

**YOLANDE E. CHAN**  
*Annotated Curriculum Vitae*

Professor, Management of Information Technology  
The Stephen J.R. Smith School of Business, Queen's University  
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## **EDUCATION**

1988-92: Ph.D. in Business Administration (MIS), Ivey Business School, Western University, Canada  
1982-84: M.Phil. in Management Studies, Oxford University, England  
1981-82: S.M. in Electrical Engineering & Computer Science, Massachusetts Institute of Technology, USA  
1978-82: S.B. in Electrical Engineering, Massachusetts Institute of Technology, USA

## **EMPLOYMENT HISTORY**

### **Smith School of Business, Queen's University, 2017 - present**

ASSOCIATE DEAN (RESEARCH & PHD-MSC PROGRAMS): The associate dean plays two roles – promoting faculty and student research at Smith School while also directing the School's PhD and MSc programs.

### **Queen's University, 2013 - 2016**

ASSOCIATE VICE-PRINCIPAL (RESEARCH): Appointed to advance the social sciences and humanities research priorities and themes emerging from the 2012 Queen's Strategic Research Plan. In addition, fostered undergraduate research, research data management, and the launch of a data, analytics and computing (DAC) research group at Queen's.

### **Smith School of Business, Queen's University, 2006 - 2011**

DIRECTOR, THE MONIESON CENTRE: The Monieson Centre, located within Smith School of Business, facilitates research on knowledge in organizations and the economy. The Director is responsible for the research centre's strategy and operations. While serving as Director, collaborated with business executives, community leaders and academics at Queen's and around the world, studying issues of critical importance to management today. See [www.business.queensu.ca/knowledge](http://www.business.queensu.ca/knowledge).

### **Smith School of Business, Queen's University, 2003 - present**

FULL PROFESSOR: Taught and conducted research on information technology (IT) strategy and alignment, knowledge strategy, information privacy, digital capabilities, and digital innovation.

### **Smith School of Business, Queen's University, 1991 - 2003**

ASSISTANT and ASSOCIATE PROFESSOR: Joined Smith School of Business in July 1991. Conducted research on IT strategy, alignment and business performance impacts, and on knowledge management. Also conducted research on health information networks, information privacy and security. Taught knowledge management, management of IT, systems analysis and design, IT strategy, and research methods. Tenured and promoted to Associate Professor in July 1998. Promoted to Full Professor in July 2003.

### **Accenture (formerly Andersen Consulting), 1984 - 1988**

SENIOR MANAGEMENT CONSULTANT: Gained a wide variety of information systems planning, design, installation, and review skills. Received promotion to Manager. Key clients included the Bank of Montreal, Dellcrest Children's Centre, Sony of Canada Ltd., Texaco Canada Inc., the Toronto Hospital, and T.W. Cork.

## HONOURS AND AWARDS

- 2018: Nominee, Queen's University Award for Excellence in Graduate Supervision
- 2017: Invited Plenary Speaker, Information Systems Division, Administrative Sciences Association of Canada (ASAC) Conference  
Nominee, Queen's University Award for Excellence in Graduate Supervision
- 2016: Appointed as a Cambridge Digital Innovation Fellow, Cambridge University  
Nominee, Queen's University Award for Excellence in Graduate Supervision
- 2015: Designated as a Senior Member, IEEE  
Inducted into the Campion College Hall of Fame
- 2014: Recipient of the Association for Information Systems (AIS) Fellow Award which recognizes professors who have made outstanding international research, teaching and/or service contributions to the field of information systems  
Recipient of the Best Paper Award for the ASAC Conference, MIS Division (with D. Oppong-Tawiah)  
Nominee, Queen's University Award for Excellence in Graduate Supervision
- 2012: Recipient of the Best Submission (Poster) Award for the International Conference for Interprofessional Education and Collaborative Practice (with R. Brander and M. Paterson)
- 2011: Designated as an E. Marie Shantz Professor of Management Information Systems (MIS)
- 2010: Appointed to serve on the Principal's Academic Plan Writing Team, Queen's University  
Recipient of the Rob Shea Research Award, Canadian Association of Career Educators & Employers (with J. Massey, P. Smith and S. Field)
- 2009: Panelist, Principal's Installation Symposium, Queen's University
- 2008: Recipient of the Association for Information Systems (AIS) Outstanding Volunteer Award  
Designated as an E. Marie Shantz Faculty Fellow of MIS  
Invited to provide the keynote lecture to launch the 150<sup>th</sup> anniversary celebrations of ICHS
- 2006: Appointed as Secretary of the Association for Information Systems (2006-2009)
- 2005: Designated as an E. Marie Shantz Research Fellow
- 2004: Recipient of the Best Paper Award for the Association for Information Systems Americas Conference (AMCIS) Healthcare Track (with A. Dekker and D. Ramsden)  
Entered in the *International Who's Who* Directory
- 2003: Nominee for the 2002-2003 Commerce Professor Student Life Award
- 2001: Recipient of the 2000-2001 Commerce Teaching Excellence Award — an award to recognize the Commerce professor who best exemplifies excellence in teaching  
Entered in the *Who's Who in Canadian Business* Directory
- 2000: Inaugural recipient of the New Researcher Achievement Award (with M. Busch) — an award presented annually to a Smith School of Business faculty member in recognition of outstanding early contributions to research  
Nominee for the 2000-2001 Frank Knox Award for Excellence in Teaching — the highest Queen's University campus-wide teaching award

- 1999: Recipient of the Best Paper Award for the Association for Information Systems Americas Conference (AMCIS), Information Systems Strategy and Implementation Track  
Entered in the *Who's Who of Canadian Women* Directory
- 1998: Finalist in the *Canada's Top 40 Under 40* Competition  
Entered in the *Canadian Who's Who* Directory
- 1994: Recipient of the 1993-1994 Commerce Professor Student Life Award — awarded to the professor who has contributed most to the student life of the graduating class over their four year term in the Bachelor of Commerce program  
Nominee for the 1993-1994 Commerce Teaching Excellence Award at Smith School of Business — to recognize outstanding contributions to teaching throughout the academic year
- 1993: Winner of the International Conference on Information Systems Doctoral Dissertation Competition for the best doctoral dissertation in the information systems field in 1992-1993 (tied with L. Loh)  
Winner of the Society for Information Management Advanced Practices Council 1993 Research Competition  
Recipient of the MIS Division Honourable Mention Award for the Administrative Sciences Association of Canada conference (with S. Huff)
- 1991: Queen's National Scholar — a faculty appointment to enrich teaching and research. The main selection criterion is academic excellence  
Winner of the 1991 Marketing Science Institute Competition for Research on Managing Information to Improve Competitiveness (with S. Huff, D. Copeland, D. Barclay, and A. Morrison)
- 1990: Winner of the 1990 U.S. Center for Telecommunications Management Dissertation Proposal Competition
- 1982: Rhodes Scholarship (Jamaica & Hertford)

## PUBLICATIONS

### Refereed Journal Articles

Jenkin, Tracy A., Yolande E. Chan, and Rajiv Sabherwal. "Mutual Understanding in Information Systems Development: Changes Within and Across Projects." Forthcoming at *MIS Quarterly*.

Moeini-Aghkariz, Mohammad, Yasser Rahrovani, and Yolande E. Chan. "The Practical Relevance of IS Strategy Research: A Review of the Past 10 Years of JSIS." Forthcoming at the *Journal of Strategic Information Systems*.

Levallet, Nadège, and Yolande E. Chan. "Organizational Knowledge Retention and Knowledge Loss." Forthcoming at the *Journal of Knowledge Management*.

Chua, Cecil E.H., Jason Thatcher, Fred Niederman, Yolande E. Chan, and Elizabeth J. Davidson. "ICIS 2017 Panel Report: Break Your Shackles! Emancipating Information Systems from the Tyranny of Peer Review." Forthcoming at the *Communications of the Association for Information Systems*.

Chan, Yolande E., and Conor J.T. Farrington. "Community-based Research: Engaging Universities in Technology-related Knowledge Exchanges." *Information and Organization* 28, no. 3 (2018): 129-139.

Levallet, Nadège, and Yolande E. Chan. "Using Digital Capabilities to Unleash the Power of Strategic Improvisation." *MIS Quarterly Executive* 17, no. 1 (2018): 1-21.

Ahuja, Suchit, and Yolande E. Chan. "Resource Orchestration for IT-Enabled Innovation." *Kindai Management Review* 5 (2017): 77-95.

Chan, Yolande E., James S. Denford, and Joyce J. Jin. "Competing through Knowledge and Information Systems Strategies: A Study of Small and Medium-Sized Firms." *Journal of Information & Knowledge Management* 15, no. 3 (2016): 1-37.

Cram, W. Alec, M. Kathryn Brohman, Yolande E. Chan, and R. Brent Gallupe. "Information Systems Control Alignment: Complementary and Conflicting Systems Development Controls." *Information & Management* 53, no. 2 (March 2016): 183-196.

Oppong-Tawiah, Divinus, and Yolande E. Chan. "The Influence of IT and Knowledge Capabilities on the Survival of University IT Startups." *International Journal of Technoentrepreneurship* 3, no. 2 (2016): 150-172.

Greenaway, Kathleen E., Chan, Yolande E., and Robert E. Crossler. "Company Information Privacy Orientation: A Conceptual Framework." *Information Systems Journal* 25, no. 6 (November 2015): 579-606.

Wilson, Rosemary, Lenora Duhn, Paola Gonzalez, Susan Hall, Yolande E. Chan, and Elizabeth G. VanDenKerkhof. "Wireless Communication in Clinical Environments with Unique Needs." *Journal for Healthcare Quality* 36, no. 6 (2014): 24-32.

Rahrovani, Yasser, Yolande E. Chan, and Alain Pinsonneault. "Determinants of IS Planning Comprehensiveness." *Communications of the AIS* 34, no. 59 (March 2014): 1133-1155.

Khodakarami, Farnoosh, and Yolande E. Chan. "Exploring the Role of Customer Relationship Management (CRM) Systems in Customer Knowledge Creation." *Information & Management* 51, no. 1 (January 2014): 27-42.

Jenkin, Tracy A., Yolande E. Chan, David B. Skillicorn, and Keith W. Rogers. "Individual Exploration, Sensemaking and Innovation: A Design for the Discovery of Novel Information." *Decision Sciences* 44, no. 6 (December 2013): 1021-1057.

Greenaway, Kathleen E., and Yolande E. Chan. "Designing a Customer Information Privacy Program Aligned with Organizational Priorities." *MIS Quarterly Executive* 12, no. 13 (September 2013): 137-150.

Khodakarami, Farnoosh, and Yolande E. Chan. "An Investigation of Factors Affecting Marketing Information Systems' Use." *Journal of Marketing Development and Competitiveness* 7, no. 2 (May 2013): 115-121.

Galliers, Robert D., Sirkka L. Jarvenpaa, Yolande E. Chan, and Kalle Lyytinen. "Strategic Information Systems: Reflections and Prospectives" Editorial. *Journal of Strategic Information Systems* 21, no. 2 (June 2012): 85-90.

McLaren, Tim S., Milena M. Head, Yufei Yuan and Yolande E. Chan. "A Design Theory for Measuring Fit between a Firm's Competitive Strategies and Information Systems Capabilities." *MIS Quarterly* 35, no. 4 (December 2011): 909-929 and A1-A10.

Komporozos-Athanasidou, Aris, Michael Barrett, Eivor Oborn, and Yolande E. Chan. "Policy-making as a Struggle for Meaning: Disentangling Knowledge Translation Across International Health Contexts." *Knowledge Management Research & Practice* 9, no. 3 (September 2011): 215-227.

