

Curriculum Vita: MAUNG K. SEIN

OFFICE ADDRESS:

Department of Information Systems
University of Agder
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HOME ADDRESS:

Kirke gate 2c
4610 Kristiansand
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NORWAY

RESEARCH INTERESTS

ICT and national development, e-Government, research methods, end-user training, human-computer interaction, conceptual database design, IS management, systems design

TEACHING INTERESTS

Organizational use of IS, management of IS, research methods in IS, telecommunications, database design and management, systems analysis and design,

EDUCATION

| | | |
|--------------------|---|------|
| Ph.D. (MIS) | Indiana University, USA | 1988 |
| MBA | Indiana University, USA | 1985 |
| MBA | University of Dhaka, Bangladesh | 1982 |
| B.Sc. | Bangladesh University of Engineering & Technology | 1977 |

ACADEMIC EXPERIENCE

| | |
|--|------------------------|
| <i>Professor</i> , University of Agder (Norway) | Aug. 1998 - to-date |
| <i>Professor - II</i> , University of Bergen (Norway) | Mar. 2001 - May 2004 |
| <i>Visiting Associate Professor</i> , Georgia State University (USA) | Sept. 1996 - Aug. 1998 |
| <i>Visiting Associate Professor</i> , Agder College (Norway) | Jan. 1995 - Jun. 1996 |
| <i>Associate Professor</i> , Florida International University (USA) | Aug. 1994 - Jun. 1995 |
| <i>Assistant Professor</i> , Florida International University (USA) | Aug. 1988 - July 1994 |
| <i>Visiting Assistant Professor</i> , Indiana University (USA) | Aug. 1987-July 1988 |
| <i>Visiting Lecturer</i> , Indiana University (USA) | Jan. 1987 - May 1987 |
| <i>Associate instructor</i> , Indiana University (USA) | Sept. 1983-Dec. 1986 |

Courses Taught

| Course | Level | Location (Semesters) |
|--|----------------------------|-----------------------------|
| Dissertation seminar | Doctoral | University of Agder (2) |
| Research issues in eGovernment and ICT for Development | Doctoral | University of Agder (1) |
| Systems Analysis and Design | Doctoral | FIU (3) |
| IT and Management | Masters | University of Agder (5) |
| Management for development | Masters | University of Agder (2) |
| Research Methods in DS | Masters | University of Agder (2) |
| e-Government | Masters | University of Agder (2) |
| ICT and Development | Masters | University of Agder (2) |
| Research Methods in IS | Masters | University of Agder (6) |
| Research Methods in IS | Masters | University of Bergen (3) |
| Data Warehousing | Masters | University of Agder (1) |
| Data Warehousing | Masters | GSU (3, qtr) |
| Network Design and Management | Masters | GSU (4, qtr) |
| Information Technology Infrastructure | Masters | GSU (3, qtr) |
| Organizational Information Systems | Masters | FIU (4) |
| Introduction to MIS | Masters | Indiana University (1) |
| Computer Principles | Masters | Indiana University (3) |
| Business Data Communications | Undergraduate (4th yr.) | FIU (2) |
| Systems Management | Undergraduate (4th yr.) | FIU (12) |
| Information Resource Management | Undergraduate (3rd yr.) | University of Agder (2) |
| Advanced Data Communications | Advanced studies (3rd yr.) | Agder College (2) |
| Introduction to MIS | Undergraduate (3rd yr.) | FIU (10) |
| Business Data Communications | Undergraduate (3rd yr.) | GSU (2, qtr) |
| Database Design | Undergraduate (2nd yr.) | Agder College (4) |
| Systems Analysis and Design | Undergraduate (2nd yr.) | Agder College (3) |

Student supervision

Supervised or co-supervised (past and current) 9 PhD students

Served on 2 other dissertation committees

Supervised 19 Masters thesis and 9 Undergraduate research projects.

