

CURRICULUM VITAE

JAMES D. McKEEN

MAILING ADDRESS

Smith School of Business
Queen's University
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UNIVERSITY DEGREES

Ph.D., University of Minnesota, 1981
Major: Management Information Systems (MIS)
Minors: Quantitative Analysis; Industrial and Organizational Psychology

M.Sc., Queen's University, 1973
Computing and Information Science

B.A., Queen's University, 1969
Mathematics and Physics

ACADEMIC/ADMINISTRATIVE APPOINTMENTS

- April 2019 – December 2019
Technology and Strategy Advisor to the CEO
Empire Life
- July 2018 – March 2019
Senior Vice-President and Chief Technology Officer
Empire Life
- October 2015 – current
Honourary Colonel, Aerospace Warfare Centre
RCAF
- Sept 2012 – present
Professor Emeritus, Queen's University, Smith School of Business
- January 2011 – June 2011
Honorary Visiting Professor – Faculty of Business and Economics, University of Auckland, NZ
- July 2008 – 2012
Distinguished Faculty Fellow of MIS, Queen's School of Business
- May – June 2008, May – June 2007
Visiting Professor, University of Mannheim, Germany
- May 2008 – June 2009
Visiting Professor, The Johnson School, Cornell University, USA

- September 2006 – June 2007
Visiting Professor, CREGO, University of Montpellier II, France
- April 2003 – July 2006
Director, The Monieson Centre, Queen's School of Business
- August 2001 – December 2001
Visiting Research Scholar, Institute for Knowledge Management (IKM), Cambridge MA
- August 1999 – July 2001
Founding Director, The Monieson Centre, Queen's School of Business
- July 1997 – June 1999
Chair, MBA for Science & Technology, Queen's School of Business
- July 1996 – present
Full Professor (MIS), Queen's University, School of Business
- August 1992 – July 1993
Visiting Scholar (MIS), University of British Columbia
- July 1987 – June 1996
Associate Professor (MIS), Queen's University, School of Business
- September 1985 – July 1986
Visiting Professor (MIS), University of Southampton, England
- January 1986 – July 1986
Visiting Professor (MIS), Université de Rennes, France
- September 1980 – June 1987
Assistant Professor (MIS), Queen's University, School of Business
- September 1976 – July 1980
Teaching Associate (MIS and Statistics), University of Minnesota, Carlson School of Management
- September 1973 – September 1976
Lecturer (Programming, Statistics and Quantitative Methods), Queen's University, School of Business

PUBLICATIONS

A) Journal Articles

- Gonzalez, P., Ashworth, L. and **McKeen, J.D.**, "The CIO Stereotype: Content, Bias and Impact", *Journal of Strategic Information Systems*, 2018.
- Smith, H.A., **McKeen, J.D.**, and Cram, W. A., "Enhancing Development Productivity," *Journal of Information Technology Management*, Volume XXXIII, Number 3, September 2012.

- **McKeen, J.D.**, Smith, H.A. and Gonzalez, P., "Managing IT Demand", *Journal of Information Technology Management*, Volume XXIII, Number 2, 2012, pp. 17-28.
- **McKeen, J.D.**, and Smith, H.A., "Effective Application Maintenance", *Communications of the Association for Information Systems*, Volume 30, Article 5, March 2012, pp. 73-82.
- **McKeen, J.D.** and Smith, H.A., "Creating IT Shared Services," *Communications of the Association for Information Systems*, Volume 29, Article 34, October 2011, pp. 645-656.
- Smith, H.A. and **McKeen, J.D.**, "The Identity Management Challenge," *Communications of the Association for Information Systems*, Volume 28, Article 11, March 2011, pp. 169-180.
- Smith, H.A. and **McKeen, J.D.**, "Enabling Collaboration with IT," *Communications of the Association for Information Systems*, Volume 28, Article 16, March 2011, pp. 243-254.
- **McKeen, J.D.**, and Smith, H.A., "Total Cost of Ownership", *Communications of the Association for Information Systems*, Volume 27, Article 32, November 2010, pg. 627-636.
- Smith, H.A. and **McKeen, J.D.**, "How to Talk so Business Will Listen ... And Listen so Business Can Talk," *Communications of the Association for Information Systems*, Volume 27, Article 13, August 2010, pp. 207-216.
- Smith, H.A. and **McKeen, J.D.**, "Building a Strong Relationship with the Business," *Communications of the Association for Information Systems*, Volume 26, Article 19, April 2010, pp. 429-440.
- Smith, H.A., **McKeen, J.D.** and Singh, S., "Developing and Aligning a KM Strategy," *Journal of Information Science and Technology*, Volume 7, Number 1, June 2010, pp. 40-60.
- Smith, H.A., **McKeen, J.D.** and Singh, S., "Creating the KM Mindset", *Knowledge Management Research and Practice*, Volume 8, Number 2, June 2010, pp. 112-120.
- Smith, H.A., and **McKeen, J.D.**, Investment Spend Optimization at BMO Financial Group, *MISQ Executive*, Volume 9, Issue 2, June 2010, pp. 65-81. **[Second Place SIM Outstanding Paper Award, 2009]**.
- **McKeen, J.D.**, and Smith, H.A., "Application Portfolio Management", *Communications of the Association for Information Systems*, Volume 26, Article 9, March 2010, pp. 157-170.
- Smith, H.A., **McKeen, J.D.** and Jenkin, T.A., "Exploring Strategies for Deploying Knowledge Management Tools and Technologies", *Journal of Information Science and Technology*, Volume 6, Number 3, 2009, pp. 3-24.
- Smith, H.A. and **McKeen, J.D.**, "A Holistic Approach to Managing IT-based Risk," *Communications of the Association for Information Systems*, Volume 25, Article 41, December 2009, pp. 519-530.
- Zack, M.H., **McKeen, J.D.** and Singh, S., "Knowledge Management and Organizational Performance: An Exploratory Analysis", *Journal of Knowledge Management*, Volume 13, Number 6, 2009, pp. 392-409. **[Outstanding Paper Award Winner, Literati Network Awards for Excellence, 2010]**.
- **McKeen, J.D.**, Smith, H.A. and Jin, J.J., "Successful Strategies for IT Staffing," *Communications of the Association for Information Systems*, Volume 24, Article 46, June 2009, pp. 805-820.

- Singh, S. and **McKeen, J.D.**, "IT Project Selection: Political Behaviour and Procedural Rationality", *Journal of Information Technology Management*, Volume XIX, Number 4, December 2008, pp. 35-59.
- Smith, H.A. and **McKeen, J.D.**, "Social Computing: How Should It be Managed?", *Communications of the Association for Information Systems*, Volume 23, Article 23, October 2008, pp. 409-418.
- Smith, H.A. and **McKeen, J.D.**, "Master Data Management: Salvation or Snake Oil", *Communications of the Association for Information Systems*, Volume 23, Article 4, August 2008, pp. 112-135.
- Smith, H.A. and **McKeen, J.D.**, "Creating a Process-Centric Organization at FCC: SOA from the Top Down," *MIS Quarterly Executive*, Volume 7, Number 2, June 2008, pp. 71-84.
- **McKeen, J.D.** and Smith, H.A., "The Emerging Role of the Enterprise Business Architect," *Communications of the Association for Information Systems*, Volume 22, Article 14, February 2008, pp. 261-274.
- Smith, H.A., **McKeen, J.D.** and Singh, S., "Managing Perceptions of IS," *Communications of the Association for Information Systems*, Volume 20, Article 47, November 2007, pp. 760-773.
- **McKeen, J.D.** and Smith, H.A., "Delivering IT Functions: A Decision Framework," *Communications of the Association for Information Systems*, Volume 19, Article 35, June 2007, pp. 725-739.
- Smith, H.A. and **McKeen, J.D.**, "Social Networks: KM's Killer App?," *Communications of the Association for Information Systems*, Volume 19, Article 27, May 2007, pp. 611-621.
- **McKeen, J.D.** and Smith, H.A., "Strategic Experimentation with IT," *Communications of the Association for Information Systems*, Volume 19, Article 8, January 2007, pp. 132-141.
- Smith, H.A. and **McKeen, J.D.** and Singh, S., "Developing IT Strategy for Business Value," *Journal of Information Technology Management*, Volume XVIII, Number 1, June 2007, pp. 49-58.
- Smith, H.A., **McKeen, J.D.** and Singh, S., "Tacit Knowledge Transfer: Making It Happen", *Journal of Information Science and Technology*, Volume 3, Number 3, February, 2007, pp. 50-72.
- Guimaraes, T. Staples D.S. and **McKeen, J.D.**, "Assessing the Impact from Information System Quality," *The Quality Management Journal*, Volume 14, Number 1, 2007, pp. 30-44.
- Smith, H.A. and **McKeen, J.D.**, "Information Management: The Nexus of Business and IT," *Communications of the Association for Information Systems*, Volume 19, Article 3, January 2007, pp. 34-46.
- Smith, H.A. and **McKeen, J.D.** and Jenkin, T.A., "Exploring Strategies for Deploying Knowledge Management Tools and Technologies," *Journal of Information Science and Technology*, August, 2007, pp. Xx-yy.
- **McKeen, J.D.** and Smith, H.A., "Creating and Evolving a Technology Roadmap," *Communication of the Association of Information Systems*, Volume 20, Article 21, September 2006, pp. 451-463.
- Smith, H.A. and **McKeen, J.D.**, "IT in 2010: The Next Frontier," *MIS Quarterly Executive*, Volume 5, Number 3, September 2006, pp. 125-136.
- Smith, H.A. and **McKeen, J.D.**, "Expertise Location and Management: Hope or Hype?" *Communication of the*

Association of Information Systems, Volume 18, Article 3, July 2006, pp. 44-54.