- Denford, James S., and Yolande E. Chan. "Knowledge Strategy Typologies: Defining Dimensions and Relationships." *Knowledge Management Research & Practice* 9, no. 2 (June 2011): 102-119. Selected by *KMRP* in May 2012 as one of the top articles published by the journal.
- Jenkin, Tracy A., and Yolande E. Chan. "IS Project Alignment: A Process Perspective." *Journal of Information Technology* 25, no. 1 (March 2010): 35-55.
- Chan, Yolande E., and Blaize H. Reich. "IT Alignment: What have we Learned?" *Journal of Information Technology* 22, no. 4 (December 2007): 297-315.
- Chan, Yolande E., and Blaize H. Reich. "IT Alignment: An Annotated Bibliography" *Journal of Information Technology* 22, no. 4 (December 2007): 316-396.
- Nevo, Dorit, and Yolande E. Chan. "A Temporal Approach to Expectations and Desires from Knowledge Management Systems." *Decision Support Systems* 44, no. 1 (November 2007): 298-312.
- Nevo, Dorit, and Yolande E. Chan. "A Delphi Study of Knowledge Management Systems: Scope and Requirements." *Information & Management* 44, no. 6 (September 2007): 583-597.
- Chan, Yolande E., Niraj Bhargava, and Christopher T. Street. "Having Arrived: The Homogeneity of High-Growth Small Firms." *Journal of Small Business Management* 44, no. 3 (July 2006): 426-440.
- Chan, Yolande E., Rajiv Sabherwal, and Jason Thatcher. "Antecedents of Strategic IS Alignment: An Empirical Investigation." *IEEE Transactions on Engineering Management* 53, no. 1 (February 2006): 27-47.
- Wightman, Doug H., Lucas G. Jurkovic, and Yolande E. Chan. "Technology to Facilitate Ethical Action: A Proposed Design." *AI & Society* 19, no. 3 (September 2005): 250-264.
- Chan, Yolande E., Mary J. Culnan, Kathleen E. Greenaway, Gary Laden, Toby Levin, and H. Jeff Smith. "Information Privacy: Management, Marketplace, and Legal Challenges." *Communications of the AIS* 16, article 12 (August 2005): 270-298.
- Greenaway, Kathleen E., and Yolande E. Chan. "Firms' Information Privacy Behaviors: Competing Theoretical Explanations." *Journal of the Association for Information Systems* 6, no. 6, Article 7 (June 2005): 171-198.
- Chan, Yolande E., Anna R. Dekker, and David J. Ramsden. "Diffusing Healthcare Knowledge: A Case Study of the Care Delivery Network." *Communications of the AIS* 15, no. 13 (February 2005): 225-241.
- Ford, Dianne P., and Yolande E. Chan. "Knowledge Sharing in a Multi-Cultural Setting: A Case Study." *Knowledge Management Research & Practice* 1, no. 1 (June 2003): 11-17.
- Mills, S. Keith, Rico S. Yao, and Yolande E. Chan. "Privacy in Canadian Health Networks: Challenges and Opportunities." *Leadership in Health Services* 16, no. 1 (February 2003): 1-10.
- Chan, Yolande E. "Why Haven't We Mastered Alignment?: The Importance of the Informal Organization Structure." *MIS Quarterly Executive* 1, no. 2 (June 2002): 97-112.
- Sabherwal, Rajiv, and Yolande E. Chan. "Alignment Between Business and IS Strategies: A Study of Prospectors, Analyzers, and Defenders." *Information Systems Research* 12, no. 1 (March 2001): 11-33.
- Chan, Yolande E. "IT Value—The Great Divide between Qualitative and Quantitative, and Individual and Organizational, Measures." *Journal of Management Information Systems* 16, no. 4 (Spring 2000): 225-261.

Gray, Peter H., and Yolande E. Chan. "Integrating Knowledge Management Practices Through a Problem-Solving Framework." *Communications of the AIS* 4, no. 12 (November 2000).

Chan, Yolande E. "Creating Canada's First Privatized MBA Program." *Academy of Management Executive* 13, no. 2 (May 1999): 100-105.

Volkoff, Olga, Yolande E. Chan, and E.F. Peter Newson. "Leading the Development and Implementation of Collaborative Interorganizational Systems." *Information & Management* 35, no. 2 (January 1999): 63-75.

Chan, Yolande E., Sid L. Huff, and Duncan G. Copeland. "Assessing Realized Information Systems Strategy." *Journal of Strategic Information Systems* 6, no. 4 (December 1998): 273-298.

Chan, Yolande E., Sid L. Huff, Donald W. Barclay, and Duncan G. Copeland. "Business Strategic Orientation, Information Systems Strategic Orientation, and Strategic Alignment." *Information Systems Research* 8, no. 2 (June 1997): 125-150.

Chan, Yolande E., and Veda C. Storey. "The Use of Spreadsheets in Organizations: Determinants and Consequences." *Information & Management* 31, no. 3 (December 1996): 119-134.

Chan, Yolande E., and Sid L. Huff. "Strategy: An Information Systems Research Perspective." *Journal of Strategic Information Systems* 1, no. 4 (September 1992): 191-204.

#### **Other Monieson Centre-Related Refereed Journal Articles**

Knutsen, Wenjue L. and Yolande E. Chan. "The Phenomenon of Staff Volunteering: How Far Can You Stretch the Psychological Contract in a Nonprofit Organization?" *Voluntas: International Journal of Voluntary and Nonprofit Organizations* 26, no. 3 (June 2015): 962-983.

Benecki, Leslie A., John S. Andrew, and Yolande E. Chan. "Evaluating the Feasibility of an Affordable Housing and Community Centre: A Case Study from Rural Ontario." *Journal of Rural and Community Development* 9, no. 2 (May 2014): 67-80.

Massey, Jennifer, Sean Field, and Yolande Chan. "Partnering for Economic Development: How Town-Gown Relations Impact Local Economic Development in Small and Medium Cities." *The Canadian Journal of Higher Education* 44, no. 2 (2014): 152-169.

Brander, Rosemary A., Margo L. Paterson, and Yolande E. Chan. "Using a Common Vision of Partners in Care to Enhance Hospital Relationships." *Journal of Research in Interprofessional Practice and Education* 3, no. 2 (August 2013): 1-25.

Chan, Yolande E., and Leslie A. Benecki. "Evaluating the Success of a Hospital's Community Engagement Process." *Healthcare Management Forum* 26, no. 1 (Spring 2013): 20-25.

Brander, Rosemary A., Margo L. Paterson, and Yolande E. Chan. "Fostering Change in Organizational Culture using a Critical Ethnographic Approach." *The Qualitative Report* 17, no. 45 (November 2012): 1-27.

Massey, Jennifer, Yolande Chan, Sean Field, and Paul Smith. "The Role of Career Services in Facilitating Local Economic Growth – Opening Doors to Students' Understanding of Local Opportunities." *Canadian Journal of Career Development* 10, no. 1 (February 2011). Selected to be reprinted in the 2012 CJCD celebratory 10<sup>th</sup> anniversary book.

## Journal Articles Under Review

Chan, Yolande, Suchit Ahuja, Farzam Boroomand, and Arman Sadreddin. "Technology Affordances in an Era of Digital Innovation: Time for a Strategic Shift?" Under review at *Long Range Planning*.

Chan, Yolande E., Rashmi Krishnamurthy, and Craig Desjardins. "How Technology-enabled Organizational Learning Processes Enable Startups to Survive." Under second review at *MISQ Executive*.

Jenkin, Tracy A., Yolande E. Chan, and David Skillicorn. "Group Idea Generation and Decision-Making: A Novel Approach." Under second review at *The Data Base for Advances in Information Systems*.

Levallet, Nadège, and Yolande E. Chan. "The Development of IT-enabled Organizational Improvisation Capability." Under review at *Information Systems Research*.

Levallet, Nadège, James S. Denford, and Yolande E. Chan. "QCA and Correlation-based Methods: Complementary Analytical Approaches for IS Scholars." Under second review at *Information Systems Research*.

Li, Ting, and Yolande E. Chan. "Dynamic Information Technology Capability: Definition, Dimensions, and Research Implications." Under third review at the *Journal of Strategic Information Systems*.

Li, Ting, Yolande Chan, and Nadège Levallet. "Value Creation and Value Capture in Digital Platforms." Under review at *Long Range Planning*.

Liebowitz, Jay, Yolande Chan, Tracy Jenkin, Dylan Spicker, Joanna Paliszkievicz, and Fabio Babiloni. "If Numbers Could 'Feel': How Well Do Executives Trust Their Intuition?" Under review at *VINE: The Journal of Information and Knowledge Management Systems*.

Sadreddin, Arman, and Yolande E. Chan. "How Digital Technology Affordances Transform Start-up Capabilities." Under review at *Information & Management*.

Wang, Junjun, Yolande E. Chan, and James S. Denford. "The Co-evolution of IT and Knowledge with Agility in Micro and Small Enterprises." Under review at the *Journal of Information & Knowledge Management*.

## Practitioner Targeted Journal Articles

Murphy, Pamela R., and Yolande E. Chan. "The CFO Competency Map." *CPA Magazine*, March 2014.

Dixon, Jeff and Yolande Chan. "The Creative Economy – An Opportunity for Rural Revitalization." *The Economic Development Journal of Canada*, November 2011.

Caldwell, Wayne, Jennifer Ball, Yolande Chan, Jeff Dixon, Harold Flaming, Suzanne Ainley, and Sara Thomson, "Key Research Interests in Rural Ontario." *Ontario Planning Journal* 25, no. 6 (November-December 2010): 12.

Chan, Yolande E., Keith Mills, and Rico Yao. "Thinking Outside the Toolbox." *Canadian Healthcare Manager* 10, no. 3 (June 2003): 49-53.

Saunders, Chad, and Yolande E. Chan. "Rapid-Growth Firms: The Challenge of Managing Information Technology." *Ivey Business Journal* (January-February 2002): 62-67. A podcast of the article was developed by *Ivey Business Journal* in 2006-7.

Smith, Heather, and Yolande Chan. "Practitioner's Guide to IS Performance Measurement: An APC Sponsored Research Project." *SIM Delivers* 1, no. 1 (April 1996): 1-4.

Chan, Yolande. "Business and Information Systems Strategy, Structure and Alignment: An APC-Sponsored Study." *SIM NETWORK* (February 1996): 15-16.

Chan, Yolande E., and Sid L. Huff. "Strategic Information Systems Alignment." *Business Quarterly* (now *Ivey Business Journal*, August 1993): 51-55.

Huff, Sid L., and Yolande E. Chan. "Competing With IT: More Than One Way To Win." *Canadian Information Processing* (April-May 1991): 22-24, 30.

### Refereed Books and Book Chapters

Liebowitz, Jay, Yolande Chan, Tracy Jenkin, Dylan Spicker, Joanna Paliszkievicz, and Fabio Babiloni (eds.). "How Well Do Executives Trust Their Intuition." Taylor & Francis, 2019.

Chan, Yolande E., Tracy Jenkin, and Dylan Spicker. "Gender, Experience, Industry Sector, Title, and Country: Playing a Role in Intuition." In *How Well Do Executives Trust Their Intuition*, edited by Jay Liebowitz, Yolande Chan, Tracy Jenkin, Dylan Spicker, Joanna Paliszkievicz, and Fabio Babiloni, Taylor & Francis, 2019.

Levallet, Nadège and Yolande E. Chan. "Knowledge Loss and Retention: The Paradoxical Role of IT" in *Success and Failures of Knowledge Management*, edited by Jay Liebowitz, Elsevier, 2016.

Gonzalez, Paola A. and Yolande E. Chan. "Exploring Physicians' Resistance to Using Mobile Devices: A Hospital Case Study." In *Business Technologies in Contemporary Organizations: Adoption, Assimilation, and Institutionalization*, edited by Abrar Haider, IGI Global, October 2014.

Chan, Yolande E. and Blaize Horner Reich. "Rethinking Business-IT Alignment." In *Rethinking Management Information Systems* (second edition), edited by Wendy Currie and Robert Galliers, Oxford University Press, 2011, pp. 346-372.

Zureik, Elia, with L. Lynda Harling Stalker, Emily Smith, David Lyon and Yolande E. Chan (eds.). "Surveillance, Privacy and the Globalization of Personal Information: International Comparisons." McGill-Queen's University Press, 2010.

Chan, Yolande E. "Introduction: Consumers and Workers." In *Surveillance, Privacy and the Globalization of Personal Information: International Comparisons*, edited by Zureik, Stalker, Smith, Lyon and Chan, McGill-Queen's University Press, 2010, pp. 291-294.

Ip, Frederick, and Yolande E. Chan. "Information Systems Security: A Survey of Canadian Executives." In *Computer Security, Privacy and Politics: Current Issues, Challenges and Solutions*, edited by Ramesh Subramanian, Idea Group Publishing, March 2008.

Chan, Yolande E., Anna R. Dekker, and David J. Ramsden. "Diffusing Healthcare Knowledge: A Case Study of the Care Delivery Network." 2007 reprint in the Global Text Project (<http://globaltext.org>) Information Systems text, edited by Rick Watson with David Bray as section editor.

Chan, Yolande E. "IT Value—The Great Divide between Qualitative and Quantitative, and Individual and Organizational, Measures." In *Exploring Information Systems Research Approaches*, edited by Robert Galliers, Lynne Markus and Sue Newell, Butterworth-Heinemann, 2004.

Chan, Yolande E. "Competing through Information Privacy." In *Competing in the Information Age*, edited by Jerry Luftman, Oxford University Press, 2003.



Malara, Yann B., and Yolande E. Chan. "The Formation and Stagnation of a Healthcare Network." In *The European Group of Public Administration (EGPA) Yearbook*, edited by A. Salminen, W.J.M. van der Donk and E.H. Klijn, 2002.

Chan, Yolande E., and David J. Ramsden. "Understanding Health Information Networks in Canada." In *Strategies for Healthcare Information Systems*, edited by Ton Spil and Robert Stegwee, Hershey, PA: Idea Group Publishing, 2001, pp. 143-163.

Chan, Yolande E. "Information Systems Strategy, Structure and Alignment." In *Strategic Information Technology: Opportunities for Competitive Advantage*, edited by Raymond Papp, Hershey, PA: Idea Group Publishing, 2001, pp. 56-81.

Chan, Yolande E., and Anne-Marie Croteau. Editors, *Proceedings of the IS Division*, Administrative Sciences Association of Canada Conference, Montreal, July 2000.