Other teaching-related activities

External examiner (international) for 3 PhD dissertation defense (Denmark, Canada, New Zealand)
Taught PhD Course on "Proactive Research Approaches: Action Research and Design Research", Helsinki School of Business and Economics, 2005

Taught PhD Course on "Writing and Producing Publishable Research", Copenhagen Business School, 2005 at Skagen, Denmark

Conducted workshops on "Research methods in Construction Management: Action Research and Soft Approaches" in Construction Management in the Twenty-First Century-II (CITC-II), Hong Kong, 2003, CITC-III, Athens, 2005, CITC-V Istanbul 2009 and ICCDC-II Cairo 2010

Conducted workshop on "Research methods in IS" in Mzumbe University, Tanzania, 2002

Visiting Scholar, Florida International University, May 2007.

Visiting Scholar, Helsinki School of Economics, Finland, September-October 2006.

Visiting Scholar, Claremont Graduate University, USA, January-May 2003, and March - May 1999.

INDUSTRY EXPERIENCE

Systems Consultant, Indiana University May 1983 - Feb. 1984

Systems Analyst, NCR Corporation - Bangladesh Jan. 1980 - July 1982

Field Engineer, NCR Corporation - Bangladesh Apr. 1978 - Dec. 1979

Design Engineer, Dhaka Electric Supply - Bangladesh Jan. 1978 - Mar. 1978

PUBLICATIONS**Refereed journal articles**

M.K. Sein, O. Henfridsson, S. Purao, M. Rossi and R. Lindgren (forthcoming) "Action Design Research", *MIS Quarterly*

T. Päivärinta, **M.K. Sein**, and T. Peltola (2010) "From Ideals towards Practice: Paradigmatic Mismatches and Drifts in Method Deployment", *Information Systems Journal*, 20, 481-516.

S. Azhar, I. Ahmad and **M.K. Sein** (2010). "Action Research as a Proactive Research Method for Construction Engineering and Management" *Journal of Construction Engineering and Management* 136(1), 87-98.

A. M. Sørebo, Ø. Sørebo, and **M.K. Sein** (2008). "The Influence of User Involvement and Personal Innovativeness on User Behavior", *International Journal of Human and Social Sciences* 2(1), 7-12.

M.K. Sein and G. Harindranath (2004) "Conceptualising the ICT artefact: Towards understanding the role of ICTs in national development", *The Information Society*, 20, 15-24.

R. Sabherwal, **M. K. Sein** and G. Marakas (2003) "Escalating Commitment to Information System Projects: Findings from Two Simulated Experiments". *Information and Management*, 40, 781-798.

M. K. Sein (2001). "The Relevance Of IS Academic Research: Not As Good As It Can Get", *Communications of the AIS*, Volume 5a, Article 24, March 2001.

M. K. Sein and R. Santhanam. (2000). "Learning from Goal-Directed Error Recovery Strategy" *Information Systems Research*, 10, 276-285

M. K. Sein, R. P. Bostrom and L. Olfman (1998) "Rethinking End-User Training Strategy: Applying a Hierarchical Knowledge-Level Model," *Journal of End-User Computing*, 9, 32-39.

I. U. Ahmad and **M. K. Sein**. (1997) "Building construction project teams for TQM: A Factor Element Impact Model," *Construction Management and Economics*, 15, 457-467.

D. Campeau, L. Olfman, **M. K. Sein** and J. Webster (1995) "End User Training and Learning", *Communications of the ACM*, 38, 24-26.

R. Santhanam and **M. K. Sein**. (1995) "Improving End User Proficiency: Effects of Conceptual Training and Nature of Interaction", *Information Systems Research*, 5, 378-399.

D. Batra and **M. K. Sein**. (1994). "Improving Conceptual Database Design through Feedback", *International Journal of Human-Computer Studies*, 40, 653-676.

R. P. Bostrom, L. Olfman and **M. K. Sein**. (1993) "Learning Styles and End-User Training: A First Step", *MIS Quarterly*, 17, 118-120.

M. K. Sein, R. P. Bostrom, L. Olfman and S. A. Davis. (1993) "Visualization Ability as a Predictor of User Learning Success", *International Journal of Man-Machine Studies*, 39, 599-620.