- Smith, H.A. and **McKeen, J.D.**, "IT in the New World of Corporate Governance Reforms," *Communications of the association for information systems*, Volume 17, Article 32, May 2006, pp. 714-727.
- **McKeen, J.D.** and Smith, H.A. and Singh, S., "Digital Dashboards: Keep Your Eyes on the Road," *Communications of the Association for Information Systems*, Volume 16, Article 52, December 2005, pp. 1013-1026.
- Smith, H.A., **McKeen, J.D.** and Singh, S., "Making Knowledge Work: Five Principles for Action-Oriented Knowledge Management", *Knowledge Management Research and Practice*, Volume 4, Number 2, 2006, pp. 116-124.
- Smith, H.A. and **McKeen, J.D.**, "Building Better IT Leaders: From the Bottom Up," *Communications of the association for information systems*, Volume 16, Article 38, December 2005, pp. 785-796.
- Smith, H.A. and **McKeen, J.D.**, "Customer Knowledge Management: Adding Value for Our Customers," *Communications of the association for information systems*, Volume 16, Article 36, November 2005, pp. 744-755.
- Smith, H.A. and **McKeen, J.D.**, "A Framework for KM Evaluation", *Communications of the Association for Information Systems*, Volume 16, Article 9, May 2005, pp. 233-246.
- **McKeen J.D.**, Smith H.A. and Singh, S., "A Framework for Enhancing IT Capabilities," *Communications of the Association for Information Systems*, Volume 15, Article 36, May 2005, pp. 661-673.
- Smith, H.A. and **McKeen, J.D.**, "Information Delivery: IT's Evolving Role," *Communications of the Association for Information Systems*, Volume 15, Article 11, February 2005, pp. 197-210.
- Smith, H.A. and **McKeen, J.D.**, "Marketing KM to the Business," *Communications of the Association for Information Systems*, Volume 14, Article 23, November 2004, pp. 513-525.
- Smith, H.A. and **McKeen, J.D.**, "IT Sourcing: How Far Can You Go?," *Communications of the Association for Information Systems*, Volume 13, Article 31 June 2004, pp. 508-520.
- **McKeen, J.D.** and Smith, H.A., "Electronic Communications: Strategies for Coping with the Deluge", *Communications of the Association for Information Systems*, Volume 13, Article 14, February 2004, pp. 167-176.
- Smith, H.A. and **McKeen, J.D.**, "Knowledge-Enabling Business Processes," *Communications of the Association for Information Systems*, Volume 13, Article 4, January 2004, pp. 25-38.
- Smith, H.A. and **McKeen, J.D.**, "Developing IT Professionalism," *Communications of the Association for Information Systems*, Volume 12, Article 20, October 2003, pp. 312-325.
- Smith, H.A. and **McKeen, J.D.**, and Street C., "Linking IT to Business Metrics," *Journal of Information Science and Technology*, Volume 1, Number 1, 2004, pp. 13-26.
- Smith, H.A. and **McKeen, J.D.**, "The Evolution of the KM Function," *Communications of the Association for Information Systems*, Volume 12, Article 4, July 2003, pp. 69-79.

- Smith, H.A. and **McKeen, J.D.**, "Enterprise Content Management," *Communications of the Association for Information Systems*, Volume 11, Article 33, June 2003, pp. 647-659.
- Smith, H.A. and **McKeen, J.D.**, "Developing and Delivering on the IT Value Proposition," *Communications of the Association for Information Systems*, Volume 11, Article 25, April 2003, pp. 438-450.
- Guimaraes, T., Staples, D.S., and **McKeen, J.D.** "Empirically Testing Some Main User Related Factors for Systems Development Quality", *Quality Management Journal*, Volume 10, Number 4, 2003, pp. 39-54.
- **McKeen, J.D.**, Smith, H.A., Joglekar, N. and Balasubramanian, P.R., "IT Sourcing: Build, Buy or Market", *Communications of the Association for Information Systems*, Volume 9, Article 8, September 2002, pp. 120-135.
- **McKeen, J.D.** and Smith, H.A., "Managing the Technology Portfolio", *Communications of the Association for Information Systems*, Volume 9, Article 5, August 2002, pp. 64-76.
- **McKeen, J.D.** and Smith, H.A., "Enterprise Application Integration", *Communications of the Association for Information Systems*, Volume 8, Article 31, June 2002, pp. 451-466.
- **McKeen, J.D.**, Staples, S. and Cohen, D., "Examining Knowledge Managers," *KM Review*, Volume 5, Number 1, March/April 2002.
- Smith, H.A., **McKeen, J.D.** and Staples, S., "Risk Management in IS: Problem and Potential," *Communications of the Association for Information Systems*, Volume 7, Article 13, September 2001, pp. 1-28.
- **McKeen, J.D.**, "Editorial", Special Issue Guest Editor, *International Journal of Management Reviews*, Volume 3, No. 1, March 2001, pp. iii-iv.
- Staples, S., Greenaway, K, and **McKeen, J.D.**, "Opportunities for Research about Managing Knowledge-Based Enterprises", *International Journal of Management Reviews*, Volume 3, No. 1, March 2001, pp. 1-20.
- **McKeen, J.D.** and Guimaraes, T., "Successful Strategies for User Participation in Information Systems Development", *JMIS*, Fall 1997, Volume 14, Number 2, pp.131-148.
- Smith, H.A. and **McKeen, J.D.**, "Improving the System Development Process," *Journal of Information Technology Management*, Volume 7, Number 3, 1997, pp. 1-12.
- Smith, H.A. and **McKeen, J.D.**, "Measuring IS – How Does Your Organization Rate?", *Data Base*, Volume 27, No. 1, Winter 1996, pp. 18-30.
- Smith, H.A. and **McKeen, J.D.**, "Object-Oriented Technology: Getting Beyond the Hype", *Data Base*, Volume 27, Number 2, Spring 1996.
- **McKeen, J.D.** and Smith, H.A., "Managing Legacy Systems", *Data Base*, Volume 27, Number 3, Summer 1996.
- Todd, P.A., **McKeen, J.D.** and Gallupe, B., "The Evolution of IS Job Skills: A Content Analysis of IS Job Advertisements from 1970 to 1990", *MIS Quarterly*, Volume 19, Number 1, March 1995, pp. 1-27.
- **McKeen, J.D.**, Guimaraes, T. and Wetherbe, J., "Contingency Factors Affecting User Participation and User

Satisfaction: Task Complexity, System Complexity, User Influence, and User-Developer Communication," *MIS Quarterly*, Volume 18, Number 4, December 1994, pp. 427-451.

- **McKeen, J.D.**, Guimaraes, T. and Wetherbe, J., "A Comparative Analysis of MIS Project Selection Mechanisms", *Data Base*, Volume 25, Number 3, August 1994, pp. 19-39.
- **McKeen, J.D.** and Smith, H.A., "How Does Information Technology Affect Business Value? -- A Reassessment and Research Propositions," *Canadian Journal of Administrative Sciences*, Volume 10, Number 3, September, 1993, pp. 229-240. [Nominated by the Information Systems Area for the Best Paper Award]
- Smith, H.A. and **McKeen, J.D.**, "Computerization and Management: A Study of Conflict and Change," *Information & Management*, Volume 22, Number 4, 1992, pp. 53-64. Reprinted in *Ma'aseh Hoshev*, Professional Journal of the Information Processing Society of Israel, January, 1993.
- Gallupe, R.B. and **McKeen, J.D.**, "Enhancing Computer-Mediated Communication: An Experiment into the Use of a Group Decision Support System for Face-to-Face versus Remote Meetings," *Information & Management*, Volume 18, 1990, pp. 1-13.
- Guimaraes, T. and **McKeen, J.D.**, "The Process of Selecting MIS Projects", *Data Base*, Volume 20, Number 2, Summer 1989, pp. 18-24.
- Guimaraes, T., **McKeen, J.D.**, "Organizational Bias in the Selection of MIS Projects," *OMEGA*, Volume 16, Number 4, pp. 297-307, 1988.
- **McKeen, J.D.**, "An Experimental Evaluation of Alternate Pedagogical Approaches for an Introductory Business Data Processing Course", *Computers and Education*, Volume 10, Number 3, 1986, pp. 369-374.
- **McKeen, J.D.** and Guimaraes, N., "Selecting MIS Projects by Steering Committee," *Communications of the ACM*, Volume 28, Number 12, December 1985, pp. 2148. Reprinted in *Management and Administration*, DATAPRO Research Corporation (E40-250-501), June 1986.
- **McKeen, J.D.**, "The Nature of InterPhase Relationships in Application System Development," *Information & Management*, Volume 9, Number 1, August, 1985, pp. 2131.
- **McKeen, J.D.**, "Successful Development Strategies for Business Application Systems," *MIS Quarterly*, Volume 7, Number 3, September 1983, pp. 4765.
- Naumann, J.D., Davis, G.B., **McKeen, J.D.**, "Determining Information Requirements: A Contingency Method for Selection of a Requirements Assurance Strategy", *The Journal of Systems and Software*, Volume 1, Number 4, February 1980, pp. 273-282.

B) Books

- **McKeen, J.D.** and Smith, H.A., *IT Strategy and Innovation (5 Ed)*, Prospect Press, Burlington, Vermont, USA, 2021.
- Smith, H.A. and **McKeen, J.D.**, *Driving IT Innovation: A Roadmap for CIOs to Reinvent the Future*, Prospect Press, Burlington, Vermont, USA, 2018.