Huff, Sid L., and Yolande E. Chan. "Aligning Information Systems Strategy with Business Strategy." In *Managing for Success*, edited by Monica Fleck, Toronto: HarperCollins Publishers, 1999, pp. 43-47.

Chan, Yolande E. "Going the Extra Mile." In *Scaling the Ivory Tower: Stories from Women in Business School Faculties*, edited by Dianne Cyr and Blaize Horner Reich, Westport, CT: Praeger Publishers, 1996, pp. 3-17.

National Academy of Public Administration Panel (panel members: C. Morgan Kinghorn (chair), Wayne F. Anderson, Duane P. Andrews, Yolande E. Chan, and David S.C. Chu). *Information Management Performance Measures—Developing Performance Measures and Management Controls for Migration Systems, Data Standards, and Process Improvements in the Department of Defense*. Washington, DC: National Academy of Public Administration, January 1996.

Chan, Yolande, and Heather Smith. *Practitioner's Guide to IS Performance Measurement*. Chicago, Illinois: Society for Information Management, 1995.

Chan, Yolande E., and Sid L. Huff. "The Development of Instruments to Assess Information Systems and Business Unit Strategy and Performance." In *Research in Strategic Management and Information Technology*, edited by J. Henderson and N. Venkatraman, JAI Press, 1994, pp. 145-184.

### **Other Monieson Centre-Related Refereed Books and Book Chapters**

Chan, Yolande E. and Jeff A. Dixon. "The Creative Economy – A Rural Revitalization Opportunity." *Taking the Next Steps: Sustainability Planning, Participating and Public Policy in Rural Canada*, edited by Lars Hallstrom, University of Alberta Press, 2015.

Chan, Yolande E., Jeff A. Dixon, and Christine R. Dukelow. "Revitaliser les économies rurales: Un guide pour les praticiens." French translation of "Revitalizing Rural Economies: A Guide for Practitioners" (translation by Patrick St-Amand), The Monieson Centre, March 2015. Available online.

Chan, Yolande E., Jeff A. Dixon, and Christine R. Dukelow. "Revitalizing Rural Economies: A Guide for Practitioners." McGill-Queen's University Press, November 2013.

Massey, J., Y. Chan, S. Field, and P. Smith. "The Role of Career Services in Facilitating Local Economic Growth – Opening Doors to Students' Understanding of Local Opportunities." In *A Multi-Sectoral Approach to Career Development: A Decade of Canadian Research* edited by Robert Shea and Rhonda Joy, *Canadian Journal of Career Development*, February 2012, pp. 565-588. This is a reprint of the authors' *CJCD* 2011 article in the 10th anniversary book compiling "the most thought-provoking and ground-breaking articles to appear in the *CJCD*".

Oborn, Eivor, Michael Barrett, Aris Komporozos-Athanasidou, and Yolande E. Chan. "Discourse in Health Care Policy: Comparing UK and Canada." In *The Reform of Healthcare: Shaping, Adapting and Resisting Policy Developments*, edited by Helen Dickinson and Russell Mannion, Palgrave Macmillan, January 2012, pp. 109-121.

### Refereed Conference Proceedings

Li, Ting (Carol), Shamel Addas, and Yolande E. Chan. "Is Sociomateriality a Viable Lens for IS Research? A Scoping Review" Paper (abstract provided) in the *Proceedings of the 46<sup>th</sup> Administrative Sciences Association of Canada Conference*, Toronto, May 2018.

Dixon, Jeffrey, Kathryn Brohman, and Yolande Chan. "Dynamic Ambidexterity: Exploiting Exploration for Business Success in the Digital Age." Paper in the *Proceedings of the International Conference on Information Systems Conference*, Seoul, Korea, December 2017.

Levallet, Nadège, and Yolande E. Chan. "Strategic Improvisation Capability: A Research Framework." Paper (abstract provided) in the *Proceedings of the Administrative Sciences Association of Canada (ASAC) Conference*, Montreal, May-June 2017.

Sadreddin, Arman, and Yolande E. Chan. "Development of an Information Technology Infrastructure (ITI) Measurement Tool." Paper accepted for presentation at the Annual Conference of the Administrative Sciences Association of Canada (ASAC), Montreal, May-June 2017.

Ahuja, Suchit, and Yolande E. Chan. "Digital Innovation: A Frugal Ecosystem Perspective." Paper in the *Proceedings of the International Conference on Information Systems* ("Digital Innovation at the Crossroads" mini-track), Dublin, Ireland, December 2016.

Li, Ting (Carol), and Yolande E. Chan. "Developing an Instrument to Measure Firm-wide Dynamic IT Capability." Research-in-progress paper in the *Proceedings of the International Conference on Information Systems* ("Methodological and Philosophical Foundations of IS" mini-track), Dublin, Ireland, December 2016.

Ahuja, Suchit, and Yolande E. Chan. "The Enabling Role of IT in Frugal Innovation." Paper accepted for the Journal of the Association for Information Systems (JAIS) Theory Development Workshop at the 37<sup>th</sup> *International Conference on Information Systems*, Dublin, Ireland, December 2016.

Ahuja, Suchit, Yolande E. Chan, and James S. Denford. "IT-enabled Innovation and Improvisation in Canadian SMEs: A Qualitative Comparative Analysis." Paper in the *Proceedings of the 22<sup>nd</sup> Americas Conference on Information Systems* ("Impact of IT on Strategic Innovation & Competitive Advantage" mini-track), San Diego, California, August 2016.

Levallet, Nadège, and Yolande E. Chan. "IT Capabilities and Strategic Improvisation: A Multi-method Investigation." Paper in the *Proceedings of the 22<sup>nd</sup> Americas Conference on Information Systems* ("IT-Enabled Information Management Capability" mini-track), San Diego, California, August 2016.

Levallet, Nadège, and Yolande E. Chan. "IT Capabilities and Strategic Improvisation: A Tale of Two Complementary Methods." Paper accepted for the "Set-Theoretic Methods: Qualitative Comparative Analysis (QCA) for IS Research" Workshop at the 22<sup>nd</sup> *Americas Conference on Information Systems*, San Diego, California, August 2016.

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### Teaching Cases and Case Studies

Jenkin, Tracy A., Yolande E. Chan, and David B. Skillicorn. “Case Study: Novel Knowledge Discovery on the Web.” In *Knowledge Management Challenges, Solutions and Technologies* by I. Becerra-Fernandez and R. Sabherwal. M.E. Sharpe, Inc., 2<sup>nd</sup> Edition, 2010.

Chan, Yolande E., and Richard J. Simm. “Systems Analysis and Design at Stratford General Hospital.” In Chapter 2 of *Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 61-78.

Chan, Yolande E., and Richard J. Simm. “Systems Analysis and Design at Stratford General Hospital—Teaching Notes.” In Chapter 2 of *Instructor’s Manual to Accompany Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 28-43.

Fertuck, Len, Yolande E. Chan, and Richard J. Simm. “Systems Analysis and Design at Trundles Restaurant.” In Chapter 3 of *Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 135-141.

Fertuck, Len, Yolande E. Chan, and Richard J. Simm. “Systems Analysis and Design at Trundles Restaurant—Teaching Notes.” In Chapter 3 of *Instructor’s Manual to Accompany Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 92-111.

Fertuck, Len, Yolande E. Chan, and Sherry L. Jack. “Ms. Ehree Hospital.” In Chapter 3 of *Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 141-156.

Fertuck, Len, Yolande E. Chan, and Sherry L. Jack. “Ms. Ehree Hospital—Teaching Notes.” In Chapter 3 of *Instructor’s Manual to Accompany Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 112-132.

Chan, Yolande E. (and directed by S.L. Huff). “St. Thomas Psychiatric Hospital: A Strategic Planning Framework.” In *Activities and Readings in Information Systems* (first edition), edited by Steven R. Gordon and Judith R. Gordon, pages A23-A28. Orlando, Florida: Dryden Press, 1996.

Simm, Richard J., and Yolande E. Chan. *Systems Analysis and Design at Stratford General Hospital*. Case No. 9-95-E001. London: Ivey Business School, Western University (1995).

Simm, Richard J., and Yolande E. Chan. *Systems Analysis and Design at Stratford General Hospital: Assignments and Solutions*. Case No. 8-95-E01. London: Ivey Business School, Western University (1995).

Simm, Richard J., and Yolande E. Chan. *Systems Analysis and Design at Trundles Restaurant*. Revised and expanded version of *Cooking with Cal Oreez* prepared by Len Fertuck, Wm. C. Brown Publishers, 1992. Released for publication by, and use at, Queen’s University School of Business by Irwin Publishers, 1994.

Jack, Sherry L., and Yolande E. Chan. *Ms. Ehree Hospital—An Adaptation*. Revised and expanded version of *Ms. Ehree Hospital* prepared by Len Fertuck, Wm. C. Brown Publishers, 1992. Released for publication by, and use at, Queen’s University School of Business by Irwin Publishers, 1994.

Chan, Yolande. *St. Thomas Psychiatric Hospital—A Strategic Planning Framework*. Case No. 9-89-E010 (directed by S.L. Huff). London: Ivey Business School, Western University (1989).

Chan, Yolande. *St. Thomas Psychiatric Hospital—A Strategic Planning Framework: Teaching Note*. Case No. 8-89-E010. London: Ivey Business School, Western University (1989).

Chan, Yolande. *St. Thomas Psychiatric Hospital—Planning A Systems Architecture*. Case No. 9-89-E008 (directed by S.L. Huff). London: Ivey Business School, Western University (1989).

Chan, Yolande. *St. Thomas Psychiatric Hospital—Planning A Systems Architecture: Teaching Note*. Case No. 8-89-E008. London: Ivey Business School, Western University (1989).

Chan, Yolande E. *St. Thomas Psychiatric Hospital*. Case No. 9-89-E014 (directed by S.L. Huff). London: Ivey Business School, Western University (1988).

## UNPUBLISHED MANUSCRIPTS

Chan, Yolande E. “Business Strategy, Information Systems Strategy, and Strategic Fit: Measurement and Performance Impacts.” Doctoral thesis. London, Ontario: Western University, 1992. (Co-winner of the 1992-1993 International Conference on Information Systems Doctoral Dissertation Competition.)

Chan, Yolande E. “The Organization of Field Service Systems.” M.Phil. thesis. Oxford: Hertford College, Oxford University, 1984.

Brown, Yolande E. “Integrated Circuit Cross-Section Modeling.” M.Sc. thesis. Cambridge, MA: Massachusetts Institute of Technology, 1982.

Brown, Yolande E. “RVLSI Wafer Yield Dependencies.” B.Sc. thesis. Cambridge, MA: Massachusetts Institute of Technology, 1981.

## GRANTS<sup>1</sup>

2017: Social Sciences and Humanities Research Council of Canada Insight Grant (\$194,398 for 2017-2022) with collaborator, Michael Barrett. “Digital Innovation in University Incubators and Startups.”

2016: Queen’s University Principal’s Development Fund (Visiting Scholars Grant, \$2,079).

2015: Social Sciences and Humanities Research Council of Canada Insight Development Grant (\$59,875 for 2015-2018). “Exploring IT-enabled Frugal Innovation.”

2014-15: Queen’s University and Smith School of Business Grants (\$5,000 for 2015-2016 and \$3,500 for 2014). “Social Sciences and Humanities Research Council of Canada Grant Proposal Preparation.”

2012: Social Sciences and Humanities Research Council of Canada Insight Development Grant (\$33,848 for 2012-2015) with co-applicant, Craig Desjardins. “Digital Technology Strategy and Business Innovation.”

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<sup>1</sup> Chan is the principal investigator (PI) unless otherwise stated.