- M. K. Sein** and D. Robey. (1991) "Learning Style and the Efficacy of Computer Training Methods", *Perceptual and Motor Skills*, 72, 243-248.
- R. P. Bostrom, L. Olfman and **M. K. Sein**. (1990) "The Importance of Learning Style in End-User Training", *MIS Quarterly*, 14, 101 - 119.
- M. K. Sein** and R. P. Bostrom. (1989). "Individual Differences and Conceptual Models in Training Novice Users", *Human-Computer Interaction*, 4, 197-229.
- M. K. Sein**, R. P. Bostrom and L. Olfman. (1987). "Training End-Users to Compute: Cognitive, Motivational and Social Issues", *INFOR*, 25, 236-255. Reprinted in R. R. Nelson (Ed.), *End-user Computing: Concepts, Issues and Applications*, New York: John Wiley & Sons, 137-156, 1989.

Refereed book chapters

- L.S.Flak, **M.K. Sein** and O. Sæbø (2007) "Towards a cumulative tradition in eGovernment research: Going beyond the Gs and Cs" in M.A. Wimmer, H.J. Scholl, and A. Grönlund (Eds.): *EGOV 2007*, Springer Lecture Notes in Computer Science, 13-22
- C.E.Moe, **M.K. Sein**, and A.C.Risvand (2006). "The Limits of Public Procurement: Information Systems Acquisition", in M. Wimmer, J.Scholl, A. Gronlund and K. Anderson. (Eds): *Electronic Government - 5th International Conference, EGOV 2006, Krakow, Poland*, Springer Lecture Notes in Computer Science, 281-292.
- L. Olfman, R. P. Bostrom and **M. K. Sein**. (2006) "Developing Training Strategies with an HCI Perspective", in D. Galletta and P. Zhang, (Eds). *Human-Computer Interaction and Management Information Systems - Applications. Advances in Management Information Systems*, Volume 5. Armonk, NY: M. E. Sharpe, 258-283.
- L.Soefftestad and **M.K.Sein**, (2003) "ICT and Development: East is East and West is West and the Twain May yet Meet" in S. Krishna, and S. Madon (Eds.) *The Digital Challenge: Information Technology in the Development Context*, Ashgate, 63-82.
- M. K. Sein**, R. P. Bostrom and L. Olfman. (2003) "Mutual learning and informing between academia and practice in ISD: A Learning Theory perspective" in G. Harindranath and J. Sillince (Eds). In *New Perspective on Information Development: Theory and Practice* Kluwer/Plenum.
- T. U. Orvik, D. H. Olsen and **M. K. Sein** (1999). "Deployment of System Development Methods: Exploring Paradigmatic Mismatches", in J. Zupancic, W. Wojtkowski, G. Wojtkowski, and S. Wrycza (Eds.), *Evolution and Challenges in System Development* Kluwer/Plenum, 19-32
- M. K. Sein** and R. P. Bostrom. (1991). "An Experimental Investigation of the Role and Nature of Mental Models in the Learning of Desktop Systems". In K. M. Kaiser and H. J. Oppelland (Eds.) *Desktop Information Technology*, Elsevier, 253-276.
- L. Olfman, R. P. Bostrom and **M. K. Sein**. (1991) "The Effects of Training on Motivation to Use and Self-reported Use of an Electronic Mail System", in J. M. Carey (Ed.) *Human Factors in Management Information Systems: An Organizational Perspective*, Norwood: ALEX, 309-320.
- R. P. Bostrom, L. Olfman and **M. K. Sein**. (1988). "End-User Computing: A Research Framework for Investigating the Training/Learning Process", in J. M. Carey (Ed.) *Human Factors in Management Information Systems*, Norwood: ALEX, 221 -250.