- **McKeen, J.D.** and Smith, H.A., *IT Strategy and Innovation (4 Ed)*, Prospect Press, Burlington, Vermont, USA, 2018.
- **McKeen, J.D.** and Smith, H.A., *IT Strategy: Issues and Practices (3.1 Ed)*, Prospect Press, Burlington, Vermont, USA, 2017.
- **McKeen, J.D.** and Smith, H.A., *IT Strategy: Issues and Practices (3rd Ed)*, Pearson Prentice Hall, Upper Saddle River, NJ, USA, 2014.
- **McKeen, J.D.** and Smith, H.A., *IT Strategy: Issues and Practices (2nd Ed)*, Pearson Prentice Hall, Upper Saddle River, NJ, USA, 2012.
- **McKeen, J.D.** and Smith, H.A., *IT Strategy in Action*, Pearson Prentice Hall, Upper Saddle River, NJ, USA, 2009.
- **McKeen, J.D.** and Smith, H.A., *Making IT Happen: Critical Issues In Managing Information Technology*, John Wiley & Sons, Ltd., Chichester, England, 2003.
- **McKeen, J.D.** and Smith, H.A., *Management Challenges in IS: Successful Strategies and Appropriate Action*, John Wiley & Sons, Ltd., Chichester, England, 1996. [Awarded the "Book of the Month" 5-star rating by *The Computer Bulletin*, Volume 9, Number 5, October 1997]

C) Book Chapters

- Smith, H.A. and **McKeen, J.D.**, "IT Budgeting: Planning's Evil Twin," chapter in *IT Planning* (Bill King, ed.), AMIS Series, ME Sharpe, 2008.
- Guimaraes, T., Staples, D.S. and **McKeen, J.D.**, "Important Human Factors for Systems Development Success: A User Focus", Chapter XIV in *Strategies for Managing IS/IT Personnel* (Ed. M. Igbaria and C. Shayo), Idea Group, Inc., Hershey, PA, 2003, pp. 300-320.
- Smith, H.A. and **McKeen, J.D.**, "Knowledge Management in Organizations: The State of the Practice," chapter in *Handbook on Knowledge Management* (Ed. Clyde Holsapple), Springer-Verlag, New York, USA, 2002.
- Smith, H.A. and **McKeen, J.D.**, "Creating and Facilitating Communities of Practice," chapter in *Handbook on Knowledge Management* (Ed. Clyde Holsapple), Springer-Verlag, New York, USA, 2002.
- Smith, H.A. and **McKeen, J.D.**, "Valuing the Knowledge Management Function," chapter in *Handbook on Knowledge Management* (Ed. Clyde Holsapple), Springer-Verlag, New York, USA, 2002.
- **McKeen, J.D.**, and Staples, D.S., "Knowledge Managers: Who They Are and What They Do?", chapter in *Handbook on Knowledge Management* (Ed. Clyde Holsapple), Springer-Verlag, New York, USA, 2002.
- Smith, H.A. and **McKeen, J.D.**, "Whither IT: A Look at IT in the Year 2005," chapter in *The Make or Break Issues in IT Management: A Guide to 21st Century Effectiveness* (Edited by Dan Remenyi and Ann Brown), Butterworth-Heinemann, Oxford, UK, 2002, pp.157-174.
- **McKeen, J.D.** and Bund, P., "Dominion Trust: Distribution Channel Development", chapter in *Cases in Electronic Commerce* (by Huff, Wade, Parent, Schneberger, Newson), Irwin McGraw-Hill, Boston, USA, 2000, pp. 365-384.

- **McKeen, J.D.**, Smith, H.A. and Parent, M., "An Integrative Research Approach to Assess the Business Value of Information Technology," chapter in *Measuring IT Investment Payoff: Contemporary Approaches*, (Mahmood, M.A., and Szewczak, E.J., eds.), Idea Group Publishing, Harrisburg, PA, 1999.
- Smith, H.A., **McKeen, J.D.** and Nelson, R.R., "Reengineering the IS Function: A Managerial Perspective", chapter in *Business Process Change: Reengineering Concepts, Methods and Technologies*, (Grover, V. and Kettinger, W., Eds), Idea Group Publishing, Harrisburg, PA, 1995, pp. 612-629.
- **McKeen, J.D.** and Guimaraes, T., "User Participation in Information Systems Development: Moderation in All Things", *IFIP Transactions on Information Systems Development*, (Avison, D.E., Kendall, J.E. and DeGross, J.I., eds), North-Holland Publishers, 1993, pp. 171-192.\
- **McKeen, J.D.** and Smith, H.A., "The Relationship Between Information Technology Use and Organizational Performance"; Chapter in *Strategic Information Technology Management: Perspectives in Organizational Growth and Competitive Advantage*, (Banker, R.D., Kauffman, R.J. and Mahmood, M.A., eds), Idea Group Publication, Harrisburg, Pennsylvania, 1993, pp. 405-444.

D) Published Cases

- 8 more cases since retirement in 2012
- Smith, H.A. and **McKeen, J.D.**, "Innovation at International Foods" in *IT Strategy: Issues and Practices (2nd Ed.)*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, July 2012.
- Smith, H.A. and **McKeen, J.D.**, "Delivering Business Value with IT at Hefty Hardware", in *IT Strategy: Issues and Practices (2nd Ed.)*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, July 2012.
- Smith, H.A. and **McKeen, J.D.**, "IT Investment at North American Financial" in *IT Strategy: Issues and Practices (2nd Ed.)*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, July 2012.
- Smith, H.A. and **McKeen, J.D.**, "Customer Service at Datatronics" in *IT Strategy: Issues and Practices (2nd Ed.)*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, July 2012.
- Smith, H.A. and **McKeen, J.D.**, "Innovation at International Foods" in *Contemporary Canadian Marketing Cases (4th Edition)*, H.F. MacKenzie, Pearson Prentice Hall, Toronto Canada, 2010.
- Smith, H.A. and **McKeen, J.D.**, "Creating a Process-Driven Organization at AgCredit" in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.
- Smith, H.A. and **McKeen, J.D.**, "Shared Services at RR Communications" in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.
- Smith, H.A. and **McKeen, J.D.**, "Leveraging IT Vendors at SleepSmart in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.
- Smith, H.A. and **McKeen, J.D.**, "Information Management at Homestyle Hotels" in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.
- Smith, H.A. and **McKeen, J.D.**, "Project Management at MM" in *IT Strategy in Action*, J.D. McKeen and Smith,

H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.

- Smith, H.A. and **McKeen, J.D.**, "IT Planning at ModMeters in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.
- Smith, H.A. and **McKeen, J.D.**, "CRM at Minitrex" in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.
- Smith, H.A. and **McKeen, J.D.**, "Investing in TUFs in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.
- Smith, H.A. and **McKeen, J.D.**, "Managing Technology at Genex Fuels" in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.
- Smith, H.A. and **McKeen, J.D.**, "Desktop Provisioning at CanCredit" in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.
- Smith, H.A. and **McKeen, J.D.**, "IT Leadership at MaxTrade" in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.
- Smith, H.A. and **McKeen, J.D.**, "Knowledge Management at Acme Consulting" in *IT Strategy in Action*, J.D. McKeen and Smith, H.A., Pearson Prentice Hall, Upper Saddle River, NJ, USA, March 2008.

E) Conference Papers/Panels

- Gonzalez, P., **McKeen, J.D.**, and Tu, Z., "IT Stereotyping and the CEO-CIO Headlock," Research-in-progress paper, *Proceedings of the Twenty Third Annual International Conference on Information Systems*, Orlando, December 16-19, 2012, pp. xx-yy.
- Singh, S., **McKeen, J.D.**, and Chan, Y.E., "Knowledge management and organizational performance: A capability-based theoretical foundation", International Conference on Organizational Learning, Knowledge and Capabilities (OLKC), Coventry, UK, March 2006.
- **McKeen, J.D.**, Zack, M.H. and Singh, S. "Knowledge Management and Organizational Performance: An Exploratory Survey," Hawaii International Conference on System Sciences (HICSS'39), Kauai, Hawaii, January 4-7, 2006.
- Gill, B. and **McKeen, J.D.**, "Merging E-Commerce Strategies," ASAC, Halifax, Nova Scotia, June 15-17, 2003.
- Guimaraes, T., Staples, D.S. and **McKeen, J.D.** "Empirically Testing Some Main User Related Factors for Systems Development Quality" *Proceedings of the 7th International Conference on Information Quality (ICIQ-02)*, Cambridge (MIT), Nov. 8-10, 2002.
- Smith, H.A. and **McKeen, J.D.**, "Instilling a Knowledge Sharing Culture," Third European Conference on Organizational Knowledge, Learning, and Capabilities, Athens, Greece, March 2002.
- **McKeen, J.D.**, Henderson, J., Holsapple, C. and Zack, M., "Knowledge Management: Research Challenges", Panel Session Leader, *Proceedings of the Twenty Second Annual International Conference on Information Systems*, New Orleans, December 16-18, 2001.

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- **McKeen, J.D.** and Smith, H.A., "Measuring IS: How Does Your Organization Rate?", *Proceedings of TIMS XXXIII Annual Conference*, Anchorage, Alaska, June 12-15, 1994.
- **McKeen, J.D.** and Guimaraes, T., "User Participation in Information Systems Development: Moderation in All Things", *Proceedings of the IFIP WG8.2 Working Conference*, Noordwijkerhout, The Netherlands, May 17-19, 1993.
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- **McKeen, J.D.**, Gallupe, R.B., Lu, M., "An Experimental Investigation of Project Selection by Steering Committees," *Proceedings of the Conference of the Administrative Sciences Association of Canada*, Montreal, June 1-3, 1989.
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- **McKeen, J.D.**, Gallupe, R.B., "The User-Developer Interface in Application Systems Development: An Examination of the Kaiser-King Model," *Proceedings of the Conference of the Administrative Sciences Association of Canada*, Toronto, Ontario, June 1987, pp.83-94.
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- **McKeen, J.D.**, "Field Methodology in MIS", *Proceedings of the Conference of the Administrative Sciences Association of Canada*, Montreal, May 1985.
- **McKeen, J.D.**, "Educational Innovations in MIS", *Proceedings of the Conference of the Association of Administrative Sciences of Canada*, Montreal, May 1985.
- Law, C.E., Welch, K.D. and **McKeen, J.D.**, "Implementing Micro Computing in the Business School,"

Proceedings of the International Conference of Computer Users in Business Schools, Iowa, Illinois, July 1984, pp.85113.