- 2011: Social Sciences and Humanities Research Council of Canada Partnership Development Grant (\$228,640 for 2011-2015) with co-applicants Andrew, Blay-Palmer, Borowec, Chen, Dacin, de Bettignies, Desjardins, Donald, Hambly Odame, Hunter, Ivus, Packalen, Pant, Plourde, Ragetlie, Raver, Stolarick, Thiele, and Viswanathan. “Research Partnerships to Revitalize Rural Economies.”
- Agriculture and Agri-Food Canada (Rural Secretariat) Community Development Program Application (\$199,200 for 2011-2013). “The Impact of Academic Knowledge Mobilization in Rural Economic Development.”
- Economic Developers Council of Ontario (\$60,975 for 2011-2012) with co-applicants Alison Blay-Palmer, Chialin Chen, Tina Dacin, Linda Dyer, Kelley Packalen and Veikko Thiele. “Research to Revitalize Rural Economies.”
- Social Sciences and Humanities Research Council of Canada Public Outreach Grant – Canadian Environmental Issues (\$79,700 for 2011-2012) with Alison Blay-Palmer (PI) and other collaborators. “Building Regional Food Hubs in Ontario: Fostering Linked-up Thinking and Practice through Sustainable Food Systems.”
- OMAFRA Mobilizing Agri-Food and Rural Research Knowledge, Knowledge Translation and Transfer Program (\$64,885 for 2011-2012) with Alison-Blay Palmer (PI) and other collaborators. “Developing Regional Food Hubs: Applying Knowledge to Increase Local Food Purchasing through Local Food Linkages and Value Chains.”
- Smith School of Business Faculty Development Fund Grant (\$5,000).
- 2010: Social Sciences and Humanities Research Council of Canada Aid to Research Workshops and Conferences (\$20,000 for 2010-2011). “The Rural Creative Economy: From Theory to Practice.”
- Social Sciences and Humanities Research Council of Canada Public Outreach Grant (\$49,922 for 2010-2013). “French Translation of ‘Revitalizing Rural Economies by Mobilizing Academic Knowledge’ Findings.”
- 2009: Ontario Ministry of Agriculture, Food and Rural Affairs through the University of Guelph (\$94,000 for 2009-2010), with Wayne Caldwell (PI), Harold Flaming and research team members Jennifer Ball and Jeff Dixon. “Identifying Rural Research Priorities through Community Engagement.”
- Health Force Ontario Interprofessional Care Grant (\$62,080 for 2009-2010), with Marcy Saxe-Braithwaite (PI), Rosemary Brander, Margo Paterson and Yolande Chan. “Changing the Culture of Customer Service for Patients, Families and Health Caregivers: A Learning Process.”
- 2008: Social Sciences and Humanities Research Council of Canada Knowledge Impact in Society Grant (\$298,501 for 2008-2011), with Drs. Blay-Palmer, Donald, Hunter, Raver and Wilson, along with partnering organizations such as PELA CFDC and the Eastern Ontario CFDC Network Inc. “Revitalizing Rural Economies by Mobilizing Academic Knowledge.”
- Social Sciences and Humanities Research Council of Canada Community-University Research Alliances Letter of Intent (\$20,000 in proposal development funds for 2008), with Drs. Aubert, Blay-Palmer, Borowec, Chen, de Bettignies, Desjardins, Donald, Dostie, Gregory, Hunter, Kotecha, McHale, Packalen, Pazderka, Raver, Rivard, Selkirk, Sephton, Suret, and Wilson, along with partnering organizations such as PELA CFDC and the Eastern Ontario CFDC Network Inc. “Revitalizing Rural Economies through Community-University Partnerships.”

Social Sciences and Humanities Research Council of Canada Strategic Research Grant (\$227,095 for 2008-2011), with Betsy Donald (PI), co-investigators Richard Florida and Kevin Stolarick, and collaborator Alison Blay-Palmer. “The Creative Food Economy: A New Menu for Sustainable Economic Development.” (Chan Collaborator Focus: Knowledge Transfer)

Social Sciences and Humanities Research Council of Canada International Opportunities Fund Grant (\$24,940 for 2008-2009), with Michael Barrett, Bill Mackillop and Eivor Oborn. “Understanding Institutional Influences on Cancer Care Management.” (Chan Focus: Knowledge Diffusion)

2007: Change Foundation Grant (\$100,000 for 2007-2009) with M. Parry, principal investigator, and collaborators, M. Harrison and J. Medves. Submitted by the Nursing Research Council in collaboration with KGH, PCCC, SE Community Care Access Centre, Practice and Research in Nursing Group, Queen’s Joanna Briggs Collaboration and The Monieson Centre. “Building a Knowledge-Intense Nursing Workplace Using a Practice Scholarship Program (PSP).”

2006: Ontario Research Network for Electronic Commerce (ORNEC) Grant for \$476,216 with Norm Archer (McMaster), principal investigator, and co-investigators, Ken Deal, Milena Head, Yufei Yuan (McMaster), Yolande Chan (Queen’s), Uma Kumar and Vinod Kumar (Carleton). “Defining and Measuring Identity Theft.”

2005: Smith School of Business Fall and Winter D.I. McLeod Research Assistantship (\$1,800).

2004: Privacy Commissioner of Canada (Contributions Program) Grant (\$49,970 for 2004-2005). Awarded to The Surveillance Project (David Lyon, principal investigator, and co-investigators Yolande Chan and Elia Zureik). “Location Technologies: Mobilities, Surveillance, and Privacy.”

2003: Social Sciences and Humanities Research Council of Canada INE Collaborative Research Initiatives Grant (\$1.93 million for 2003-2007), with David Lyon (principal investigator) and co-investigator Elia Zureik. “The Globalization of Personal Data.”

Social Sciences and Humanities Research Council of Canada INE Standard Research Grant (\$79,935 for 2003-2007). “Evaluating the Knowledge Strategies of High-Technology, High-Growth, Small and Medium Sized Enterprises.”

Social Sciences and Humanities Research Council of Canada Grant (\$30,000) with David Lyon (principal investigator) and Elia Zureik (co-investigator). The SSHRC INE letter of intent (LOI) was approved, and funding was provided to develop the proposal on the “Globalization of Personal Data” (which also was approved later; see above).

2002: Ontario Research and Development Challenge Fund (ORDCF) Grant for the “Ontario Research Network for E-Commerce” project (\$15 million dollars in total, with a third from ORD CF, a third from the private sector and a third from universities). Principal investigator from Queen’s (one of four universities): Brent Gallupe. Queen’s collaborators: Julian Barling, Marc Busch, Peggy Cunningham, Tina Dacin, Jim McKeen, Douglas Reid, Sandy Staples and myself.

Smith School of Business Research Program (\$8,000), Queen’s Centre for Knowledge-Based Enterprises (\$8,000) and the Queen’s Surveillance Project (\$6,000) (with Peggy Cunningham and Kathleen Greenaway) for the purpose of holding a Queen’s symposium on mobile commerce and information privacy.

Smith School of Business Research Program Grant (with Peggy Cunningham and Jane Webster) for the purpose of bringing Visiting Scholar Kirstie Ball to Smith School of Business (\$7,500).

- Smith School of Business General Research Grant (\$3,000).
- Ministry of Enterprise, Opportunity and Innovation, “Leading Growth Firm Series on Creating and Managing Advisory Boards,” (\$25,000) with Elspeth Murray (principal investigator), Niraj Bhargava, Andrie Nel, and Sandra Olszowka.
- Queen’s Centre for Enterprise Development Grant (\$5,420) with Niraj Bhargava.
- Smith School of Business Summer D.I. McLeod Graduate Research Assistantships (\$2,988 with Niraj Bhargava, and \$1,992 with Peggy Cunningham).
- 2001: Queen’s Centre for Knowledge-Based Enterprises Grant (\$5,000).
- Queen’s Centre for Knowledge-Based Enterprises Grant (\$7,100).
- Smith School of Business Fall and Winter D.I. McLeod Graduate Research Assistantship (\$900).
- Smith School of Business Summer D.I. McLeod Graduate Research Assistantship (\$1,993).
- Queen’s Office of Research Services, Conference Travel Award (\$500).
- 2000: Nortel Networks Educational Grant (\$40,000) to Smith School of Business and Queen’s Department of Computing and Information Science. Obtained with the assistance of Tom Anger and Rick Jackson (Business), and Janice Glasgow, Hossam Hassanein and Henk Meijer (Computing and Information Science).
- Nortel Networks Research Grant (\$5,000) for a study on IT curriculum innovations to be conducted with the assistance of research associate, Kathleen Greenaway.
- Smith School of Business New Researcher Achievement Award (\$2,500).
- Smith School of Business Fall and Winter D.I. McLeod Graduate Research Assistantship (\$1,800).
- Smith School of Business Summer D.I. McLeod Graduate Research Assistantship (\$1,495).
- 1999: Social Sciences and Humanities Research Council of Canada Grant (\$360,000 for 1999-2002) with David Lyon (principal investigator) and Robert Pike, Bart Simon, and Elia Zureik (co-investigators).
- Ontario Research and Development Challenge Fund Grant (\$1,189,522 with matching funds of \$1,000,000 from CIBC) with Jim McKeen (principal investigator) and Julian Barling, Brent Gallupe, John Gordon, Darren Meister, Elspeth Murray, Douglas Reid and Sandy Staples (co-investigators). This ORDCF Grant subsequently was managed with the assistance of Niraj Bhargava, Queen’s Centre for Enterprise Development (QCED).
- Queen’s Office of Research Services, Conference Travel Award (\$1,000).
- Smith School of Business Fall and Winter D.I. McLeod Research Assistantship (\$450).
- Smith School of Business Summer D.I. McLeod Graduate Research Assistantship (\$2,191).



- Smith School of Business Summer D.I. McLeod Undergraduate Research Assistantship (\$707).
- 1998: Care Delivery Network (CDN) Healthcare Research Grant (\$5,000).
- Smith School of Business Summer D.I. McLeod Research Assistantship (\$3,600).
- Smith School of Business Fall and Winter D.I. McLeod Research Assistantship (\$900).
- 1997: Glaxo Wellcome Healthcare Research Grant (\$250,000 for July 1997 - September 1997) with Rick Riopelle and Tom MacKenzie (Queen's Health Sciences), Bo Pazderka, John Wilson and John Gordon (Smith School of Business), and Carol Beatty and Caroline Weber (Queen's School of Industrial Relations).
- Andersen Consulting computer-assisted software engineering (CASE) laboratory upgrade (\$2,000)—obtained with the assistance of Susan Smith and Michael Kirkpatrick of Smith School of Business.
- Smith School of Business Fall and Winter D.I. McLeod Research Assistantship (\$900).
- Smith School of Business Summer D.I. McLeod Research Assistantship (\$3,600).
- 1996: Social Sciences and Humanities Research Council of Canada Grant (\$58,000 for 1996-1999) with Blaize Reich (principal investigator), Izak Benbasat (co-investigator), and Michelle Brown (collaborator).
- Smith School of Business Research Program Award (\$1,500).
- Queen's University Advisory Research Committee Travel Grant (\$500).
- Smith School of Business Fall and Winter D.I. McLeod Research Assistantship (\$900).
- 1995: Smith School of Business Summer D.I. McLeod Research Assistantship (\$6,300).
- 1994: Smith School of Business Summer D.I. McLeod Research Assistantship (\$5,250).
- 1993: Society for Information Management Advanced Practices Council 1993 Research Grant (\$48,400 US for an 18-month period).
- Social Sciences and Humanities Research Council of Canada Research Grant (\$39,000 for 1993-1996).
- Queen's Principal's Development Fund Award to provide support for the development of a systems analysis and design course (\$3,750) with Brent Gallupe, Jim McKeen and Peter Todd.
- Smith School of Business D.I. McLeod Research Assistantship and Research Grant (\$3,020).
- 1992: Queen's University Advisory Research Committee Award (\$4,917).
- Smith School of Business D.I. McLeod Research Assistantship and Research Grant (\$8,250).
- 1991: Marketing Science Institute Grant (\$9,000 US) with Sid Huff, Duncan Copeland, Donald Barclay, and Allen Morrison.

## MONIESON CENTRE RESEARCH CONTRACTS

- 2011: Ontario Ministry of Government Services (MGS) in partnership with the Ontario Ministries of Agriculture, Food and Rural Affairs (OMAFRA), Economic Development and Trade (MEDT), and Northern Development, Mines and Forestry (MNDFM), with input from the Eastern Ontario Regional Network (EORN). “Developing a Methodology to Assess Broadband Impacts in Eastern Ontario” with Hossam Hassanein, Olena Ivus, Catherine Middleton, and Elspeth Murray, 2011.
- Township of Cavan Monaghan, “Official Planning – Impact Analysis” with Wayne Caldwell, 2011.
- 2010: Government of Canada Community Adjustment Fund, administered by FedDev Ontario. “The Queen’s-PELA CFDC Business Planning Competition,” with Craig Desjardins (PI), Elspeth Murray, Kelley Packalen, Scott Carson, and Shannon Goodspeed, 2010-11.
- Royal & Sun Alliance Insurance Company of Canada, “Entrepreneurs, Insurance and Business Growth,” with Linda Dyer, Scott Erickson, Gordon Hunter, Kelley Packalen, Zeenat Sayeed, and Veikko Thiele, 2010-11.
- Renfrew County Community Futures Development Corporation. “Renewable Energy (Biomass) Opportunities,” with Vincent Durant, Warren Mabee, Steven Moore, Susan Moore, and Andrew Pollard, 2010-2011.
- North Hastings Living and Wellness Centre. “Innovative Investment Models for Sustainable “Green” Housing,” with John Andrew, and Leslie Benecki, 2010.
- Prince Edward County Community Care for Seniors, “Examining the Provision of For-Profit Services by Non-Profit Organizations,” with Wenjue Knutsen, Terry Krupa, Cec Law, and Rosemary Lysaght, 2010.
- Empire Life Insurance Company, “Innovation and Social Computing,” with Neil Bearse, Scott Erickson, Sidneyeve Matrix, Jim McKeen, Zeenat Sayeed, and Sandy Staples, 2010-11.
- 2009: Northumberland Hills Hospital, “Community Engagement Processes and Decision-Making,” with Brent Gallupe, Salman Mufti, and Rajiv Sabherwal, 2009-10.
- 2008: Institute of Chartered Accountants, “Competencies: From CA to CFO and CEO,” with Pamela Murphy, Tom Anger, George Boland, and Carol McKeen, 2008.
- 2007: Kingston Economic Development Corporation, “Improving the Retention of Knowledge Workers in the Greater Kingston Area,” with Jennifer Massey, John McHale, and Paul Smith, 2007-8.
- Prince Edward/Lennox & Addington Community Futures Development Corporation, “Knowledge-Based Rural Economic Development,” with Alison Blay-Palmer, Betsy Donald, Gordon Hunter, Jana Raver and Ruth Wilson, 2007-11.
- Kingston Community Health Centres, “Knowledge and Information Management,” with Leslie Benecki, David Detomasi, David McConomy, and Steve Sykes, 2007-8.