Refereed Conference proceedings

- M.K. Sein** and S. Nordheim (2010). "Learning Processes in User Training: The Case for Hermeneutics", *Proceedings of the 2010 ACM SIGMIS CPR Conference*, (won the Magid Igbaria Outstanding Paper Award)
- I. Ahmad, **M.K. Sein**, and K. Mehta (2010). "Challenges of Integration and ICTs Potentials in the Globalized Construction Industry", *Proceedings of PICMET – 10*
- I. Ahmad and **M.K. Sein**. (2008). "Transformational Capabilities of ICT: A Technology Management Perspective in Construction", *Proceedings of PICMET -08*
- M.K. Sein** and G. Harindranath (2008). "Reviewing the Views of ICT in Development", *Proceedings of PICMET -08*
- G. Harindranath and **M.K. Sein** (2007) "Revisiting the role of ICT in Development". *Proceedings of IFIP W.G. 9.4 Conference: Taking Stock of E-Development*
- W. Dertz and **M.K. Sein** (2007). "Research in Progress: Where are all the people? The curious case of one-person IT departments" *Proceedings of the 2007 ACM SIGMIS CPR conference on Computer personnel research: The global information technology workforce*, 63 - 65
- M.K. Sein** and M. Simonsen (2006)"Effective Training: Applying Frameworks to Practice" *Proceedings of the 2006 ACM SIGMIS CPR Conference*, 137-146.
- O. Hellang, E. Lindblom, E. C.E. Moe, and **M.K. Sein** (2006). "E-Government and Municipal Organisational Change", *Proceedings of NOKOBIT 2006*