- **McKeen, J.D.**, "Activity Analysis: An Approach to Understanding the Systems Development Process", *Proceedings of the Conference of Administrative Sciences Association of Canada*, Ottawa, May/June 1982, pp.4150.
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- **McKeen, J.D.**, Slinkman, C.W., "Statistical Analysis Support for Database Management Systems", *Proceedings of Computer Science and Statistics: 12th Annual Symposium on the Interface*, Waterloo, May 1979, pp.294298.

F) Invited Presentations

- **McKeen, J.D.**, "IT in 2015", Massachusetts Institute of Technology (MIT), Center for Information Systems Research (CISR), April 4, 2012.
- **McKeen, J.D.**, "IT Perceptions: The New Reality", The University of Auckland, April 18, 2011.
- **McKeen, J.D.**, "IT Perceptions: The New Reality", The University of Wellington, February, 2011.
- **McKeen, J.D.**, "Knowledge Management: Have We Lost our Way?", Strategic Leadership Forum, Toronto, Ontario, November 5, 2003.
- **McKeen, J.D.**, "Research on Knowledge-Based Enterprises", Intel, Chandler, Arizona, March 6, 2003.
- Goodes, M.R. and **McKeen, J.D.**, "The Importance of Knowledge Management: A CEO's Story", Joint Keynote, *Braintrust International 2002*, San Francisco, Feb 10-13, 2002.
- **McKeen, J.D.**, "Placing Strategic Bets on Knowledge Management", *Center for Information Systems Research (CISR)*, Massachusetts Institute of Technology (MIT), Cambridge, MA, December 12, 2001.
- **McKeen, J.D.**, "A Study of Knowledge Managers' Careers", *Institute for Knowledge Management (IKM)*, Cambridge, MA, August 15, 2001.
- **McKeen, J.D.**, Guest Speaker, "The New Centre for Knowledge-Based Enterprises," *Queen's Corporate Breakfast Meeting*, Donald Gordon Centre, Kingston, December 1, 1999.
- **McKeen, J.D.**, Guest Speaker, "Mergers and Acquisitions: The Impact on IS," *IS Research Center*, University of Houston, Houston, USA, February 18, 1999.
- **McKeen, J.D.**, Guest Speaker, "The 'Greening' of MBA Programs," *ECONET Workshop Conference*, Kingston, June 10, 1998.
- **McKeen, J.D.**, Guest Speaker, "Developing a New MBA for Science & Technology," CIPS meeting, Kingston, November 25, 1997.

- **McKeen, J.D.**, Panelist, "Leading and Managing IS in the 21st Century: Past, Present, and Future Directions – Challenges and Opportunities," *CIO Summit*, Toronto-Singapore, November 17, 1997.
- **McKeen, J.D.**, Keynote Speaker, "Valuing IT," *Canadian Information Processing Society (CIPS) Annual Conference*, Edmonton, October 21, 1997.
- **McKeen, J.D.**, Panel Moderator, "Implementing Enterprise Solutions," *Canadian Information Processing Society (CIPS) Annual Conference*, Edmonton, October 21, 1997.
- **McKeen, J.D.**, Keynote Speaker, "Assessing the Value of IT," *Atlantic Schools of Business Annual Conference '97*, Fredericton, October 3, 1997.
- **McKeen, J.D.**, Guest Speaker, "Canadian Universities: A Trend Towards Privatizing Tuitions," *The Canadian Education Industry Summit*, Toronto, September 24, 1997.
- **McKeen, J.D.**, Keynote Speaker, "Assessing the Value of Information Technology: Looking in All the Wrong Places," *Business Computer Convergence '97*, Calgary, March 11, 1997.
- **McKeen, J.D.**, Panel Moderator, "Partnering in IS," *Business Computer Convergence '97*, Calgary, March 11-12, 1997.
- **McKeen, J.D.**, Session chair, "Theorizing about Information Technology," *Proceedings of the Sixteenth Annual International Conference on Information Systems*, Amsterdam, December 10-13, 1995.
- **McKeen, J.D.** and Smith, H.A., "Assessing the Value of Information Technology," *Annual Life Office Management Association (LOMA) Conference*, Orlando, Florida, March 19-22, 1995.
- **McKeen, J.D.**, "Re-engineering IS: Strategies for Management", Invited Presentation to the Center for the Management of Information Technology, McIntire School of Commerce, University of Virginia, Charlottesville, VA, October 29, 1993.
- **McKeen, J.D.**, "User Participation in Information Systems Development", Faculty of Management, University of Calgary, April 2, 1993.
- **McKeen, J.D.**, "Linking IT Investment with IT Usage", MIS Research Workshop Series, Faculty of Commerce and Business Administration, University of British Columbia, October, 1992.
- **McKeen, J.D.** and Smith, H.A., "The Value of Information Technology: A Resource View," Joint Presentation to the Ministries of Communication, ISTC, and the Conference Board, Ottawa, May, 1992.
- **McKeen, J.D.** and Todd, P.A., "MIS Professionals: What We Have, What We Want, What We Get", Distinguished Speaker Series, Concordia University, March 12, 1992.
- **McKeen, J.D.** and Todd, P.A., "MIS Professionals: What We Have, What We Want, What We Get", Faculty of Commerce and Business Administration, MIS Division, University of British Columbia, April 24, 1992.
- **McKeen, J.D.**, Smith, H.A., Moore, G., and Reich, B. "Re-engineering the Organization: The Role of IS," Presentation to *Administration Sciences Association of Canada (ASAC) Annual Meetings*, Quebec City, Quebec, Canada, June 9, 1992.

- **McKeen, J.D.**, "The Winner's Circle: Membership Guaranteed?," *Amdahl Users Group Annual Conference*, Vancouver, June 12-15, 1988.
- **McKeen, J.D.**, "Going Global: International Business Education in Canada," Panel Session, *Conference of the Administrative Sciences Associations of Canada*, Halifax, Nova Scotia, June 5-7, 1988.
- **McKeen, J.D.**, "Corporate Challenges in the Information Age," St. Andrew's College Business Club (Guest Speaker), Toronto, April 1987.

G) Working Papers (the Queen's School of Business Working Paper Series was discontinued in 2003)

- Smith, H.A. and **McKeen, J.D.**, "Developing and Delivering on the IT Value Proposition," Working Paper #WP2003-05, School of Business, Queen's University, Kingston, Canada K7L 3N6, 2003.
- Smith, H.A. and **McKeen, J.D.**, "Linking IT to Business Metrics," Working Paper #WP2003-04, School of Business, Queen's University, Kingston, Canada K7L 3N6, 2003.
- Smith, H.A. and **McKeen, J.D.**, "Developing IT Professionalism," Working Paper #WP2003-03, School of Business, Queen's University, Kingston, Canada K7L 3N6, 2003.
- Smith, H.A. and **McKeen J.D.**, "Combating the Surfer Syndrome: Managing New Technology," Working Paper #WP2002-12, School of Business, Queen's University, Kingston, Canada K7L 3N6, 2002.
- **McKeen, J.D.**, and Smith, H.A., "IT Project Prioritization," Working Paper #WP2002-11, School of Business, Queen's University, Kingston, Canada K7L 3N6, 2002.
- **McKeen, J.D.**, and Smith, H.A., "Managing the Technology Portfolio" Working Paper #WP2002-10, School of Business, Queen's University, Kingston, Canada K7L 3N6, 2002.
- **McKeen, J.D.**, Smith, H.A., Joglekar, N. and Balasubramanian, P.R., "IT Sourcing: Build, Buy or Market", Working Paper #WP2002-09, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- Smith, H.A. and **McKeen J.D.**, "Social Aspects of IT," Working Paper #WP2002-08, School of Business, Queen's University, Kingston, Canada K7L 3N6, 2002.
- **McKeen, J.D.**, and Smith, H.A., "ERP Systems," Working Paper #WP2002-07, School of Business, Queen's University, Kingston, Canada K7L 3N6, 2002.
- **McKeen, J.D.**, and Smith, H.A., "CRM: The Role of IS" Working Paper #WP2002-06, School of Business, Queen's University, Kingston, Canada K7L 3N6, 2002.
- **McKeen J.D.** and Smith H.A., "Estimating the Benefits of IT," Working Paper #WP2002-05, School of Business, Queen's University, Kingston, Canada K7L 3N6, 2002.
- **McKeen, J.D.** and Smith, H.A., "Enterprise Application Integration", Working Paper # WP2002-04, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- **McKeen, J.D.** and Guimaraes, T., "Successful Strategies for User Participation in Information Systems Development", Working Paper Number 94-38, School of Business, Queen's University, Kingston, Canada

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- **McKeen, J.D.** and Smith, H.A., "Assessing the Value of Information Technology: A Focus on Banking and Insurance", Working Paper Number 94-27, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- **McKeen, J.D.**, Guimaraes, T. and Wetherbe, J., "Contingency Factors Affecting User Participation and User Satisfaction: Task Complexity, System Complexity, User Influence, and User-Developer Communication," Working Paper Number 93-07, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- Todd, P.A., **McKeen, J.D.** and Gallupe, B., "The Evolution of IS Positions: A Content Analysis of IS Job Advertisements from 1970 to 1990", Working Paper Number 93-01, School of Business, Queen's University, Kingston, Canada K7L 3N6
- **McKeen, J.D.** and Smith, H.A., "Linking IT Investment with IT Usage", Working Paper Number 92-20, School of Business, Queen's University, Kingston, Canada K7L 3N6
- **McKeen, J.D.**, and Smith, H.A., "The Relationship Between Information Technology Use and Organizational Performance", Working Paper Number 92-11, School of Business, Queen's University, Kingston, Canada.
- **McKeen, J.D.** and Smith, H.A., "The Value of Information Technology: A Resource View," Working Paper Number 90-31, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- Todd, P.A. and **McKeen, J.D.**, "Framing Effects, Sunk Costs, and the Funding Decision," Working Paper Number 90-18, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- Smith, H.A. and **McKeen, J.D.**, "How Does Information Technology Affect Business Value? -- A Reassessment and Research Propositions," Working Paper Number 90-13, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- Lu, M., **McKeen, J.D.** and Gallupe, R.B., "The Impact of GDSS on Group Performance and the Dominance of the Best Member," Working Paper Number 90-xx, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- **McKeen, J.D.**, Guimaraes, T., "User Participation in Application System Development: Moderation in All Things," Working Paper Number 89-14, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- Smith, H.A., **McKeen, J.D.**, "Computerization and Management: A Study of Conflict and Change", Working Paper Number 89-06, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- **McKeen, J.D.**, Smith, H.A., Agrawal, P.C., Smyth, D.R., "The Investment in Information Technology: 1977-1987," Working Paper Number 89-03, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- Gallupe, R.B. and **McKeen, J.D.**, "Beyond Computer-Mediated Communication: An Experimental Study into the Use of a Group Decision Support System for Face-to-Face versus Remote Meetings", Working Paper Number 88-04, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- **McKeen, J.D.**, "Theory and Practice: Bridging the Gap for Effective IS Teaching", Working Paper Number 87-06, School of Business, Queen's University, Kingston, Canada K7L 3N6.