## PRESENTATIONS

Chan, Yolande, Adriane Randolph, and Donald Wynn. “Obtaining Tenure.” Panel, PhD Project Faculty Alumni Meeting, Americas Conference on Information Systems (AMCIS), New Orleans, August 2018.

Chan, Yolande E., Suchit Ahuja, Farzam Boroomand, and Arman Sadreddin. "Digital Affordances and Innovation: What do we Know and Where are we Going?" Presentation at Queen's-HEC Colloquium, Kingston, June 2018.

Chan, Yolande, Chris McKenna, and Rob Moir. "Building and Supporting Research Collaboration." Panel, Canadian Federation of Business School Deans (CFBSD) Associate Deans Research Conference, Toronto, May 2018.

Chan, Yolande, Cecil Chua, Liz Davidson, Fred Niederman, and Jason Thatcher. "Break Your Shackles! Emancipating Information Systems from the Tyranny of Peer Review." Panel, International Conference on Information Systems, Seoul, Korea, December 2017.

Chan, Yolande, T.P. Liang, and Blaize Reich. "Lessons Learned as a Senior University Administrator." Meeting of the AIS College of Academic Leadership, International Conference on Information Systems, Dublin, Ireland, December 2016.

Chan, Yolande. "Supervising Methodological Innovation: Encouraging Emergent Methods in New Researchers." QCA Professional Development Workshop, Association for Information Systems 2016 Americas Conference (AMCIS), San Diego, August 2016.

Chan, Yolande. "Transitions to Academic Leadership." Presentation prepared for the Professional Development Symposium, Association for Information Systems Americas Conference (AMCIS), San Diego, August 2016.

Chan, Yolande. Entrepreneurship in Business Session Chair. International Conference on Innovation and Entrepreneurship, Toronto, April 2016.

Chan, Yolande, and Suchit Ahuja. "Digital Ecodynamics in Small Firms: Using Information Technology to Compete." International Conference on Information Systems, Fort Worth, Texas, December 2015.

Levallet, Nadège, and Yolande Chan. "Using IT to Unleash the Power of Strategic Improvisation." International Conference on Information Systems, Fort Worth, Texas, December 2015.

Ahuja, Suchit, and Yolande Chan. "Configurations of IT-enabled Strategy and Innovation in Canadian SMEs." QCA Professional Development Workshop, Academy of Management, Vancouver, August 2015.

Denford, James, and Yolande Chan. "Strategic Alignment versus Ambidexterity: Complexity in IS, Business and Knowledge Strategies." QCA Professional Development Workshop, Academy of Management, Vancouver, August 2015.

Jenkin, Tracy, Yolande Chan, Rajiv Sabherwal and Keith Rogers. "Ambition, Actions and Alignment in IS Projects." QCA Professional Development Workshop, Academy of Management, Vancouver, August 2015.

Chan, Yolande. Governing IT for Value Realization Roundtable Facilitator, CIO Symposium. Annual Conference of the International Conference on Information Resources Management (Conf-IRM), Ottawa, May 2015.

Chan, Yolande. Information Security, Privacy, and Risk Management Session Chair. Annual Conference of the International Conference on Information Resources Management (Conf-IRM), Ottawa, May 2015.

Chan, Yolande. "Career Planning - Managing the Next Steps." ICIS Junior Faculty Consortium, Senior Faculty Advisor. International Conference on Information Systems, Orlando, Florida, December 2012.

Chan, Yolande. IS Adoption and Identification Session Chair. Annual Conference of the Administrative Sciences Association of Canada, Montreal, July 2011.

Chan, Yolande, and Wayne Caldwell. "Tapping into Research to Grow Prosperity." Southwest Economic Alliance Assembly, June 2011.

Ragetlie, Norman, Yolande Chan, Erika Bailey, and Wayne Caldwell. "Taking the Pulse of Small Town Ontario: Current Priorities and Emerging Concerns." Rural Ontario Municipal Association Conference, Toronto, Ontario, February 2011.

Chan, Yolande. "University-Community Knowledge Mobilization Partnerships." Innovation 2010, Ottawa, Ontario, December 2010.

Chan, Yolande, and Dan Taylor. Rural Community Sustainability Presentation at the SSHRC-funded "Taking the Next Steps" Conference, Camrose, Alberta, October 2010.

Chan, Yolande, and Jeff Dixon. "Rural Economic Development Priorities: Research Making a Difference." Eastern Ontario Community Futures Development Corporation Network Inc. Workshop, Calabogie, Ontario, October 2010.

Mitchell, Andy, Yolande Chan, Jeff Dixon, and Bob Millard. "Partnering with Educational Institutions." Ontario East Municipal Conference, Kingston, Ontario, September 2010.

Chan, Yolande. "Introduction to The Monieson Centre." Presentation to the Retired Executives Living in Kingston - RELIKs, Kingston, Ontario, June 2010.

Chan, Yolande. "The Role of Universities in a Knowledge-Based Economy." Invited presentation at "Focus 2010 - Are You Ready for a Booming Economy?", The Capital Corridor, Alexandria Bay, New York, June 2010.

Chan, Yolande. "Collaboration and Community in a Global World." Keynote presentation, Conf-IRM, Montego Bay, Jamaica, May 2010.

Chan, Yolande, Craig Desjardins, Betsy Donald and Kevin Stolarick, "The Rural Creative Economy: Agenda for Research." Smith School of Business, Kingston, Ontario, May 2010.

Chan, Yolande. "Economic Development in Rural Communities." Keynote presentation, U-Links Celebration of Research in Haliburton County, Ontario, March 2010.

Chan, Yolande, Craig Desjardins, Jeff Dixon, and Harold Flaming. "Rural Economic Development Priorities: Research Making a Difference." Rural Ontario Municipal Association Conference, Toronto, Ontario, February 2010.

Dixon, Jeff, and Yolande Chan. "How Knowledge Resources can help Address Community Development Issues." Ontario East Municipal Conference, Kingston, Ontario, September 2009.

Chan, Yolande. "A Queen's Example of Successful Knowledge Mobilization - The Knowledge Impact in Society Project." Panel presentation at the Monieson Centre's Conference, *Knowledge Mobilization and Grant Proposal Writing: A Researcher's Guide*, held in Kingston, Ontario, June 2009.

Chan, Yolande. "Introduction to the Knowledge in Society Project." The Monieson Centre's *Knowledge Impact in Society Showcase Event*, Kingston, Ontario, April 2009.

Annis, Robert, Yolande Chan, Ryan Gibson, Robert Greenwood, Ted Lomond (Chair), Bill Reimer and Laura Ryser. "Exploring the Role of Canadian University Research Centres in Knowledge Mobilization,

Rural Capacity Building and Community Engagement.” Panel at the Knowledge in Motion Conference, Newfoundland, October 2008.

Desjardins, Craig, and Yolande Chan. “Knowledge-Based Economic Development Research.” Ontario East Municipal Conference, Kingston, Ontario, September 2008.

Chan, Yolande. “Academia: The Good, Bad and Ugly. Lessons Learned.” Invited plenary presentation at the PhD Project Information Systems Doctoral Students Association Conference, AMCIS, Toronto, August 2008.

Benbasat, Izak, Yolande Chan, Dianne Cyr, Michele Dupuis and Blaize Reich. “Obtaining SSHRC and Other Research Grants.” Panel at the Annual Conference of the Administrative Sciences Association of Canada, Ottawa, June 2007.

Chan, Yolande. ICIS Women’s Breakfast Coordinator. International Conference on Information Systems, Milwaukee, December 2006.

Chan, Yolande. “Managing Privacy and Security in the Marketplace.” The Privacy Survey Research Workshop, Globalization of Personal Data Project, Queen's University, Kingston, November 2006.

Chan, Yolande. IS Governance Session Chair. Administrative Sciences Association of Canada, Banff, Alberta, June 2006.

Chan, Yolande. Consumer Data Flows Session Facilitator. Dynamics of Data Flows Conference, Kingston, Ontario, February 2006.

Greenaway, Kathleen, and Yolande Chan. “Consumer Dataflows and Privacy: Examining Privacy Disclosure Statements in Canadian Financial and Retail Sectors.” Dynamics of Data Flows Conference, Kingston, Ontario, February 2006.

Greenaway, Kathleen, and Yolande Chan. MIS Privacy Researchers Meeting Coordinators. International Conference on Information Systems, Las Vegas, December 2005.

Chan, Yolande. ICIS Women’s Breakfast Coordinator. International Conference on Information Systems, Las Vegas, December 2005.

Chan, Yolande. Theory Development in Knowledge Management Systems Session Chair. International Conference on Information Systems, Las Vegas, December 2005.

Chan, Yolande. 4<sup>th</sup> Annual Knowledge Management Doctoral Consortium, Faculty Discussant. Queen’s University, Kingston, October 30-November 1, 2005.

Chan, Yolande. Theorizing Surveillance Workshop Session Chair. Globalization of Personal Data Project, Queen’s University, Kingston, May 2005.

Chan, Yolande. Evolution of the Information Systems Field Session Chair. Administrative Sciences Association of Canada, Toronto, May 2005.

Chan, Yolande. “Evaluating Knowledge Strategies and Systems.” Presentation at Queen’s-HEC Colloquium, Kingston, May 2005.

Chan, Yolande. “Information Privacy: Management: Proactive vs. Reactive Approaches” Panel Chair. Panelists: Mary J. Culnan, Gary Laden, Toby M. Levin, and H. Jeff Smith. International Conference on Information Systems (ICIS), Washington, D.C., December 2004.

Chan, Yolande. ICIS Junior Faculty Consortium, Senior Faculty Advisor. Washington, D.C., December 2004.

Chan, Yolande. ICIS Women's Breakfast Coordinator. International Conference on Information Systems, Washington, D.C., December 2004.

Chan, Yolande. The International Conference on Intellectual Capital, Knowledge Management and Organizational Learning, Session Chair. Toronto, October 2004.

Chan, Yolande. Biometrics and Databases Session Chair. The State Borders and Border Policing Workshop sponsored by the SSHRC-funded Globalization of Personal Data Project, Queen's University, August 2004.

Chan, Yolande. "What do IT Specialists Know about Managing Change?" Discussant. ASAC Conference, MIS Division, Quebec City, June 2004.

Chan, Yolande. "Privacy in the New Millennium" Panel Chair. ASAC Panel (MIS Division). Panelists: Louis Beaubien (Western University), Kathleen Greenaway (Queen's) and Bill Bonner (University of Calgary). Halifax, Nova Scotia, June 2003.

Chan, Yolande. "Privacy and Mobile Commerce Symposium" Conference Planner (with David Lyon). Kingston, Ontario, May 30-31 2003.

Chan, Yolande. "An Investigation of the Management Challenges Faced by Rapid Growth Enterprises." Presentation of a paper co-authored with Chad Saunders. Entrepreneurship Division, ASAC conference, London, Ontario, May 2001.

Chan, Yolande. "An Examination of Non-Traditional Instruction: The Nortel Networks-Sponsored UCC" Panel Chair. ASAC Panel (MIS, Strategy, Entrepreneurship, and Management Education Divisions). Panelists: Kathleen Greenaway (Queen's), Uma Kumar (Carleton), John Pliniussen (Queen's) and Paul Rome (McMaster). London, Ontario, May 2001.

Chan, Yolande. IT Strategy and E-Commerce Session Chair. ASAC Conference, MIS Division, London, Ontario, May 2001.

Chan, Yolande. Management of IT Education Session Chair. Information Resources Management Association (IRMA) International Conference, Toronto, May 2001.

Chan, Yolande. "E-business Curriculum: What Skill Sets do our Students Need?" Two panel presentations with Kathleen Greenaway and Douglas Reid. Information Resources Management Association (IRMA) International Conference, Toronto, May 2001.

Chan, Yolande. Intelligent Transportation Systems and Geodemographic Practice Session Chair. Surveillance Categories, Risk, and Social Ordering Workshop, Department of Sociology, Queen's University, Kingston, Ontario, May 2001.

Chan, Yolande. "Aligning Business and Information Systems: The Importance of Virtual Organization Structure." A presentation at the Academy of Management Conference, Toronto, August 2000.

Chan, Yolande. "The Strategic Consequences of Information Technology Management" Symposium Contributor. Academy of Management Conference, Toronto, August 2000.

Chan, Yolande. "Developing Health Information Networks: Challenges and Solutions" Panel Chair. Administrative Sciences Association of Canada (ASAC-IFSAM) Conference, Montreal, July 2000.