- R. Cole, S.Purao, M. Rossi, and **M.K. Sein** (2005). "Being Proactive: Where Action Research meets Design Research", *Proceedings of ICIS 2005*
- D. H. Olsen and **M. K. Sein** (2005) "Mutual informing: A maturity perspective", *Proceedings of IRIS-28*,
- M. Haraldsen, T.Päivärinta, **M.K. Sein** and T.D.Stray, (2005). "Generating Information Requirements for e-Government Portals through Life-Events and Genres", *Proceedings of E-Govt-2005*
- M. K. Sein** (2005). "Paradigms of ICT in Development" *Proceedings of IFIP W.G. 9.4 Conference: Human Resources and Development*,
- M. Duedahl, J. Andersen, and **M.K. Sein** (2005). "When Models Cross the Border: Adapting IT Competencies of Business Managers" *Proceedings of the 2005 ACM SIGMIS CPR Conference*, 40-48.
- H. Meland, R.P. Waage, and **M.K.Sein** (2005). "The Other Side of Turnover: Managing IT Personnel Strategically", *Proceedings of the 2005 ACM SIGMIS CPR Conference*, 67-74.
- M. Haraldsen, T.D.Stray, T.Päivärinta, and **M.K. Sein** (2004). "Developing e-Government Portals: From Life-Events through Genres to Requirements", *Proceedings of NOKOBIT-2004*
- H. Nilsen and **M.K. Sein** (2004)"What is really Important in Supporting End-Users?" *Proceedings of the 2004 ACM SIGMIS CPR Conference*, 48-54.
- M. Simonsen and **M.K. Sein** (2004)"Conceptual Frameworks in Practice: Evaluating End-User Training Strategy in an Organization" *Proceedings of the 2004 ACM SIGMIS CPR Conference*, 14-24 (won the Magid Igbaria Outstanding Paper Award)
- M.K. Sein** and H. Nilsen (2003). "Research in Progress: What is really important in supporting end-users? An ongoing action research project". *Proceedings of NOKOBIT-2003*, 140-146
- A. Gherman, F. Wahid, **M. K. Sein**, and W. Dertz (2003), "Determinants of Application Service Provider Adoption among Norwegian Companies", *Proceedings of NOKOBIT-2003*, 304-329
- J. Andersen, M.Duedahl, **M.K. Sein** and H. Nilsen (2003). "IT Competence of Norwegian Business Managers: A Proposed Model", *Proceedings of NOKOBIT-2003*, 223-243
- L. Olfman, R. P. Bostrom and **M. K. Sein**, (2003). "A Best-Practice Based Model for Information Technology Learning Strategy Formulation", " *Proceedings of the 2003 ACM SIGCPR Conference*, 75-86.
- L. Soeftestad and **M.K.Sein**, (2002) "ICT and Development: East is East and West is West and Never the Twain Shall Meet? *Proceedings of IFIP W.G. 9.4 Conference, 2002*, Bangalore, India
- H. Nilsen and **M.K. Sein** (2002)"Determinants of User Satisfaction with the Support Function", *Proceedings of the 2002 ACM SIGCPR Conference*, 47-51
- S. Nordheim and **M.K. Sein**, (2002) "Application domain competence in software requirements – deconstructing a unified approach" *Proceedings of the 2002 ACM SIGCPR Conference*, 96-99
- H. Nilsen and **M.K. Sein** (2001) "End user support: Where best practices can go wrong", *Proceedings of NOKOBIT-2001*, 193-200.
- M. K. Sein**. and I. U. Ahmad, (2001) "A Framework to Study the Impact of Information and Communication Technologies on Developing Countries: The Case of Cellular Phones in Bangladesh", *Proceedings of BITWORLD2001*.
- L. Olfman, R. P. Bostrom and **M. K. Sein**, (2001) "Training with a Business Focus: A Best Practice", *Proceedings of BITWORLD2001*.
- C.E.Moe and **M. K. Sein** (2001) " Meeting the IT-skill shortage in Europe head-on: Approaching in unison from practice and academia", *Proceedings of the 2001 ACM SIGCPR Conference*, New York: ACM Press, 29-36.
- M. K. Sein**, L. Olfman and R. P. Bostrom. (1998) "Reconceptualizing End-User Training for the Workforce of the Future" *Proceedings of the 1998 ACM SIGCPR Conference*, New York: ACM Press.
- D. H. Olsen, **M. K. Sein**, and T. R. Eikkebrokk. (1998) "Key Issues in Information Systems in Norway". *Proceedings of NOKOBIT-98*,
- I. U. Ahmad and **M. K. Sein**. (1997) "Implementing TQM Principles in Construction Projects: Difficulties and Remedies" *Proceedings of International Conference on Leadership and Total Quality Management in Construction and Building*, Singapore, 47-53.
- M. K. Sein**, R. Santhanam, and M. Oliviera. (1997) "Applying the Theory of Planned Behavior to End-User Training and Learning". *Proceedings of the AIS Conference of the Americas*, 542-544.
- T. U. Orvik, D. H. Olsen and **M. K. Sein**. (1996) "Adaptation of System Development Methods: Versions and Paradigmatic Mismatches", *Proceedings of NOKOBIT-96*, 1996.
- C. E. Moe and **M. K. Sein** (1995) "A Model of National Telecommunications Policy and its Outcomes", *Proceedings of NOKOBIT-95*.

- P. Lash and **M. K. Sein**. (1995) "Career Paths in a Changing IS Environment: A Theoretical Perspective", *Proceedings of the 1995 ACM SIGCPR Conference*, New York: ACM Press.
- M. K. Sein** and R. P. Bostrom. (1991) "A Psychometric Study of the Job Characteristics Scale of the Job Diagnostic Survey in an MIS Setting" *Proceedings of the 1991 ACM SIGCPR Conference*, New York: ACM Press, 96- 110.
- L. Olfman, **M. K. Sein** and R. P. Bostrom. (1989) "EUC Training: Comparison of Methods and the Role of Individual Differences". *Proceedings of the 22nd Annual Hawaii International Conference on System Sciences*, vol. 4, IEEE: Kona, Hawaii, 1989. Nominated for the Best Paper Award in the Emerging Technologies and Applications Track.
- R. P. Bostrom, L. Olfman and **M. K. Sein**. (1988) "The Importance of Individual Differences in Novices' Learning of Computing Systems: The Case for Learning Style", *Proceedings of the 1988 ACM SIGCPR Conference on the Management of Information Systems Personnel*, New York: ACM Press, 133-141. 1988.
- M. K. Sein**, R. P. Bostrom and L. Olfman. (1987) "Conceptual Models in Training Novice Users", *Proceedings of INTERACT 87- IFIP Conference on Human Computer Interaction*, Stuttgart, West Germany, 861-867,
- L. Olfman, **M. K. Sein** and R. P. Bostrom. (1986) "Training for End-User Computing: Are Basic Abilities Enough for Learning?" *Proceedings of the 22nd Annual Computer Personnel Research Conference*, New York: ACM Press, 1-11,