- **McKeen, J.D.**, Gallupe, R.B., "The User-Developer Interface in Application System Development: An Examination of the Kaiser-King Model," Working Paper Number 87-02, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- Guimaraes, T., **McKeen, J.D.**, "Organizational Bias in the Selection of MIS Projects", Working Paper Number 8609, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- **McKeen, J.D.**, Guimaraes, T., "A Comparative Analysis of MIS Project Selection Mechanisms", Working Paper Number 8526, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- Guimaraes, T. and **McKeen, J.D.** "Selection Mechanisms for MIS Projects," Working Paper Number 858, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- **McKeen, J.D.** and Guimaraes, N., "Selecting MIS Projects by Steering Committee", Working Paper Number 8414, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- **McKeen, J.D.**, "The Nature of Inter-Activity Relationships within the Systems Development Cycle", Working Paper Number 816, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- **McKeen, J.D.**, "Activity Analysis: An Approach to Understanding the Systems Development Process", Working Paper Number 815, School of Business, Queen's University, Kingston, Canada K7L 3N6.
- **McKeen, J.D.**, Guimaraes, N., "A Practitioner's Guide to Value Encoding", Working Paper Number 80119, Business Department, St. Cloud State University, St. Cloud, Minnesota, USA.
- Naumann, J.D., Davis, G.B., **McKeen, J.D.**, "Determining Information Requirements: A Contingency Method for Selection of a Requirements Assurance Strategy", Working Paper MISRCWP8002, Management Information Systems Research Center, University of Minnesota, Minneapolis, Minnesota, USA.
- **McKeen, J.D.**, Naumann, J.D., Davis, G.B., "Development of a Selection Model for Information Requirements Determination", Working Paper MISRCWP7906, Management Information Systems Research Center, University of Minnesota, Minneapolis, Minnesota, USA.
- **McKeen, J.D.**, Slinkman, C.W., "Statistical Analysis Support for Database Management Systems", Working Paper MISRCWP7905, Management Information Systems Research Center, University of Minnesota, Minneapolis, Minnesota, USA.
- **McKeen, J.D.**, "Database Search Mechanism Analysis Routine" Working Paper MISRCTR7707, Management Information Systems Research Center, University of Minnesota, Minneapolis, MN, USA.

H) IT Forum Reports

- Smith, H.A. and **McKeen, J.D.**, "Work and the Pandemic," *IT Forum*, Volume 30, Number , 2020.
- **McKeen, J.D.** and Smith, H.A. "Building Business Partnerships," *IT Forum*, Volume 30, Number 2, 2020.
- Smith, H.A. and **McKeen, J.D.**, "IT in 2025," *IT Forum*, Volume 30, Number 1, 2020.

- Smith, H.A. and **McKeen, J.D.**, "Cyber Risk Management," *IT Forum*, Volume 29, Number 4, 2019.
- Smith, H.A. and **McKeen, J.D.**, "Technology to Value," *IT Forum*, Volume 29, Number 3, 2019.
- Smith, H.A. and **McKeen, J.D.**, "Managing an IT Career," *IT Forum*, Volume 29, Number 2, 2019.
- Smith, H.A. and **McKeen, J.D.**, "Managing IT in the Cloud," *IT Forum*, Volume 29, Number 1, 2019.
- Smith, H.A. and **McKeen, J.D.**, "Managing Technology Debt," *IT Forum*, Volume 28, Number 4, 2018.
- Smith, H.A. and **McKeen, J.D.**, "Employee Experience," *IT Forum*, Volume 28, Number 3, 2018.
- Smith, H.A. and **McKeen, J.D.**, "New World of IT Work," *IT Forum*, Volume 28, Number 2, 2018.
- Smith, H.A. and **McKeen, J.D.**, "Shadow IT," *IT Forum*, Volume 28, Number 1, 2018.
- Smith, H.A. and **McKeen, J.D.**, "Talent Management in IT," *IT Forum*, Volume 27, Number 4, 2017.
- Smith, H.A. and **McKeen, J.D.**, "Enabling Personalization with IT," *IT Forum*, Volume 27, Number 3, 2017.
- Smith, H.A. and **McKeen, J.D.**, "API Economy," *IT Forum*, Volume 27, Number 2, 2017.
- Smith, H.A. and **McKeen, J.D.**, "Artificial Intelligence," *IT Forum*, Volume 27, Number 1, 2017.
- Smith, H.A. and **McKeen, J.D.**, "Information Security and Enablement," *IT Forum*, Volume 26, Number 4, 2016.
- Smith, H.A. and **McKeen, J.D.**, "Disruption in IT," *IT Forum*, Volume 26, Number 3, 2016.
- Smith, H.A. and **McKeen, J.D.**, "Experimentation in IT," *IT Forum*, Volume 26, Number 2, 2016.
- Smith, H.A. and **McKeen, J.D.**, "Developing IT Thought Leaders," *IT Forum*, Volume 26, Number 1, 2016.
- Smith, H.A. and **McKeen, J.D.**, "Digital Strategy," *IT Forum*, Volume 25, Number 3, 2015.
- Smith, H.A. and **McKeen, J.D.**, "Transforming to DevOps," *IT Forum*, Volume 25, Number 2, 2015.
- Smith, H.A. and **McKeen, J.D.**, "IT in 2020," *IT Forum*, Volume 25, Number 1, 2015.
- Smith, H.A. and **McKeen, J.D.**, "Cloud Strategy," *IT Forum*, Volume 24, Number 4, 2014.
- Smith, H.A. and **McKeen, J.D.**, "Developing a Data Strategy," *IT Forum*, Volume 24, Number 3, 2014.
- Smith, H.A. and **McKeen, J.D.**, "Emerging Technologies Management," *IT Forum*, Volume 24, Number 2, 2014.
- Smith, H.A. and **McKeen, J.D.**, "Governance for a Redefined IT," *IT Forum*, Volume 24, Number 1, 2014.
- Smith, H.A. and **McKeen, J.D.**, "Innovation with IT," *IT Forum*, Volume 23, Number 4, 2013.
- Smith, H.A. and **McKeen, J.D.**, "Mobile Technology," *IT Forum*, Volume 23, Number 3, 2013.

- Smith, H.A. and **McKeen, J.D.**, "Improving Customer Experience," *IT Forum*, Volume 23, Number 2, 2013.
- Smith, H.A. and **McKeen, J.D.**, "Big Data," *IT Forum*, Volume 23, Number 1, 2013.
- Smith, H.A. and **McKeen, J.D.**, "Cloud Computing," *IT Forum*, Volume 22, Number 1, 2012.
- Smith, H.A. and **McKeen, J.D.**, "Improving Customer Experience: An IT Perspective," *IT Forum*, Volume 21, Number 3, 2011.
- Smith, H.A. and **McKeen, J.D.**, "Business Intelligence," *IT Forum*, Volume 21, Number 1, 2011.
- Smith, H.A. and **McKeen, J.D.**, "IT in 2015," *IT Forum*, Volume 20, Number 4, 2010.
- **McKeen, J.D.**, and Smith, H.A., "Managing IT Demand", *IT Forum*, Volume 20, Number 3, 2010.
- **McKeen, J.D.**, and Smith, H.A., "Effective Application Maintenance", *IT Forum*, Volume 20, Number 2, 2010.
- Smith, H.A. and **McKeen, J.D.**, "Enhancing Development Productivity," *IT Forum*, Volume 20, Number 1, 2010.
- **McKeen, J.D.** and Smith, H.A., "IT Shared Services," *IT Forum*, Volume 19, Number 4, 2009.
- Smith, H.A. and **McKeen, J.D.**, "Identity Management," *IT Forum*, Volume 19, Number 3, 2009.
- Smith, H.A. and **McKeen, J.D.**, "Enabling Collaboration with IT," *IT Forum*, Volume 19, Number 2, 2009.
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- Smith, H.A. and **McKeen, J.D.**, "Business IT Communications," *IT Forum*, Volume 18, Number 4, 2008.
- Smith, H.A. and **McKeen, J.D.**, "Building a Strong Relationship with the Business," *IT Forum*, Volume 18, Number 3, 2008.
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- Smith, H.A. and **McKeen, J.D.**, "Managing IT-Based Risk," *IT Forum*, Volume 18, Number 1, 2008.
- **McKeen, J.D.** and Smith, H.A., "Successful Strategies for IT Staffing," *IT Forum*, Volume 17, Number 4, 2007.
- Smith, H.A. and **McKeen, J.D.**, "Social Computing: How Should It be Managed?," *IT Forum*, Volume 17, Number 3, 2007.
- Smith, H.A. and **McKeen, J.D.**, "Master Data Management," *IT Forum*, Volume 17, Number 2, 2007.
- **McKeen, J.D.** and Smith, H.A., "The Emerging Role of the Enterprise Business Architect," *IT Forum*, Volume 17, Number 1, 2007.
- Smith, H.A. and **McKeen, J.D.**, "Managing the Perceptions of IT," *IT Forum*, Volume 16, Number 4, 2006.
- **McKeen, J.D.** and Smith, H.A., "IT Function Delivery: A Decision Framework," *IT Forum*, Volume 16, Number 3, 2006.