Chan, Yolande. "Taking Stock: What We Have Learned About the Organizational Impacts of Information Technology and What We Still Need to Know" Session Chair. (Guest Speaker: Dr. Dan Robey.) Administrative Sciences Association of Canada (ASAC-IFSAM) Conference, Montreal, July 2000.

Chan, Yolande. "Aligning Technology Investments" Topic Presenter/Resource. Innovators Alliance Conference, Knowledge Café. Toronto, May 2000.

Chan, Yolande. "Using IT to Promote Knowledge Management." An invited plenary presentation made at the 16<sup>th</sup> annual Jamaica Computer Society conference, Kingston, Jamaica, October 1999. A related presentation was also made to the JCS Executive Group (an elite group of CIOs and CEOs). A radio interview on knowledge management and its implications for developing nations was also given.

Chan, Yolande. "IS Strategic and Structural Alignment: Eight Case Studies." A presentation at the Association for Information Systems 1999 Americas Conference (AMCIS), Milwaukee, Wisconsin, August 1999.

Chan, Yolande. "MIS Research" Discussant. Administrative Sciences Association of Canada Conference, St. John, New Brunswick, June 1999.

Chan, Yolande. "IT Value - The Great Divide between Qualitative and Quantitative, and Individual and Organizational, Measures." A presentation at the Fifth European Conference on the Evaluation of Information Technology, Reading, U.K., November 1998.

Chan, Yolande. "Investigating Business and Information Systems Structure, Alignment and Performance." A presentation at the Information Resources Management Association (IRMA) International Conference, Boston, Massachusetts, May 1998.

Chan, Yolande. "Going Beyond the Firm: Non-traditional Organizational Structures" Session Chair. International Conference on Information Systems, Atlanta, Georgia, December 1997.

Chan, Yolande. "Profiting from the Experiences of Junior Faculty" Panelist. Women's Breakfast, International Conference on Information Systems, Atlanta, Georgia, December 1997.

Chan, Yolande. "Measurement Issues in Information Systems Research." A panelist with Genevieve Bassellier and Blaize Reich at the Administrative Sciences Association of Canada Conference, St. John's, Newfoundland, May-June, 1997. The panel was moderated by Izak Benbasat.

Chan, Yolande. "Women in Business School Faculty." A presentation at the Women's Breakfast, International Conference on Information Systems, Cleveland, Ohio, December 1996.

Chan, Yolande. "Aligning Information Technology with Business Strategy." A presentation to the Executive Group at the 13th Annual Conference of the Jamaica Computer Society, Montego Bay, Jamaica, October 1996.

Chan, Yolande. "Aligning Business and Information Systems: Case Studies." An invited plenary presentation at the 13th Annual Conference of the Jamaica Computer Society, Montego Bay, Jamaica, October 1996.

Chan, Yolande. "IS Use, Usefulness, and Ease of Use" Session Chair. Administrative Sciences Association of Canada Conference, Montreal, May 1996.

Chan, Yolande. Alternative IS Research Methodologies Session Chair. International Conference on Information Systems, Vancouver, British Columbia, December 1994.

Chan, Yolande. "Aligning Business and IS Strategy." A presentation at the Annual Conference of the Society for Information Management, Salt Lake City, Utah, September 1994.

Chan, Yolande. "Investigating Information Systems Strategic Alignment." A presentation at the International Conference on Information Systems, Orlando, Florida, December 1993.

Chan, Yolande. "Assessing Information Systems Strategy." A presentation at the Administrative Sciences Association of Canada Conference, Lake Louise, Alberta, June 1993.

Chan, Yolande. "Assessing the Strategic Value of Company Information Systems." A presentation at the Marketing Science Institute Conference, Dallas, Texas, December 1992.

Chan, Yolande. Information Systems Development Session Chair. Administrative Sciences Association of Canada Conference, Quebec City, June 1992.

Chan, Yolande. "Assessing the Strategic Fit of Information Systems." A presentation at the Marketing Science Institute Conference, Boston, Massachusetts, May 1991.

Chan, Yolande. "Frameworks for Identifying Strategic Information Systems Opportunities - A Critique." A presentation at the Administrative Sciences Association of Canada Conference, Whistler, British Columbia, June 1990.

### **Other Presentations**

Chan, Yolande. "Women in Business" Panel, Queen's for Critical Empowerment (QFCE) Inaugural Conference, Queen's University, Kingston, Ontario, January 2019.

Chan, Yolande. "Succeeding as a Woman at Queen's: Lessons Learned", Ban Righ Centre Female Faculty Mentoring Lunch, Queen's University, Kingston, Ontario, November 2018.

Allingham, John, Yolande Chan, and Cathy Crudden. "A Research Plan for Funding Success" Panel. Research Development Day, Queen's University, May 2018.

Chan, Yolande. "Finding Your Research Niche" Roundtable. PhD-MSc Consortium, Smith School of Business, Kingston, Ontario, September 2017.

Chan, Yolande. "Introductory Remarks" at "Data Day 2015: Managing Queen's University Research Data", Queen's University, Kingston, Ontario, May 2015.

Chan, Yolande. "Introductory Remarks" at the Social Sciences and Humanities Research Council of Canada/Canadian Association for Graduate Studies (SSHRC/CAGS) "Imagining Canada's Future" Roundtable at Queen's University, Kingston, Ontario, April 2015.

Chan, Yolande. "Reflection on One Woman's Life," Plenary Presentation at "Engaging Women at Queen's," an event sponsored by the Queen's Human Rights & Equity Offices, Queen's University, Kingston, Ontario, November 2014.

Barling, Julian, Yolande Chan, and Michael Welker. "Meet the Editors" Panel. PhD-MSc Consortium, Smith School of Business, Kingston, Ontario, September 2014.

Chan, Yolande. "Opening Remarks." Monieson Centre Economic Revitalization Conference: Mapping the Future – Technology, People and Rural Prosperity, Kingston, Ontario, April 2014.

Chan, Yolande, Steven Salterio, and Michael Welker. "Meet the Editors" Panel. PhD-MSc Consortium, Smith School of Business, Kingston, Ontario, September 2013.



Chan, Yolande, and Jeff Dixon. “Fostering Innovation through Academic-Community Partnerships.” Monieson Centre Economic Revitalization Conference: Building Rural Resilience through Entrepreneurship and Innovation, Kingston, Ontario, April 2013.

Chan, Yolande. “Closing Remarks.” Monieson Centre Economic Revitalization Conference: Sustainable Economies, Sustainable Communities, Kingston, Ontario, April 2012.

Chan, Yolande. “Creative Rural Economy: From Theory to Practice” Conference Co-Host. Queen’s University and Prince Edward County, Kingston and Picton, Ontario, June 2011.

Jenkin, Tracy with co-authors Yolande Chan and Rajiv Sabherwal. “Solving the ISD Project Management Puzzle: A Dynamics Recipes Approach.” Queen’s-HEC Colloquium, Kingston, Ontario, May 2011.

Levallet, Nadège with co-author Yolande Chan. “Organization Knowledge Retention: Retirement Challenges.” Queen’s-HEC Colloquium, Kingston, Ontario, May 2011.

Chan, Yolande. “2<sup>nd</sup> Annual Study of Business and Knowledge Workshop for Graduate Students” Host. The Monieson Centre, Smith School of Business, Queen’s University, Kingston, Ontario, May 2011.

Chan, Yolande. “3<sup>rd</sup> Annual Knowledge in Society Project Showcase Event” Host. The Monieson Centre, Smith School of Business, Queen’s University, Kingston, Ontario, April 2011.

Chan, Yolande. “Monieson Ideas Seminar Series” Host. The Monieson Centre, Smith School of Business, Queen’s University, Kingston, Ontario, October 2010-May 2011.

Chan, Yolande. “Fostering Entrepreneurship in the Creative Economy” Conference Host. Queen’s University, Kingston, Ontario, November 2010.

Adams, Michael, Tim Bryant, Yolande Chan, Kim Nossal, Jill Scott, and John Smol. “Academic Writing Team Town Halls.” Queen’s University, Kingston, Ontario, July 2010, August 2010, and September 2010.

Chan, Yolande. “1<sup>st</sup> Annual Study of Business and Knowledge Workshop for Graduate Students” Host. The Monieson Centre, Smith School of Business, Queen’s University, Kingston, Ontario, May 2010.

Chan, Yolande. “2<sup>nd</sup> Annual Knowledge in Society Project Showcase Event” Host. The Monieson Centre, Smith School of Business, Queen’s University, Kingston, Ontario, April 2010.

Chan, Yolande. “Creative Economy Seminar Series” Host. The Monieson Centre, Smith School of Business, Queen’s University, Kingston, Ontario, Winter 2010.

Chan, Yolande. “Introduction to the Monieson Centre’s Knowledge Impact in Society Project.” Presentations given in 2008-10 in Discovery Workshops hosted by community futures development corporations and partner organizations in the counties/communities of Chatham, Elgin, Frontenac, Greater Peterborough, Grenville, Haliburton, Kawartha Lakes, Lennox & Addington, North and Central Hastings/South Algonquin, Prince Edward, Renfrew, South Lake, Thousand Islands, and Valley Heartland.

Chan, Yolande. “Why Researchers should Mobilize Knowledge: The Benefits.” Presentation at a CAURA (Canadian Association of University Research Administrators) Queen’s University Research Services event, Kingston, December 2009.

Chan, Yolande. “The Monieson Centre: An Overview.” Presentation at a Smith School of Business Faculty Forum, Queen’s University, Kingston, Ontario, November 2009.

Chan, Yolande. "Working Effectively and Managing Time." Presentation at a regional meeting of economic development officers, hosted by the Ontario Ministry of Food and Rural Affairs, Belleville, November 2009.

Chan, Yolande. "A Discussion of the Nature and Values of the University, Issues of Interdisciplinarity, and the Relations between the University and the Broader Community." Presentation at the Principal's Installation Symposium, Queen's University, Kingston, Ontario, October 2009.

Chan, Yolande. "Knowledge Mobilization and Grant Proposal Writing: A Researcher's Guide" Conference Co-Host. Queen's University, Kingston, Ontario, June 2009.

Massey, Jennifer, Yolande Chan, J.P. Shearer, and Paul Smith. "Recruiting and Retaining Queen's Graduates." Presentation to Student Affairs, Queen's University, Kingston, Ontario, January 2009.

Chan, Yolande. "Recruiting Queen's Graduates." Presentation at the Business Forecast Luncheon, Kingston, Ontario, December 2008.

Chan, Yolande. "From Surviving to Thriving: An Eastern Ontario Perspective," Rural Vitality Conference Co-Host. Kingston, Ontario, May 2008.

Chan, Yolande. "Your Human Resources: What You Know, What You Should Know" Conference Host. Queen's University, Kingston, Ontario, May 2008.

Chan, Yolande. "Research Centres: Lessons Learned." Presentation at the Roundtable on Research Centres, Law Faculty, Queen's University, Kingston, Ontario, December 2006.

Chan, Yolande. "Research and Teaching: Lessons Learned." Presentation at the School of Management, University of the West Indies (Mona Campus), Kingston, Jamaica, July 2006.

Chan, Yolande. "Assessing Knowledge Strategies and Systems." Presentation to the MIS department at the University of British Columbia, Vancouver, May 2005.

Chan, Yolande. "QCED: A Research Update." A presentation at the Queen's Centre for Enterprise Development 3<sup>rd</sup> Annual Advisor Conference, Goodes Hall, Kingston, Ontario, October 2002.

Chan, Yolande. "Research Opportunities: Choices to be Made." A Queen's MIS Research Colloquium presentation, Queen's University, Kingston, Ontario, August 2002.

Chan, Yolande. "Preparing SSHRC Applications: Lessons Learned." A Social Sciences and Humanities Research Council of Canada (SSHRC) Workshop, organized by the Queen's University Research Services, Kingston, Ontario, June 2002.

Chan, Yolande. "Knowledge Roundtable: Health Care and Knowledge Management—Building Bridges to Better Patient Care" Session Chair. Donald Gordon Centre, Kingston, Ontario, March 2002.

Chan, Yolande. "The Challenges of Academic Life and the Hope in Christ." Interfaith forum presentation on the Queen's University campus, Kingston, Ontario, February 2002.

Chan, Yolande. "Reflections on Research." Research Seminar Series presentation, Smith School of Business, Kingston, Ontario, April 2001.

Malara, Yann, and Yolande Chan. "Structuring Health Networks." A presentation to members of the Department of Sociology, Queen's University, Kingston, Ontario, January 2001.

Chan, Yolande. "Leadership Requirements and Challenges in the Development of Health Information Networks." A presentation to the Information Technology Task Force of the South Eastern Ontario Health Network, Kingston, Ontario, June 1998.

Chan, Yolande. "Challenges to Participating in Healthcare Research—A Business Professor's Perspective." A presentation at the Queen's Health Services Research Awareness Forum, Kingston, Ontario, April 29, 1998.

Chan, Yolande. "Pillars of Dust: The Breath of Intellectual Life" Discussant. Colloquium on Christianity and Scholarship, Kingston, Ontario, March 1998.

Chan, Yolande. "Assessing IS Alignment: Consulting Applications." A presentation to Nolan Norton and KPMG Peat Marwick, New York, May 1996.