Other publications

- M.K. Sein**, I. Ahmad and G. Harindranath Sustaining ICT for Development Projects: The Case of Grameenphone CIC, *Telektronikk*, (2008) 16-24
- M. K. Sein**, M. Rossi and S. Purao. Exploring the Limits to the Possible: A Response to livari. *Scandinavian J. Inf. Systems* 19(2): (2007), 105-110
- S.Qureshi, P.Wolcott and **M. K. Sein** Information Technology for Development: Introduction to Mini-track at HICSS 40, *Proceedings of the 40th Annual Hawaii International Conference on System Sciences*, (2007)
- K.V. Andersen, A. Gronlund, C.E. Moe and **M.K. Sein** "Introduction to the Special Issue: E-Government in Scandinavia", *Scandinavian J. Inf. Systems* 17(2): (2005), 3-10
- L. Olfman and **M. K. Sein** Ten Lessons from Research for End-User Training, End User Computing Management (94-00-07), Auerbach, 1997.
- L. Olfman and **M. K. Sein**. A Guide to Using IFPS on the PRIME for K201, Department of Operations and Systems Management, Indiana University, 1986.
- Co-editor, "Contemporary Trends in Systems Development", Kluwer/Plenum Press, 2001.

PRESENTATIONS

Conference presentations

- "Examining the Role of ICT in Development" The International Symposium of Information Systems, Indian School of Business, Hyderabad, India, 2006 (with G. Harindranath)
- "Developing the managers of Tomorrow: The state of ICT in Construction Engineering Education", PICMET '06, Istanbul, Turkey, 2006. (with I. Ahmad)
- "Telecenters and Internet Cafés - Business model and sustainability." Annual Workshop of the Norwegian Network for ICT and Development, Oslo 2005 (with B. Furuholt)
- "The Design Research Paradigm", 26th IRIS Workshop, Haikko Manor, Finland, August 2003.
- "Developing e-democracy", Annual Workshop of the Norwegian Network for ICT and Development, Kristiansand 2004 (with Ø. Sæbø)

Conference panels

- "Why do we Toil? Research at the cost of practice or vice versa?", *European Conference of Information Systems*, Verona, Italy, 2009.
- "Exploring the Meeting Points of Design Research and Action Research: Closer Than You Think", *DESRIST*, Claremont, USA, March 2006
- "ICT and Development: Exploring Possibilities and Challenges" *PICMET '06*, Istanbul, Turkey, July 2006.
- "Reaching Out, Touching Someone and Being Touched" *The 28th IRIS Workshop*, Skottvig, Norway, August 2005
- "E-Government: The Scandinavian Way", *AMCIS*, New York, August 2004
- "Which Scandinavian Approach?" *The 26th IRIS Workshop*, Haikko Manor, Finland, August 2003.
- "The Publishing Process", 26th IRIS Workshop, Haikko Manor, Finland, August 2003.
- "The Employees side of Information Systems". *The 2000 Annual ACM SIGCPR Conference*, Chicago, April 2000.

- "Pedagogical Challenges in Systems Analysis and Design", *International Conference on Information Systems Development*, Boise, USA, August 1999
- "Data Warehousing: Issues and Challenges". *The 1997 Annual ACM SIGCPR Conference*, San Francisco, April 1997.
- "Educating Information Systems Professionals for Tomorrow: US, Asian and Scandinavian Views". *The 1996 Annual ACM SIGCPR Conference*, Denver, April 1996.
- "Training groups to use groupware". *The 1994 Annual ACM SIGCPR Conference*, Alexandria, Virginia, April 1994.
- "Understanding the Software Training Process: What's Really Important?" *13th Annual International Conference on Information Systems*, Dallas, Dec. 1992.
- "End-User Training Issues", *ACM SIGCPR Conference on the Management of Information Systems Personnel*, College Park, Maryland, April 1988.