- Smith, H.A. and **McKeen, J.D.**, "The *Real* World of IT Budgeting," *IT Forum*, Volume 16, Number 2, 2006.
- **McKeen, J.D.** and Smith, H.A., "Strategic Experimentation with IT," *IT Forum*, Volume 16, Number 1, 2006.
- Smith, H.A. and **McKeen, J.D.**, "IT in 2010," *IT Forum*, Volume 15, Number 4, 2005.
- **McKeen, J.D.** and Smith, H.A., "Creating and Evolving a Technology Roadmap," *IT Forum*, Volume 15, Number 3, 2005.
- **McKeen, J.D.** and Smith, H.A., "Digital Dashboards: Keep Your Eyes on the Road," *IT Forum*, Volume 15, Number 2, 2005.
- Smith, H.A. and **McKeen, J.D.**, "Information Management: The Nexus of Business and IT," *IT Forum*, Volume 15, Number 1, 2005.
- Smith, H.A. and **McKeen, J.D.**, "IT in the New World of Corporate Governance Reforms," *IT Forum*, Volume 14, Number 4, 2004.
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- Smith, H.A. and **McKeen, J.D.**, "Creating a Process-Driven Organization at AgCredit", #1-L07-1-001, Queen's

School of Business, September 2007

- Smith, H.A. and **McKeen, J.D.**, "Shared Services at RR Communications", #1-L07-1-002, Queen's School of Business, September 2007
- Smith, H.A. and **McKeen, J.D.**, "Leveraging IT Vendors at SleepSmart", #1-L06-1-001, Queen's School of Business, May 2006
- Smith, H.A. and **McKeen, J.D.**, "Information Management at Homestyle Hotels", #1-L05-1-010, Queen's School of Business, November 2005
- Smith, H.A. and **McKeen, J.D.**, "Project Management at MM", #1-L05-1-009, Queen's School of Business, November 2005
- Smith, H.A. and **McKeen, J.D.**, "IT Planning at ModMeters", #1-L05-1-008, Queen's School of Business, September 2005
- Smith, H.A. and **McKeen, J.D.**, "CRM at Minitrex", #9-L05-1-002, Queen's School of Business, January 2005
- Smith, H.A. and **McKeen, J.D.**, "Investing in TUFs", #9-L05-1-003, Queen's School of Business, February 2005
- Smith, H.A. and **McKeen, J.D.**, "Managing Technology at Genex Fuels", #9-L05-1-004, Queen's School of Business, February 2005
- Smith, H.A. and **McKeen, J.D.**, "Desktop Provisioning at CanCredit", #9-L05-1-005, Queen's School of Business, February 2005
- Smith, H.A. and **McKeen, J.D.**, "IT Leadership at MaxTrade", #9-L05-1-006, Queen's School of Business, February 2005
- Smith, H.A. and **McKeen, J.D.**, "Knowledge Management at Acme Consulting", #9-L05-1-007, Queen's School of Business, February 2005

[The following cases were prepared by students in the Commerce and MBA programs at Queen's School of Business under my supervision]

- "If it can be SAP, it will be", IT Teaching Case, December 1998.
- "Voice over IP: The Web of the Future", IT Teaching Case, December 1998.
- "Implementation of an Asset-Based Leasing System at MFP Technology Services Ltd.", IT Teaching Case, December 1998.
- "Teleworking at Sony Music Canada", IT Teaching Case, December 1998.
- "LIS at Metropolis", IT Teaching Case, December 1998.
- "WebTV at the Peoples' Bank", IT Teaching Case, December 1998.

- "ATT Canada Becomes an ISP", IT Teaching Case, December 1998.
- "SET: Setting the Stage for Internet Shopping", IT Teaching Case, December 1998.
- "Home LinX: Convergence in the Home", IT Teaching Case, December 1998.
- "Case on E-Commerce", IT Teaching Case, December 1998.
- "ISM: A Study in Organizational Structure", IT Teaching Case, December 1998.
- "SET: Setting the Stage for Internet Shopping", IT Teaching Case, December 1998.
- "Air Miles at the LCBO", IT Teaching Case, December 1997.
- "HR/Payroll Systems at Noranda", IT Teaching Case, December 1997.
- "Land Forces Information System", IT Teaching Case, December 1997.
- "BPR at Consumers Gas", IT Teaching Case, December 1997.
- "Desktop Support at SwissRe Canada", IT Teaching Case, December 1997.
- "Defence Message Handling System", IT Teaching Case, August 1997.
- "Aetna: Reorganization of the IT Function", IT Teaching Case, December 1996.
- "ManuLife: The Year 2000 Problem", IT Teaching Case, December 1996.
- "CIBC: IT Resource Re-structuring", IT Teaching Case, December 1996.
- "Royal Bank: New Networks in Branch Banking", IT Teaching Case, December 1996.
- "CPWeb: An Intranet for CP Hotels", IT Teaching Case, December 1996.
- "Business Communications at Sun Life", IT Teaching Case, August 1996.
- "Managing the Acquisition Process at Canada Life", IT Teaching Case, August 1996.
- "Distribution Development at Dominion Trust", IT Teaching Case, July 1996.
- "METROPOLIS (Metropolitan Police Information System)", IT Teaching Case, August 1996.
- "Commander EIS at Honda Canada", IT Teaching Case, August 1996.
- "Workers' Compensation Board", IT Teaching Case, July 1996.
- "Redefining IS at Dofasco", IT Teaching Case, June 1996.
- "Continuous Replenishment at Nabisco", IT Teaching Case, June 1996.

- "Consumers Gas A", IT Teaching Case, June 1995.
- "Consumers Gas B", IT Teaching Case, June 1995.

N) Other

- Ernst & Young Management Series, Centre for Information Technology and Strategy, Feature Columnist, 1992-1994.
- DESIGN 1-2-3, Workshop Organizer, Queen's University, Kingston, June 21-23, 1987.
- Introduction to Micro Computers for Canadian Bankers, Course Instructor School of Business, Queen's University, 1986 - 1987.
- SSHRCC/ASAC Faculty Research Methodology Workshop, MIS Instructor, Kingston, May 1983.
- Conference Proceedings of the Administrative Sciences Association of Canada (Information Systems Division), Vancouver, May June 1983, (**McKeen, J.D.**, Editor).
- **McKeen, J.D.**, "An Empirical Investigation of the Process and Product of Application Systems Development," Unpublished Ph.D. dissertation, Graduate School of Business Administration, University of Minnesota, 1981.
- Proceedings of the Eleventh Annual Conference of The Society for Management Information Systems (**McKeen, J.D.** Associate Editor), Minneapolis, Minnesota, September 10-13, 1979.

RESEARCH FUNDING

- **McKeen, J.D.**, "Consumerization of Technology at IFG", Faculty Development Fund #40748, \$2,000, November 2011.
- **McKeen, J.D.**, "Enterprise Architecture at Nationstate", Faculty Development Fund #40732, \$5,220, May 2011.
- **McKeen, J.D.**, "Working Smarter at Continental Furniture International", Faculty Development Fund #40699, \$5,240, October 2010.
- **McKeen, J.D.**, "Delivering Business Value with IT at Hefty Hardware", Faculty Development Fund #40687, \$5,280, May 2010.
- **McKeen, J.D.**, "Innovation at International Foods", Faculty Development Fund #40667, \$5,340, October 2009.
- **McKeen, J.D.**, "IT Investment at North American Financial", Faculty Development Fund #40649, \$5,100, May 2009.
- **McKeen, J.D.**, "CIO role perceptions: In-group Favouritism and Self-fulfilling Prophecy", SSHRC \$83,840, 2009-11.

- **McKeen, J.D.**, “Supplementary Research Grant”, Queen’s School of Business, \$45,000, 2008-2010.
- **McKeen, J.D.**, “Customer Service at Datatronics”, Faculty Development Fund #40625, \$3,500, 2008.
- **McKeen, J.D.**, “Distinguished Faculty Fellow in MIS”, Queen’s School of Business, \$30,000, 2008-2010.
- M. H. Zack and **McKeen, J.D.**, “Knowledge Summit 2006”, Canada-United States Fulbright Program, \$13,988.80, 2008, not awarded.
- **McKeen, J.D.**, “Service Oriented Architecture at FCC”, Faculty Development Fund, \$7,370, 2006.
- **McKeen, J.D.**, “Controlling MRSA – It’s in Your Hands: A Collaborative research Project between Queen’s Health sciences and The Monieson Centre at Queen’s School of Business”, CIHR: Knowledge to Action Phase 1: Development Grant for Local Researcher-User Interaction, \$67,000, 2005, not awarded.
- **McKeen, J.D.**, “Knowledge Transfer and Management in Health Care: Quality, Safety, Accessibility and Affordability – Finding the Balance”, IHSPR: Workshop and Community Development Program, \$10,000, 2005.
- **McKeen, J.D.**, “Three ICBC Cases”, Faculty Development Fund, \$3,000, 2005.
- **McKeen, J.D.**, “Strategic Technology Alliance at Hbc”, Faculty Development Fund, \$2,500, 2004-05.
- **McKeen, J.D.**, “Creating New Knowledge and Translation Strategies in Health Care: A Team-Based Approach”, CIHR Team Grant Program, \$4,038,410, 2004-2009, not awarded.
- **McKeen, J.D.**, “Critical Knowledge Transfer: A Collaborative, Multi-University Investigation”, BMO Financial Group, \$115,000, 2004-2005.
- **McKeen, J.D.**, “Knowledge Sharing within Health Care: A Collaborative, Interdisciplinary Case Study Investigation”, SSHRC: Strategic Clusters Research Design Grants, \$30,000, September 2004, not awarded but received “4A” classification.
- **McKeen, J.D.**, “The Social Context of Knowledge Sharing within Health Care: A Collaborative, Interdisciplinary Case Study Investigation”, CIHR: Strategic Initiatives – Knowledge Translation Strategies, \$300,000, April 2004, not awarded.
- **McKeen, J.D.**, “The Social Context of Knowledge Sharing within Health Care: A Collaborative, Interdisciplinary Case Study Investigation”, SSHRC (MCRI), \$1,958,910, January 2004, not awarded.
- **McKeen, J.D.**, “The Creation and Management of High Growth Companies”, Ontario Research Development Challenge Fund (ORDCF), \$1,100,000, 2000-2005 (with J. Barling, B. Gallupe, and J. Gordon).
- **McKeen, J.D.**, SSHRC Strategic Grant, April 1999, \$600,000 applied for unsuccessfully.
- **McKeen, J.D.**, Queen's-HEC Joint Information Technology Management Research Program with Canada Post, \$150,000, 1997-1999.
- Todd, P.A. and **McKeen, J.D.**, Queen's-HEC Joint Information Technology Management Research Program with Canada Post, \$150,000, 1994-1996.

