

TRACY JENKIN, PHD

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Smith School of Business, Queen's University

EDUCATION

Queen's University, Kingston, Ontario

Ph.D., Management (MIS) (2008)

Dissertation Chairs: Dr. Yolande Chan, Dr. David Skillicorn

Dissertation Title: Using IT to Support the Discovery of Novel Knowledge in Organizations

Queen's University, Kingston, Ontario

M.Sc., Management (MIS) (2004)

Masters Thesis Title: IS Project Alignment

Queen's University, Kingston, Ontario

Bachelor of Commerce, (First Class Honours) (1994)

ACADEMIC APPOINTMENTS

Tenured Associate Professor, Smith School of Business, 2016/2017 – present

Adjunct Assistant Professor, Smith School of Business, 2008/2009 – 2015/2016

Teaching Fellow, Smith School of Business, 2007

PUBLICATIONS

Journal Publications:

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

Corbett, Jacqueline, Webster, Jane, and Jenkin, Tracy A. "Unmasking Corporate Sustainability at the Project Level: Exploring the Influence of Institutional Logics and Individual Agency". *Journal of Business Ethics* 147(2), 2018.

Jenkin, Tracy A., Chan, Yolande E., Skillicorn, David B., and Rogers, Keith W. "Individual Exploration, Sensemaking and Innovation: A Design for the Discovery of Novel Information". *Decision Sciences*, 44(6), 2013.

Jenkin, Tracy A. "Extending the 4I Organizational Learning Model: Information Sources, Foraging Processes and Tools". *Administrative Sciences*, 3(3 – Special Issue on Organizational Learning: Developments in Theory and in Practice), 2013.

Jenkin, Tracy A., Webster, Jane, and McShane, Lindsay "An Agenda for 'Green' Information Technology and Systems Research". *Information and Organization*, 21(1), 2011.

Jenkin, Tracy A., McShane, Lindsay, and Webster, Jane "Green Information Technologies and Systems: Employees' Perceptions of Organizational Practices". *Business and Society*, 50(2), 2011.

Jenkin, Tracy A. and Chan, Yolande E. "IS Project Alignment – A Process Perspective". *The Journal of Information Technology*, 25(1), 2010.

Smith, Heather A., McKeen, James D. and Jenkin, Tracy A. "Exploring Strategies for Deploying Knowledge Management Tools and Technologies". *Journal of Information Science and Technology*, 6(3), 2009.

Journal – Under Review:

Liebowitz, Jay, Chan, Yolande E., Jenkin, Tracy A., Spicker, Dylan, Paliszkievicz, Joanna, Babilioni, Fabio. “If Numbers Could “Feel”: How Well Do Executives Trust Their Intuition?” Under second round of reviews.

Jenkin, Tracy A., Skillicorn, David B., and Chan, Yolande E. “Group Idea Generation and Decision-Making: A Novel Approach”. Being revised for resubmission.

Books, Chapters, and Cases:

Liebowitz, Jay, Chan, Yolande E., Jenkin, Tracy A., Spicker, Dylan, Paliszkievicz, Joanna, Babilioni, Fabio. (Forthcoming). How Well Do Executives Trust Their Intuition. Taylor and Francis. Boca Raton, Florida.

Jenkin, Tracy A., Chan, Yolande E., and Skillicorn, David B. (2010) Case-Study: Novel-Knowledge Discovery on the Web, in Berra-Fernandez, I. & Sabherwal, R. Knowledge Management: Systems and Processes. M.E. Sharpe Inc.

Manuscripts in Progress:

Jenkin, Tracy A. “Unsupervised Machine Learning in Practice: Exploring Novel-Information Discovery and Learning Processes”.

Rogers, Keith W., Jenkin, Tracy A., Corbett, Jacqueline, Webster, Jane. “Exploring the Effects of Paradoxical Tensions in Green Projects: An Agent-based Simulation”.

Jenkin, Tracy A., Chan, Yolande E., and Sabherwal, Rajiv “The Effects of Context, System, and Process in Information Systems Development: Insights from an Inductive Study”.

Jenkin, Tracy A., Chan, Yolande E., and Sabherwal, Rajiv. “Ambition, Alignment and Actions in IS Projects”. Accepted for the Qualitative Comparative Analysis (QCA) paper development workshop at the *Academy of Management Meeting* (August 2015).