Invited talks

- "e-Government in Developing Countries: Linking G to C through I", ICEGOV09 Conference, Ankara, Turkey, April 2009.
- "ICT and Development: A Research Agenda" Keynote speech, Indonesian National Seminar on Application of Information Systems", Jogjakarta, Indonesia, July 2004
(The same presentation was also made at BRAC University, Dhaka, Bangladesh, July 2004 and at The University of Missouri-St. Louis, May 2003)
- "Ethics of IT-in-Development", City University of Hong Kong, December, 2003.
- "Design and Action Research: Proactive paradigms in IS research", Florida International University, May 2003.
- "Conceptualizing the ICT artifact in ICT-and-Development", *Mzumbe University-Agder University College International Conference*, Dar es Salaam, Tanzania, February, 2003.
- "Deconstruction: An Innovative Research Method in IS", Helsinki School of Business and Economics, Helsinki, Finland, April 2002
- "Across the Great Divide: A Post-Positivist Interpretation of "hard" Approaches in IS Research", Helsinki School of Business and Economics, Helsinki, Finland, April 2000.
(The same presentation was also made at University Of Bergen, Bergen, Norway, February, 2000)
- "Best Practices in End-User Training", National University of Singapore, January 1999
- "A fresh look at Positivism in IS Research", Terry College of Business, University of Georgia, April, 1997.
- "Positivism Lite: Reforming the Positivist Approach in Information Systems Research", Institute of Informatikk, University of Oslo, Norway, December 1995.
- "The Positivist Tradition in Information Systems Research", Seminar on IS research approaches, Bergen, Norway, November 1995.
- "Improving End User Proficiency through Conceptual Training and Complex Interaction", *WISARD meeting*, Claremont Graduate School, February 1994.
- "Electronic highways in the global economy", NEXT group, Kristiansand, September, 2000.
- "High Tech and Interpersonal Communication", Kristiansand Management Institute, September, 1999 (repeated at Agderforskning, Grimstad)

SERVICE

Professional – Journal editorial work

- Senior Editor, *e-Service Journal*, December 1999 -present
- Associate Editor, *MIS Quarterly Executive*, July 2001 – present
- Associate Editor, *Journal of IT and Development*, January 2008-present
- Associate Editor, *MIS Quarterly*, January 1998 – December 2000
- Associate Editor, *Communications of the AIS*, August 1998-December 2005
- Guest Co-editor, *CACM Special Issue on End User Training and Learning*, 1995
- Guest Co-editor, *SJIS Special Issue on E-Government*, 2005
- Member, Editorial Board, *Electronic Journal of e-Government*, 2003-present
- Member, Editorial Board, *Computer Personnel*, 1992-2003
- Member, Editorial Board, *Transactions in International Information Systems*, 1999-2001

Professional – Conference work

- Co-editor, *Proceedings of NOKOBIT-96*, 1996
- Co-chair, Conference, ACM SIGCPR (2002), ISD (2000), NOKOBIT (1996)
- Co-chair, SIGeGov workshop (2005, 2007, 2008, 2009, 2010)
- Chair, Annual Workshop of the Norwegian Network for ICT and Development: e-Government, e-Governance and Development, 2004

Chair, Doctoral Consortium, European Conference on Information Systems, (to be held in Helsinki, Finland, 2011)
Chair, IFIP9.4 Conference on IT in developing countries (to be held in Kathmandu, Nepal, 2011)
Member, Program Committee, ICIS (1999, 1994, 1993), ECIS (2002), DSS (1992), ISD (1999, 2001), ACM SIGCPR Conference (1991, 1992, 1993, 1995, 1996), NOKOBIT (2008)
Mini-Track co-chair, "IT and Development" AMCIS (2005)
Mini-Track co-chair, "IT and Development" HICSS (2006, 2007)
Member, Ad-hoc Committee on Visiting International Scholars, Decision Sciences Institute, 1992
Session Chair, ICIS (1993), DSI (1991) ACM SIGCPR Conference (1993, 1999), ISD (1999, 2001)
Discussant, ICIS (2004, 1998, 1994, 1987), IFIP W.G. 8.2 Workshop, NOKOBIT (1996, 2007)
Faculty, ICIS doctoral Consortium, 2001 and 2005
Faculty, ECIS doctoral Consortium, 2010
Organizer, Kristiansand International Workshop on Information Systems Research, 1999, 2001, 2006, 2010

