma Pi, 1995  
Reviewer of the Year for the *MIS Quarterly*, 1994  
Elected to Beta Gamma Sigma, 1987  
School of Management Summer Dissertation Fellowship, University of Minnesota, 1987  
Graduate School Doctoral Dissertation Special Grant, University of Minnesota, 1987  
General Electric Foundation Fellow, 1986-87  
Elected to Honor Society of Phi Kappa Phi, 1985