- **McKeen, J.D.**, International travel support to present paper at the 3rd European Conference on Information Systems (ECIS '95), Advisory Research Committee (ARC), Queen's University, \$2,000, April 1995.
- **McKeen, J.D.**, "The Role of Information Technology in Organizational Productivity", The University Research Incentive Fund (URIF), 1994-1995, \$10,000 awarded.
- **McKeen, J.D.**, "IBM IT Value Project", IBM Canada, 1994, \$10,000 awarded.
- **McKeen, J.D.**, "Developing the IT Deployment Construct", Advisory Research Committee (ARC), Queen's University, \$2,512, 1994-1995.
- Todd, P.A., **McKeen, J.D.**, Gallupe, R.B. and Chan, Y.E., "Support for Systems Analysis & Design Course", Principal's Development Fund, Queen's University, 1993, \$3,750 awarded.
- **McKeen, J.D.**, "The Initial Establishment of a Research Industry Database", Advisory Research Committee (ARC), March 1993, \$5,000 applied for unsuccessfully.
- **McKeen, J.D.** and Smith, H.A., "IT Forum 1993", IBM Canada (and other corporate sponsors), 1993, \$55,000 awarded.
- **McKeen, J.D.**, "Assessing the Organizational Value of Information Technology," NSERC Operating Grant, 1992, \$40,110 applied for unsuccessfully.
- **McKeen, J.D.**, "Valuation of Information Technology," University Research Incentive Fund (URIF), 1992, \$41,500 applied for unsuccessfully.
- **McKeen, J.D.** and Smith, H.A., "Queen's-IBM Canada EPDP Study: Phase III," University Research Incentive Fund (URIF), 1991-1992, \$20,000 awarded.
- **McKeen, J.D.**, "Assessing the Organizational Value of Information Technology," NSERC Operating Grant, 1991, \$40,110 applied for unsuccessfully.
- **McKeen, J.D.** and Smith, H.A., "IT Forum 1992", IBM Canada (and other corporate sponsors), 1992, \$50,000 awarded.
- **McKeen, J.D.** and Smith, H.A., "Queen's-IBM Canada EPDP Study - Phase III," IBM Canada (Marketing Division), 1990-91, \$20,000 awarded.
- **McKeen, J.D.**, "An Empirical Evaluation of the Investment in Information Technology," Collaborative Research and Development Program, NSERC, 1991, \$35,200 applied for unsuccessfully.
- **McKeen, J.D.**, "Developing Successful Information Systems Successfully," NSERC Operating Grant 1989-1992, \$25,500 awarded.
- **McKeen, J.D.** and Smith, H.A., "Queen's-IBM Canada EPDP Study: Phase II," University Research Incentive Fund (URIF), 1988-1989, \$35,650 awarded.
- **McKeen, J.D.**, and Smith, H.A., Queen's-IBM Canada EPDP Study: Phase I," IBM Canada (Marketing Division), 1988-89, \$35,650 awarded.

- **McKeen, J.D.** and Guimaraes, T. "Risk Analysis for MIS Project Selection," ACM SIGBDP (Special Interest Group on Business Data Processing and Management), 198687, \$1000 awarded.
- **McKeen, J.D.**, "Portfolio Analysis for MIS Project Selection", NSERC Individual Operating Grant, 198689, \$27,000 awarded.
- **McKeen, J.D.**, "The Implementation of Information Systems: An Organizational Innovation Perspective", NSERC Individual Operating Grant 198386, \$28,000 awarded.
- **McKeen, J.D.**, "The Implementation of Information Systems: An Organizational Innovation Perspective", NSERC Individual Operating Grant, 198283, \$9,000 awarded.
- Fullerton, H.V., and **McKeen, J.D.**, "Introducing Computing to the MBA Program", Principal's Development Fund, Queen's University, 1984, \$4,000 awarded.
- **McKeen, J.D.**, "Teaching Computing via Large Screen Projection", Principal's Development Fund, Queen's University, 198485, \$9,300 awarded.
- **McKeen, J.D.**, "An Experimental Evaluation of Alternative Pedagogical Approaches for an Introductory Business Data Processing Course", Principal's Development Fund, Queen's University, 1983, \$5,000 awarded.

AWARDS/HONOURS

- "IT Educator of the Year", ComputerWorld Canada, October 2011
- Zack, M.H., **McKeen, J.D.** and Singh, S., "Knowledge Management and Organizational Performance: An Exploratory Analysis", *Journal of Knowledge Management*, Volume 13, Number 6, 2009, pp. 392-409. [Outstanding Paper Award Winner, Literati Network Awards for Excellence 2010].
- Honourable Mention (Second Place), Society for Information Management (SIM) 2009 Paper Awards Competition, November 2009 for "Investment Spend Optimization at BMO Financial Group" by Smith, H.A., **McKeen, J.D.**, Cranston C. and Benson M.
- Distinguished Faculty Fellow in MIS, Queen's School of Business, July 2008 – June 2010.
- Ranked as Second Most Prolific IS Researcher 2003-2007 by Clarke, J., Warren, J. and Au, Y., "Assessing Researcher Publication Productivity in the Leading Information Systems Journals: A 2003-2007 Update," *Communications of the Association for Information Systems*, Volume 24, Article 14, 2009, pp. 223-255.
- Ranked as Second Most Prolific IS Researcher 2001-2005 by Clarke, J. and Warren, J. "In Search of the Primary Suppliers of IS Research: Who are They and Where Did They Come From?", *Communications of the Association for Information Systems*, Volume 18, 2006, pp. 296-328.
- Special Issue Editor, *International Journal of Management Reviews (IJMR)*, March 2001.
- Research Excellence Award, Queen's School of Business, 2001.

- Teaching Excellence Award (Nominee), Queen's School of Business, 2000.
- Teaching Excellence Award (Nominee), Queen's School of Business, 1998.
- **McKeen, J.D.** and Smith, H.A., *Management Challenges in IS: Successful Strategies and Appropriate Actions*, John Wiley & Sons, Ltd., England, August 1996. [Awarded the "Book of the Month" 5-star rating by *The Computer Bulletin*, Volume 9, Number 5, October 1997]
- "How Does Information Technology Affect Business Value? – A Reassessment and Research Propositions," Nominated for the Best Paper of 1994, Canadian Journal of Administrative Sciences.
- Teaching Release, Research Program, School of Business, 1991-92, 1994-95, 1996-97.
- Teaching Excellence Award Nominee, Queen's School of Business, 1995-1996.
- Lu, M., **McKeen, J.D.** and Gallupe, R.B., "The Impact of GDSS on Group Performance and the Dominance of the Best Member," Proceedings of the Conference of the Administrative Sciences Association of Canada, Whistler, B.C., June 2-5, 1990. *Best Paper Award*.
- Research Scholar, Research Program, School of Business, 1989-90.
- ACM, SIGBDP Research Award, 1986-87.
- Canada Council Doctoral Fellowship, 197879, 197980, extension 1980.
- Seagram's Business Faculty Doctoral Fellowship, 197778, 197879.
- IBM Fellowship, 1970-1971.

OFFICES IN PROFESSIONAL SOCIETIES

- Associate Editor, Panel Track, ICIS Conference, St. Louis Missouri, 2010
- Associate Editor, Business Value of IT Track, ICIS Conference, Phoenix Arizona, 2009
- Member of the Editorial Board, MIS Quarterly Executive, 2008-2010.
- Member of Program Committee, the International Conference on Information Systems (ICIS), Montreal 2007.
- Associate Editor, Business Value of IT Track, ICIS Conference, Las Vegas, 2005
- Reviewer, ICIS Conference, Las Vegas, 2005
- Member of Editorial Board, Journal of End User and Organizational Computing, 1996-present.
- Article Reviewer for MISQ, JMIS.
- External Reviewer for SSHRC, NSERC.

- Member of Editorial Board, Computer Personnel, 1998-2001.
- Judge, Information Technology Writing Awards, Andersen Consulting, 1995-1996.
- MIS Area Editor, Canadian Journal of Administrative Sciences (CJAS), 1993 (appointment), 1994-1996 (reappointment), 1997-2000 (second and final reappointment).
- Member of Executive Planning Committee, the International Conference on Information Systems (ICIS), 1992-1996.
- Member of Program Committee, the International Conference on Information Systems (ICIS), Amsterdam 1995.
- Member of Program Committee, the International Conference on Information Systems (ICIS), Vancouver 1994.
- National Sponsors Chair, the International Conference on Information Systems (ICIS), Vancouver 1994.
- Member of Editorial Board, Canadian Journal of Administrative Sciences (CJAS), 1986-1991.
- Information Systems Division Chair, Administrative Sciences Association of Canada (ASAC), 1983-84.
- Information Systems Division Program Chair, Administrative Sciences Association of Canada (ASAC), 1982-83.
- Annual reviewer for MIS Quarterly, The Canadian Journal of Administrative Sciences, Communications of the ACM, INFOR, Data Base, Information Systems Research, Journal of End User Computing, Computer Personnel, and the International Conference on Information Systems (ICIS).
- Annual reviewer for NSERC, SSHRCC, and DND Research Granting Agencies.