University

Member, Advisory Board, Lansbridge University, Fredrickton, New Brunswick, Canada
Director, Master in Development Management program, University of Agder, 2007-2008
Member, PhD Committee, Dept of Information Systems, UiA, 2009 - present
Research facilitator, Department of Information systems, Agder University College, 1998-2005
Member, Research Committee, School of Management, Agder University College, 2002-2005
Member, Professor Search Committee, Agder University College, 1998-99, 2000-01, 2003
Member, Professor Search Committee, Handelshoyskole BI, Oslo, Norway, 2000
Member, University Academic Conduct Review Board, FIU, 1992-1994
Member, President's Advisory Committee on Endowed Chairs, FIU, 1989-91
Member, James L. Knight Eminent Scholar Search and Screen Committee, FIU, 1989-90
Member, DSIS Departmental Search and Screen Committee, FIU, 1988-94
Coordinator, Introductory MIS Course, FIU 1991-1992
Coordinator, DSIS Mission Statement Formulation Committee, FIU, 1988-89
Coordinator, DSIS Working Paper Series, FIU, 1989-90
Coordinator, DSIS Co-op Education Program, FIU, 1989-91
Advisor, DPMA Student's Chapter, FIU, 1991-94
Alternate Senator, Faculty Council, College of Business, FIU, 1994-95
Member, International Committee, College of Business, FIU, 1994-95

PROFESSIONAL ACTIVITIES

Professional organizations

Co-Chair, AIS Special Interest Group on e-Government
Co-Vice Chair of Research for Europe, AIS Special Interest Group on ICT and Global Development
Member, Steering Committee, Norwegian network on ICT and Development 2002-2008
Member, Board of Directors, AIS Special Interest Group on IT Professional Management
Member, ACM and its Special Interest Group on MIS (SIGMIS)
Member, IFIP Working Group 8.5 and 9.4
Member, Den Norsk Dataforening (DND) (Norwegian Computer Society)

Professional training

NCR Mediterranean Technical Training Center, Malta - 1978;
NCR Middle East Programming School, Athens, Greece - 1979

HONORS AND GRANTS

Member, Agder Akademi, 2002-present
Pedagogue of the Year, 2000, Agder University College
Recipient, Nordic Exchange Fellowship, London School of Economics - 2000
Co-Recipient, SIM International/APC Research Grant - 1997
Recipient, FIU Summer Research Grant - 1991
Recipient, FIU Minority Faculty Development Grant - 1989, 1990, 1991
Member, CHI+GI'87 Doctoral Consortium, Toronto, Canada - 1987
Recipient, Indiana University School of Business Grant - 1984

OTHER ACTIVITIES

Co-ordinator, Europe, for Computer Associates Inc. International Case Competition on Strategic Value of IT Management
Reviewer for numerous journals, conferences and text book publishers

Developed courses on Management for Development (UiA), Research Issues in eGovernment and ICT for Development (UiA), IT and Management (AUC), Research Methods in IS (AUC), Research Methods in Development Studies (AUC), ICT and Development (AUC), Information Resources Management (AUC) Data Warehousing (GSU) and Business Data Communication (FIU)

Faculty, Managing Quality Health Care Systems, Center for Management Development, FIU, 1992-1993

Faculty, AYMS (Attracting Youths to Math & Sciences), FIU-Dade County Schools program, 1992-1993.

Departmental Coordinator, United Way charity campaign, FIU, 1992-1993.