Chan, Yolande. "Aligning IS Strategy and Structure: What can we Conclude?" A presentation to the Society for Information Management, Advanced Practices Council, Philadelphia, June 1995.

Chan, Yolande. "Information Systems Alignment Best Practices." A presentation to the Society for Information Management, Advanced Practices Council, Philadelphia, January 1995.

Chan, Yolande. "Business and IS Strategic and Structural Alignment." A presentation at the HEC-Queen's Colloquium, Kingston, Ontario, June 1994.

Chan, Yolande. "Assessing Information Systems Alignment." A presentation to the Society for Information Management, Advanced Practices Council, Baltimore, May 1994.

Chan, Yolande. "Assessing Information Systems Effectiveness." A presentation to the Society for Information Management, Advanced Practices Council, Washington DC, January 1994.

Chan, Yolande. "Aligning Business and Information Systems Strategy and Structure." A presentation to the Society for Information Management, Advanced Practices Council, Washington DC, October 1993.

Chan, Yolande. "Assessing Information Systems Strategy and Effectiveness." A presentation at the HEC-Queen's Colloquium, HEC, Montreal, May 1993.

Chan, Yolande. "Case-Based Strategic Information Systems Instrument Assessment." A presentation at the HEC-Queen's Colloquium, HEC, Montreal, June 1991.

## **TEACHING CONTRIBUTIONS**

### **Undergraduate Courses**

Commerce 496—Information Security, Privacy and Ethics (Course Development), 2006

Commerce 501—Directed Independent Study, 2001 - 2002, 2003 - 2004, 2006 - 2007, 2017

Commerce 397—Knowledge Management Systems, 2001 - 2004

Commerce 396—Network Service Provider Planning, 2000 - 2001

Commerce 395—Information Systems Strategy, 2000 - 2002, 2016

Commerce 390 (previously Commerce 364)—Information Systems Analysis and Design I, 1993 - 1995, 1996 - 1997

Commerce 391—Information Systems Analysis and Design II (Projects), 1996 - 1997

Commerce 360—Computers and Information Processing, 1991 - 1993

## **Undergraduate Supervision**

Independent study (Commerce 501) supervisor, Bill Murphy, winter 2017  
Independent study (Commerce 501) supervisor, Mariam Ghiacy, fall 2006 - winter 2007  
Independent study (Commerce 501) supervisor, Doug Wightman and Lucas Jurkovic, fall 2003 - winter 2004  
Independent study (Commerce 501) supervisor, Keith Mills and Rico Yao, fall 2001 - winter 2002  
Contract research project advisor, Victoria Coffin, spring 1994

## **Other Support for Undergraduate Student Activities**

Commerce Student Information Sessions, prior to 2002, 2002, 2007, 2013  
Annual Intercollegiate Business Case Competition (ICBC), 1992 - 1999, 2000 - 2001, 2002- 2007, 2012  
Annual Queen's Forum on Information Technology (QFIT), 1995 - 1997, 2000 - 2003

## **Graduate Courses**

MGMT 804—Survey Research Method Design, 2019 - present  
MBAS 840—Management of Information Technology, 1999, 2012  
MBAS 842—Operations and Information Technology Strategy, 1996 - 1997  
MBAS 844—Operations and Information Technology Concentration, 1996 - 1997, 1999, 2000, 2002-2003  
MBAS 890—MBA Field Projects, 1996 - 1997  
MBUS 918—Information Systems Analysis and Design, 1992 - 1995  
MBA Effective Writing Modules, 1993 - 1995  
MGMT 870—Graduate Seminar on Research Topics in MIS, 1998, 1999, 2012, 2013  
MGMT 871—Research Methods in MIS, 2001-2004  
MGMT 972—Graduate Seminar on the Conceptual Foundations of MIS, 1998  
MGMT 973—Graduate Seminar on Advanced Topics in MIS, 2010  
MGMT 974—Graduate Seminar on Information Technology Strategy and Performance, 2000, 2005, 2013  
MGMT 976—Emerging Topics in MIS, 2017  
MGMT 915—Ph.D. Seminar on Conceptual Foundations of MIS, 1996 - 1997 (seminar coordinator)  
MGMT 917—Ph.D. Seminar on Research Areas in MIS, 1995 - 1996  
MGMT 992—Ph.D. MIS Special Topics Seminar, 1993 - 1994

## **Graduate Supervision**

M.Sc. thesis supervisor, Anurag Goel, 2019 - present  
M.Sc. thesis supervisor, Farzam Boroomand, 2017 - present  
Ph.D. thesis committee member, Maheshwar Boodraj (Georgia State University), 2017 – present  
Ph.D. thesis committee, Kasmine Forbes (Geography and Planning, Queen's University), 2017 – present  
Ph.D. thesis supervisor, Arman Sadreddin, 2016 - present  
M.Sc. thesis supervisor, Arman Sadreddin, 2015 – 2016  
Ph.D. thesis supervisor, Ting (Carol) Li, 2015 - present  
Ph.D. thesis supervisor, Suchit Ahuja, 2012 – 2017 Defence date: September 1, 2017)

- Suchit was awarded the 2014 D.D. Monieson Doctoral Fellowship for academic excellence while contributing to usable knowledge on important business issues

Ph.D. thesis supervisor, Nadège Levallet, 2010 - 2014 (Defence date: October 22, 2014)

- Nadège was awarded the 2013 D.D. Monieson Doctoral Fellowship for academic excellence while contributing to usable knowledge on important business issues

M.Sc. thesis supervisor, Junjun Wang, 2013 - 2014  
Ph.D. committee member, Jennifer Massey, 2010 - 2014  
Ph.D. committee member, Alec Cram, fall 2010 - 2013  
M.Sc. thesis supervisor, Gregory McPherson, 2010 - 2011  
Ph.D. advisory committee member, Rosemary Brander, 2009 - 2012

Ph.D. research project supervisor, Paola Gonzalez, 2009 - 2010  
M.Sc. thesis supervisor, Farnoosh Khodakarami, 2009 - 2010  
M.Sc. thesis supervisor, Yasser Rahrovani, 2007 - 2008  
Ph.D. research project supervisor, Jeff Wylie, 2007 - 2008

- Jeff was awarded the 2008 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management

Ph.D. thesis supervisor, James Denford, 2005 - 2009 (Defence date: April 9, 2009)

- Jim was awarded the 2007 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management

Postdoctoral fellow supervisor, Linying Dong, summer 2005  
Postdoctoral fellow supervisor, Kathleen Greenaway, January - December 2005  
Ph.D. committee member, Andrew See, fall 2004 - 2008  
Ph.D. research project supervisor, Joyce Jin, 2005 - summer 2007  
Ph.D. research project supervisor, JME Maxwell, 2004 - 2005  
M.Sc. thesis supervisor, Fred Ip, 2004 - 2005  
Ph.D. committee member, Satyendra Singh, 2006 - 2008  
Ph.D. thesis co-supervisor, Satyendra Singh, 2004 - 2006

- Satyendra was awarded the 2006 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management

Ph.D. thesis co-supervisor, Tracy Jenkin, 2004 - 2008 (Defence date: July 3, 2008)

- Tracy was awarded the 2005 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management

M.Sc. thesis supervisor, Tracy Jenkin, 2003 - 2004  
Ph.D. committee member, Dianne Ford, 2003 - 2004  
Ph.D. research supervisor, Dianne Ford, summer 2000-January 2003

- Dianne was awarded the 2002 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management
- Dianne was nominated and selected to attend the 2002 Knowledge-Based Enterprises Doctoral Consortium

Ph.D. thesis supervisor, Kathleen Greenaway, 1999 - 2004 (Defence date: December 3, 2004)

- Kathleen received the Best Student Paper Award at the 2002 AMA Marketing and Public Policy Conference
- Kathleen was nominated by the Queen's MIS faculty, and was selected by the consortium co-chairs, to attend the ICIS 2002 doctoral consortium
- Kathleen was awarded (with Peter Gray) the 2001 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management

Ph.D. thesis supervisor, Yann Malara, 1999 - 2002  
Ph.D. research project supervisor, Peter Gray, 1999 - September 2000  
M.Sc. thesis supervisor, Peter Gray, graduated 1999  
Ph.D. research project supervisor, Kathleen Greenaway, summer 1999  
Ph.D. research project supervisor, Aditya Malhotra, summer 1999  
Ph.D. committee member, Laura MacDonald, Accounting, graduated 1999  
Ph.D. committee member, David Arthurs, MIS, graduated 1997  
Ph.D. committee member, Michael Parent, MIS, graduated 1997  
M.B.A. for Science and Technology 1997 field project supervisor:

- Dept. of Defence  
Brendon Abram
- Health Care (co-supervisor with John Gordon and John Wilson)  
Ken Beckett, Tim Creasy, Mary Ann Turcke
- AT&T  
Karim Fazal, Simon Guo, Rob Martini
- Bank of Montreal  
Paul Hingorani, Erik Kalin, Vered Kaminker, Ron Stewart

### General Motors

Chris Mazurkiewich

Ph.D. committee member, Al Seaman, Accounting, graduated 1996

M.B.A. project supervisor, Paula Bund, graduated 1995

### **Graduate Thesis Examination**

External examiner, Vincenzo Alaimo, M.A. Thesis in Sociology, Queen's University, September 2016

Second reader, Bharat Negi, M.Sc. Thesis in Business, Queen's University, 2015

Second reader, Katie Legere, M.Sc. Thesis in Business, Queen's University, 2014

External examiner, Suwatana Isarasakdi, Ph.D. Thesis in Management, Asian Institute of Technology, fall 2012-winter 2013

External examiner, Jennifer Massey, Ph.D. Qualifying Examination, Geography, Queen's University, 2011

Second reader, Kevin Majkut, M.Sc. Thesis in Business, Queen's University, 2011

Second reader, Alec Cram, M.Sc. Thesis in Business, Queen's University, 2009

Examination chair, Meghan Brooks, M.A. Thesis in Geography, Queen's University, 2008

External examiner, James Dutrisac, M.Sc. Thesis in Computing, Queen's University, 2007

External examiner, Nicole Florent, LL.M. Thesis, Queen's University, 2006

External examiner, Val Hooper, Ph.D. Thesis in Information Management, Victoria University of Wellington, 2006

Second reader, Linda Cole, M.Sc. Thesis in Business, Queen's University, 2005

External examiner, Paul Dupuis, Ph.D. Thesis in Social Psychology, Queen's University, 2005

External examiner, Tim McLaren, Ph.D. Thesis in MIS, Michael G. DeGroote School of Business, McMaster University, Canada, 2004

External examiner, Allan Wrigley, D.B.A. Thesis in MIS, School of Management, Macquarie University, Australia, 2003

External reader, Juanita Yarascavitch, Master's in Industrial Relations Essay, Queen's University, 2002

External examiner, Michelle Duwyn, Ph.D. Thesis in Clinical Psychology, Queen's University, 2002

External examiner, Bonnie Lee MacDougall, M.A. Thesis in Psychology, Queen's University, 2001

External reader, Navroz Surani, Master's in Industrial Relations Essay, Queen's University, 2001

External examiner, Felix Tan, Ph.D. Thesis in MIS, University of Auckland, New Zealand, 2000

External examiner, Natalie Foster, M.A. Thesis in Sociology, Queen's University, 1999

External examiner, Elizabeth Roberts, Ph.D. Thesis in Accounting and Finance, Faculty of Economics and Commerce, University of Melbourne, Australia, 1998

External examiner, Joe Abounader, M.Sc. Thesis in Computing and Information Science, Queen's University, 1998

External reader, Douglas Min, Master's in Industrial Relations Essay, Queen's University, 1997

External examiner, Hosein Isazadeh, M.Sc. Thesis in Computing and Information Science, Queen's University, 1997

External examiner, Anuraj Jain, M.Sc. Thesis in Computing and Information Science, Queen's University, 1996

External examiner, Gregory LaMarre, M.Sc. Thesis in Computing and Information Science, Queen's University, 1995

External examiner, Xiaobao Yu, M.Sc. Thesis in Computing and Information Science, Queen's University, 1994

External examiner, Tom Dean, Ph.D. Thesis in Computing and Information Science, Queen's University, 1993

### **QUEEN'S COMMITTEE AND SERVICE ACTIVITIES**

#### **Service within Smith School of Business**

2018: Smith School of Business Associate Dean (MBA and Masters Programs) Reappointment Advisory Committee