PROFESSIONAL AFFILIATIONS ... BOARD MEMBERSHIPS

- Intergovernmental Advisory Council, Member, 2007- 2012.
- Daltco, Advisory Board member, 2004-2009.
- Advisory Board for The Monieson Centre, member and Chair, 2003-2012.
- Chair's Advisory Council on e-Government: The Transformation of Public Service in Ontario through I & IT, Member, 2002-2006.
- Working Ventures CMDF Queen's Scientific Breakthrough Fund Inc., Queen's University, Member of Board (1999-2001)
- The *KM Forum*, Forum of practicing knowledge managers, Organizer and Leader (with H. Smith), Toronto, 1999-present.
- The *CIO Brief*, Forum of CIOs, Organizer and Leader (with H. Smith), Toronto, 1995-2018.

- The *IT Forum*, Forum of Senior IT Managers, Organizer and Leader (with H. Smith), Toronto, 1990-present.
- The *CIO Forum*, Forum of CIOs, Organizer and Leader (with H. Smith), Toronto, 1991-1995.
- Society for Information Management (SIM), member 1978-1983.
- Association for Computing Machinery (ACM), member 1980-1990.
- Administrative Sciences Association of Canada (ASAC), member 1976-2012.
- The Canadian Information Processing Society (CIPS), member 1984-1992.
- The Institute of Management Science (TIMS) – College of Information Systems, member 1981-1986.
- Decision Sciences Institute (DSI), member 1981-1987.

RESEARCH/TEACHING INTERESTS

- Knowledge Management
- IT Strategy
- Value of Information Technology
- IS Project Selection Mechanisms
- User Participation in IS Development
- Measuring User Satisfaction, Customer Orientation, and Service Quality of the IS Function
- Management of IS
- IS Productivity Assessment

STUDENT SUPERVISION

Ph.D.

- Paola Gonzales, Thesis supervisor, 2010-2014.
- Dany Di Tullio, thesis committee member, 2008-2012.
- Joyce Jin, thesis supervisor, 2007-2011.
- Satyendra Singh, thesis supervisor, 2004-2008.
- Tracy Jenkin, thesis committee member, 2005-2009.

- Dave Ramsden, thesis committee member, 2004-2007.
- Chris Street, thesis committee member, 2003-2006.
- Dave Goldsmith, thesis supervisor, 2004-2007.
- Satyendra Singh, program and summer research project supervisor, 2003-2004
- Dianne Ford, Thesis supervision committee member, 2003-2004
- Sherry Jack, Summer project supervisor, 1995.
- Mary Liz Grise, Thesis committee member, 1995-96.
- Alan Gillman, Thesis co-supervisor, 1995.
- Rebecca Reuber, Thesis co-supervisor, 1987.

Masters

- Greg McPherson, Thesis second reader, Summer 2011
- Zhiling Tu, Thesis supervisor, Summer 2010
- Yasser Rahrovani, Thesis second reader, summer 2008
- Linda Cole, Thesis, summer 2005
- Weiman Yang, Thesis, 2001.
- Prasad Rao, MRP project, 1996-97.
- Barry Scott, MRP project, 1996-97.
- Donald Belovich, MBA research project, 1995-96.
- Parak Salim, MIR research project, 1995.
- Michael Collins, NEMBA research project, 1995-96.
- Beth Cummings, NEMBA research project, 1995-96.
- Andrew Barbour, MIR research project, 1994.
- Jamie Cotter, MBA research project, 1990.

Undergraduate

- Katherine Bryant, BCOMM research project, 1989.

OTHER UNIVERSITY TEACHING

- IT Strategy, Graduate course, Business School, Catholic University, Ukraine, May 2017.
- IT Strategy, Graduate course, Mannheim University, May 2008.
- IT Strategy, Graduate course, Mannheim University, May-June 2007.

EXECUTIVE TEACHING PROGRAMS

- *Queen's Executive Program, CIBC IT Leadership Program*, Faculty Lead and Instructor, May, 2017.
- *Queen's Executive Program, CIBC IT Leadership Program*, Faculty Lead and Instructor, May, 2016.
- *Queen's IT Management Program*, Faculty Lead and Instructor, March 6-11, 2011.
- *Queen's IT Management Program*, Faculty Lead and Instructor, February 1-26, 2010.
- *CPC IT for non-IT Managers*, Instructor, April 28-29, 2009.
- *Queen's IT Management Program*, Faculty Lead and Instructor, February 24 - April 1, 2009.
- KPMG, "IT Strategic Sourcing", June 2008, Montreal.
- FEI-Microsoft Canadian Tour, "The Relationship between your Business and IT: What's Driving your IT ROI?", March 2008, Vancouver, Edmonton, Calgary, Toronto, Montreal and Halifax.
- *Queen's IT Management Program*, Faculty Lead and Instructor, February 24- 29, 2008.
- *Queen's IT Management Program*, Leader and Instructor, February 28 - March 2, 2007.
- *Queen's IT Executive Program*, Faculty Lead and Instructor, February 26 - March 3, 2006.
- *Queen's IT Executive Program*, Faculty Lead and Instructor, February 27 - March 4, 2005.
- *Queen's IT Executive Program*, Faculty Lead and Instructor, February 15-20, 2004.
- *Queen's Program for IT Executives*, Instructor, September 27-28, 2001.
- *Queen's Executive Program*, Instructor, June 13, 2001.
- *Queen's Executive Program*, Instructor, May 9, 2001.
- *Queen's Executive Program*, Instructor, May 10, 2000.
- *Queen's Program for IT Executives*, Instructor, May 30 – June 2, 2000.

- *Queen's Executive Program*, Instructor, June 14, 2000.
- *Queen's Executive Program*, Instructor, October 25, 2000.
- *Queen's Program for IT Executives*, Instructor, November 1-5, 1999.
- *Queen's Executive Program*, Instructor, June 16, 1999.
- *Queen's Executive Program*, Instructor, May 26, 1999.
- *Queen's Executive Program*, Instructor, May 5, 1999.
- *Queen's Public Executive Program*, Instructor, January 25, 1999.
- *Queen's IT for Non-IT Executives*, Instructor, June 14-19, 1998.

BUSINESS/CONSULTING EXPERIENCE

- External reviewer for new MBA program, Desautels Faculty of Management, McGill University, April 2008.
- Advisor for New Research Centre, Desautels Faculty of Management, McGill University, November 2004 – May 2006.
- Lafarge NA, 2004-05
- ActiMedia, 1999.
- LPIC, 1998.
- Equifax Inc., 1995.
- TD Bank, 1994.
- IBM Canada, 1988-present.
- Public Works Canada, 1990.
- Land O'Lakes, Inc., Minneapolis, Minnesota, 1979.
- Queen's University, STATLAB, Systems analyst, 1976.
- Canadian Institute for Guided Ground Transport (CIGGT), Systems analyst, 1973-75.
- QL Systems, Systems Analyst, 1971-73.
- Queen's University Computing Centre, APL Feasibility Study, 1971.
- Frontenac County Board of Education, Bus route scheduling, 1970.

UNIVERSITY SERVICE

- MSc/PhD Committee, 2011-12.
- Ad-hoc Committee to Select Award for Research Excellence, 2010
- Concordia MBA Case Competition, Coach, Montreal January 4-9, 2010.
- MSc/PhD Committee, 2009-10.
- Ad-hoc Committee to Select Award for Research Excellence, 2009
- OCGS Scholarship Adjudication, member 2007-present.
- AMBA Academic Curriculum Committee, member 2008.
- Selection committee to decide who receives the QSB Research Excellence Award and the New Researcher Achievement Award (2007)
- OCGS Scholarship Adjudication (2007)
- Social Program Evaluation Group (SPEG), member of review committee (2005-06)
- Research Committee, 2003-2007.
- Cornell Relationship Committee, 2003-04.
- MSc/PhD Committee, 2003-2005.
- MBA for Science & Technology Academic Progress and Curriculum Committee, 2003-2009.
- Special Assignment to review faculty issues of Recruitment, Retention, and Workload (Fall 2002).
- Promotion, Tenure and Review Committee, School of Business, 1999-2001.
- The Monieson Centre at Queen's School of Business (formerly the Queen's KBE Centre for Knowledge-based Enterprises), Founding Director (1999-2001, 2003-2006)
- Progression Committee, MBA for Science & Technology, Chair (1997-99)
- Workload Committee (1997-99)
- MBA for Science & Technology, Chair (1997-99)
- Advisory Board, Campus Computer Store (1996, 1997)
- Issues Committee, School of Business (1996-1999)
- Ph.D. Committee, School of Business (1991-92, 1995-1997 ex-officio)

- Research Program, School of Business, Chair (1995-1997), (Member 2003-2006)
- Advisory Research Committee (ARC) – Division 5 (1994, 1995)
- Apartment and Housing Queen's University, Faculty Board Member (1993-1996)
- University Senator (1990-1992)
- Senate Agenda Committee, University (1990-1992)
- Senate Bookstore Committee, University (1990-1992)
- Planning Committee, School of Business (1990-1992, 1995-97)
- Computing Committee, School of Business (1986-1991) Chair (1991, 1993-1995)
- Athletic Board of Control, Alumni Representative (1990-1991)
- Women's Interuniversity Athletics Committee (WIAC), Alumni Representative (1990-1991)
- Men's Interuniversity Athletics Committee (MIAC), Alumni Representative (1990-1991)
- Executive-in-Residence Committee, School of Business (1986-1988) Chair (1987)
- Honorary Awards Committee, School of Business (1991-1992)
- Associate Dean Selection Committee, School of Business (1986)