2018 - Present: Smith School Diversity and Inclusion Taskforce

2018 - Present: Smith School Faculty Hiring Diversity Taskforce  
 2017 - Present: Smith School's Social Sciences, Arts, and Humanities (SSAH) Peer Research Consultant  
 2017: Fulbright Canada Visiting Research Chair Host  
 2016 - 2017: Monieson Centre Advisory Board  
 2014: Associate Dean (MBA and Master of Management Programs) Advisory Committee  
 2013 - Present: Smith School of Business Senator  
 2013, 2016 - 2017: MIS Seminar Series Coordinator  
 2008: Smith School of Business Associate Dean (Research, MSc and PhD Programs) Reappointment Committee  
 2006 - 2011: Director, The Monieson Centre, Smith School of Business  
 2006 - 2011, 2016 - Present: Smith School of Business Research Committee  
 2006: Smith School of Business Associate Dean MBA Programs Reappointment Committee  
 2005 - 2006: Smith School of Business Appointments Committee  
 2004: Queen's Commerce Director Selection Committee  
 2001- 2002: Chair, Queen's Centre for Enterprise Development (QCED) Research Advisory Board  
 2001: Queen's Executive Development Centre (QEDC) Policy Development Committee  
 2001, 2007: Smith School of Business Research Award Review Committee  
 1999 - 2001, 2002 - 2003, 2012 - 2013, 2017 - Present: Smith School of Business Graduate (PhD-MSc) Committee  
 1999 - 2000, 2007-8: Smith School of Business Dean's Reappointment Committee  
 1998 - Present: Queen's Executive Decision Centre Advisory Team  
 1997 - 2003: Smith School of Business Faculty Development Fund Committee (previously called the Dean's Development Fund Committee)  
 1997 - 1998: Smith School of Business Visiting Scholars Committee  
 1997 - 1998, 2000- 2002: Chair/Member, MIS Faculty Recruiting Committee  
 1996 - 1997, 2004 - 2005, 2006 - 2011: Chair/Acting Chair/Member, Smith School of Business Renewal, Tenure and Promotion Committee  
 1996 - 1998: Smith School of Business Commerce Academic Progression Committee  
 1996 - 1997, 2003-2004, 2012 - 2013: Smith School of Business MBA Academic Progression Committee  
 1992 - 1993, 1993 - 1995, 1995 - 1997: Chair/Co-Chair/Member, Smith School of Business Research Ethics Review Committee  
 1992 - 1994, 2003 - 2006: Smith School of Business Computing Committee  
 1992 - 1993: Smith School of Business Academic Standards Committee  
 1991 - Present: Chair/Member, MIS Comprehensive Examination Committee

### **Service within Queen's University**

2019 - Present: Distinguished University Professor Advisory Committee  
 2019 - Present: Mentor, Queen's Black Alumni Chapter (QBAC) Mentorship Program  
 2018 - Present: Joint Board-Senate Principalship Search Committee  
 2018 - Present: Principalship Onboarding and Stakeholder Engagement Committee  
 2018 - Present: Provost's Designate, University Council on Anti-Racism and Equity (UCARE)  
 2018 - Present: Queen's Campus Master Planning Advisory Committee (CMPAC)  
 2018 - Present: Surveillance Studies Centre Executive Committee  
 2017 - 2018: Queen's Strategic Research Plan Advisory Writing Group  
 2017 - 2018: Provost's Advisory Committee on Budget  
 2017: Co-Chair, Principal's Implementation Committee on Racism, Diversity and Inclusion (PICRDI)  
 2017: Principal's Advisory Committee - Vice-Principal (Research)  
 2017: Faculty Senator, University Student Appeal Board (USAB)  
 2017 - Present: Graduate Studies Executive Council  
 2017 - Present: Co-Chair (with Jonathan Newman, University of Guelph), Academic Colleagues, Council of Ontario Universities  
 2016 - Present: Academic Colleague representing Queen's University, Council of Ontario Universities  
 2016 - Present: Senate Committee on Academic Development  
 2016: Mentor, Employee Resource Group Mentoring Program (a Young Women at Queen's Initiative)

2016: Centre for Teaching and Learning Selection Committee for the Principal's Dream Courses  
 2015 - 2016: Queen's Alternate Academic Colleague, Council of Ontario Universities  
 2015 - 2016 and 2018 - Present: Queen's Research Data Centre Advisory Committee  
 2015 - 2016: Queen's Research Data Working Group  
 2014 - 2016 and 2018: SSHRC Leader for Queen's University  
 2013 - 2016: Associate Vice-Principal (Research)  
 2013: Search Committee for Director of Professional Masters in Earth Resources and Energy Management  
 2012 - 2013: PARTEQ Innovations Board of Directors  
 2012 - 2016: Ultra-Large Scale Software Systems CREATE Program Advisory Committee, School of Computing  
 2012 - 2013: Queen's Faculty of Education Renewal, Tenure and Promotion Committee  
 2010: Queen's Academic Plan Writing Team  
 2006 - 2008: Queen's University Privacy Advisory Committee  
 2005 - 2011: Research on Information Security at Kingston (RISK) Group  
 2003 - 2005: Chancellor A. Charles Baillie Teaching Award Committee  
 2001 - 2003: Information Technology Services Executive Search Committee  
 1998 - 2000, 2005: Principal's Advisory Committee for the Queen's National Scholars Program  
 1995 - 2000: Advisory Committee of the Writing Centre at Queen's  
 1992 - 2000, 2002 - 2003, 2005 - Present: Mock Interviews provided to Rhodes Scholar Applicants  
 1992 - 1993: Chancellor's Scholarship Candidates Review Committee

## COMMITTEE AND SERVICE ACTIVITIES OUTSIDE QUEEN'S

### Journal Editorial Boards

2018 - Present: Senior Editor, *MIS Quarterly Executive*  
 2018 - Present: Honorary Board Member, *Journal of Strategic Information Systems*  
 2017 - 2018: Editor of the Special Issue on IT Governance of the Internet of Things, with Brian Donnellan and Iris Junglas, *Journal of Strategic Information Systems*  
 2015 - Present: Editorial Board, *Information Systems Journal*  
 2013 - 2014: Editorial Board, Special Issue on Strategic IT Alignment, *Journal of Information Technology*  
 2012 - Present: Preeminent Editorial Board, *DATA BASE for Advances in Information Systems*  
 2010 - 2017: Senior Editor, *Journal of Strategic Information Systems*  
 2006 - 2012: Associate Editor, *Journal of Data and Information Quality*  
 2004 - 2005: Associate Editor, *Management Information Systems Quarterly*  
 2003 - Present: Senior Associate Editor, *Journal of Information Sciences and Technology*  
 2002 - 2007: Editorial Board, *Journal of the Association for Information Systems*  
 2001 - 2018: Editorial Board, *MIS Quarterly Executive*  
 1998 - 2006: Editorial Board, *Journal of Information Systems Evaluation*  
 1997 - 2007: Editorial Board, *Journal of Global Information Management*

### Service to Professional Associations

2016 - 2017: National Board Member, Canadian Information Processing Society  
 2006 - 2009: Secretary, Association for Information Systems  
 2000 - 2001: IS Division Co-Chair, Administrative Sciences Association of Canada

### Service to Granting Agencies and Research Programs

2018 - Present: Consortia Advancing Standards in Research Administration Information (CASRAI) Social Sciences and Humanities (SSH) Impacts Project Working Group  
 2016: Insight Competition Advisory Committee, Social Sciences and Humanities Research Council of Canada



2014 - 2015: Advisory Committee on Research Grants Success Rates, Social Sciences and Humanities Research Council of Canada  
2013 - Present: College of Reviewers, Mitacs Research Program  
2012 - 2013: Peer Review Committee, Connection Grants, Social Sciences and Humanities Research Council of Canada  
2001 - 2002: Initiative on the New Economy (INE) Development and Outreach Grants Adjudication Committee, Social Sciences and Humanities Research Council of Canada

### **Consortium and Conference Committees**

2018 - present: Chair, Americas Conference on Information Systems (AMCIS) Branding Task Force  
2017 - present: Conference Co-Chair (with Marie-Claude Boudreau), Americas Conference on Information Systems (AMCIS) 2021 in Montréal  
2017 - present: General Conference Senior Advisor, Americas Conference on Information Systems (AMCIS) 2019 in Mexico  
2017: Mentor, International Conference on Information Systems (ICIS) Junior Faculty Consortium  
2012: Mentor, ICIS Junior Faculty Consortium  
2010 - 2011: Conference Committee Member, 1<sup>st</sup> Annual Rural Research Workshop, hosted by the Canadian Rural Revitalization Foundation  
2009 - 2010: Co-Chair, International Conference on Information Systems (ICIS) Panels Track  
2009 - 2010: Chair, Organizational Learning, Knowledge and Capabilities 2010 Doctoral Consortium  
2005 - 2006: Steering Committee Member, Privacy, Security, Trust Conference  
2003 - 2007: Committee Member, International Conference on Intellectual Capital, Knowledge Management and Organizational Learning  
2003 - 2008: ICIS 2007 Conference Committee Member, ICIS 2007 Doctoral Consortium Co-Chair, and ICIS 2008 Doctoral Dissertation Co-Chair  
2002 - 2003: Management of IT Track Co-Chair, ICIS 2003  
2002 - 2003: Program Committee, Minnesota Knowledge Management Symposium  
2002: Associate Editor, ICIS Panels and Debates Track  
2001 - 2003: Program Committee, Information Resources Management Association International Conference  
1999 - 2001: International Conference on Information Systems (ICIS) Panels and Debates Track Co-Chair  
1999 - 2000: IS Division Program Co-Chair and Co-Academic Reviewer, Administrative Sciences Association of Canada (ASAC-IFSAM 2000)  
1999 - 2006: European Conference on the Evaluation of IT Committee  
1997 - 1998: Program Committee, SIM Workshop (ICIS Pre-Conference Activity)  
1996 - 1998, 1999 - 2000: Program Committee, International Conference on Information Systems

### **Other Service**

2017 - Present: Associate Member, Innovation Value Institute, Ireland  
2012 - 2015: Mentor, IS Women's Network Mentoring Program, Association for Information Systems  
1995 - 1996: US National Academy of Public Administration Panel

## **OTHER SERVICE ACTIVITIES OUTSIDE QUEEN'S**

### **Journal, Conference, and Grant Application Reviews**

Reviewer for:  
Academy of Management Conference, 2002  
Administrative Sciences Association of Canada Conference (ASAC), prior to 1993, 1993-5, 1997-9, 2000-1, 2004, 2007, 2009, 2011, 2014, 2017  
Americas Conference on Information Systems (AMCIS), 2000  
Atlantic Schools of Business (ASB) Conference, 1998  
Australasian Conference on Information Systems, 1999

Canada Research Chairs Program, 2018  
*Canadian Journal of Administrative Sciences*, prior to 1993  
*DATA BASE*, 1999, 2012-14, 2018  
*Decision Support Systems*, 2003  
 European Conference on the Evaluation of IT (ECITE), 2003-5  
 Hawaii International Conference on Systems Sciences (HICSS), 2001  
*Information and Organization*, 2004  
*Information, Communication and Ethics in Society*, 2004-5  
 Information Resources Management Association (IRMA) International Conference, 2001-2  
*Information Systems Research*, prior to 1993, 1993-6, 1999-2001, 2002, 2008  
 International Academy for Information Management, prior to 1993, 1993-4  
 International Conference on Information Systems, prior to 1993, 1994-8, 2001-3, 2005-6, 2010, 2016  
 International Conference on Intellectual Capital and Knowledge Management, 2004-5  
*Journal of Global Information Management*, 1997-2000, 2002, 2005, 2007  
*Journal of Information & Knowledge Management*, 2018-19  
*Journal of Information Science and Technology*, 2003-4  
*Journal of Information Technology*, 2014  
*Journal of Management Information Systems*, 1999, 2009, 2012  
*Journal of Rural and Community Development*, 2013  
*Journal of Strategic Information Systems*, 1999-2000, 2002, 2010-18  
*Journal of the Association for Information Systems*, 2002-7, 2018-19  
*Knowledge Management Research & Practice*, 2018  
*Management Science*, 1996-7, 2000  
 Ministry of Agriculture and Food/Ministry of Rural Affairs (previously OMAFRA), 2008, 2012-13  
*MIS Quarterly*, prior to 1993, 1993-5, 1997-2006  
*MIS Quarterly Executive*, 2002-5, 2008, 2010, 2012, 2016-18  
*MIS Quarterly Review*, 2001-5  
 Mitacs-Accelerate Research Program, 2011, 2014  
 Monieson Centre Knowledge Management Doctoral Consortium, 2004-5  
*Organization Science*, 1995-7  
 Queen's University Pathy Family Foundation Community Leadership Program, 2014  
 Research Grant Council of Hong Kong, 2013  
 Social Sciences and Humanities Research Council of Canada (SSHRC), 1994-5, 1999-2000, 2001-2, 2004-8, 2012, 2014, 2015  
 Society for Information Management (SIM) Workshop, 1997

## **MEMBERSHIPS IN LEARNED AND PROFESSIONAL SOCIETIES**

Academy of Management  
 Administrative Sciences Association of Canada  
 Association for Computing Machinery  
 Association for Information Systems (AIS)
 

- AIS College of Academic Leadership
- AIS Leadership in IT Special Interest Group
- AIS Senior Scholars
- AIS Women's Network

 Association of MIT Alumnae  
 Canadian Association of Rhodes Scholars  
 Canadian Information Processing Society  
 Institute of Electrical & Electronics Engineers  
 National Center for Faculty Development and Diversity  
 Oxford Business Alumni Network  
 Society for Information Management  
 Templeton (Oxford University) Alumni Association  
 The Institute for Operations Research and the Management Sciences