Refereed Conference Proceedings:

Rogers, Keith W., Jenkin, Tracy A., Corbett, Jacqueline, Webster, Jane. “The Effects of ‘Green’ on IT/S Projects: Recycling the Garbage Can Model”. In *The Proceedings of the Hawaii International Conference on System Sciences (HICSS)*, January 2013. **Best Paper Award**.

Jenkin, Tracy A., Skillicorn, David B., and Chan, Yolande E. “Novel Idea Generation, Collaborative Filtering, and Group Innovation Processes”. In *The Proceedings of the International Conference on Information Systems (ICIS)*, December 2011.

Jenkin, Tracy A., Webster, Jane, McShane, Lindsay “An Agenda for ‘Green’ Information Technology and Systems Research”. In *The Proceedings of the 2009 Annual Academy of Management Meeting*, August 2009.

Jenkin, Tracy A., and McShane, Lindsay, “Green Information Technologies and Systems in Organizations: The State of Practice”. In *The Proceedings of the 2009 Annual Academy of Management Meeting*, August 2009.

Jenkin, Tracy A. “How IT Supports Knowledge Discovery and Learning Processes on the Web”. In *The Proceedings of the Hawaii International Conference on System Sciences (HICSS)*, January 2008.

Jenkin, Tracy A., Chan, Yolande E., and Skillicorn, David B. “Novel-Knowledge Discovery – Challenges and Design Theory”. In *The Proceedings of The Annual Conference of the Administrative Sciences Association of Canada*, June 2007.

Jenkin, Tracy A. and Chan, Yolande E. “Knowledge Discovery for Competitive Intelligence: Organizational Processes and Constraints”. In *The Proceedings of the Association for Information Systems Americas Conference (AMCIS)*, August 2006. **Nominated for Best Paper**.

Jenkin, Tracy A. “Knowledge Discovery: Organizational Learning and Design Theory”. Doctoral Consortium. In *The Proceedings of the Association for Information Systems Americas Conference (AMCIS)*, August 2006.

Jenkin, Tracy, McGeachie, Jesse, Fono, David and Vertegaal, Roel. “EyeView: Focus+Context Views for Large Group Video Conferences”. In *Extended Abstract of ACM CHI 2005 Conference on Human Factors in Computing Systems*. Portland, OR: ACM Press, 2005.

Jenkin, Tracy. “Meta-Analysis: The Relationship Between Software Size and Software Quality”. In *The Proceedings of The Annual Conference of the Administrative Sciences Association of Canada*, Quebec City, Quebec, June 2004.

Teaching Cases:

Demand Planning and Forecasting at Acme. April 2018

Running Shoe Emporium (with Shamel Addas). October 2016.

Tofino Sunset (with Nadege Levallet and Brent Gallupe). July 2015.

Tofino Sunset Part B (with Brent Gallupe, Shaun Cahill and Suchit Ahuja). November 2015.

Plastex (with Keith Rogers). May 2015.

TESS: The Travel and Expense Support System at Northern University – Part A (with Brent Gallupe). August 2014.

TESS2: The Travel and Expense Support System at Northern University – Part B (with Brent Gallupe and Shaun Cahill). August 2014.

Wyatt Technology (with Keith Rogers). December 2013.

Northern Exposure (with Nadege Levallet). October 2013.

Who is Sean Preston? (with Kathryn Brohman and Sandy Staples). Smith School of Business, August 2013.

RRSP Awareness Campaign (parts A, B and C) (with Kathryn Brohman and Sandy Staples). Smith School of Business, August 2013.

Chemco: The Global Production and Inventory Planning Project (with Keith Rogers). January 2008.

PRESENTATIONS

MMA860: Acquisition and Analysis of Data – “Internal Data Sources”, Presentation to the Master of Management Analytics students, Toronto Faculty. Summer 2013 – 2017. (see also “Other Teaching Work”)

Faculty Group on Teaching & Learning – Presentation on “Comm162 Teaching Innovations”. Fall 2013. (see also “Other Teaching Work”)

Corporate Social Responsibility Brown Bag – “Tackling Environmental Sustainability through Green IT/S”. Summer 2009

The Monieson Centre Seminar – “How IT Supports Knowledge Discovery and Learning Processes on the Web”. Winter 2008.

Conference Presentations:

Rogers, Keith W., Jenkin, Tracy A., Corbett, Jacqueline, Webster, Jane. "Recycling the Garbage Can Model: Accepting Tensions and Allowing for Paradox in Green Projects". Accepted for presentation at the *Journal of Business Ethics* Paper Development Workshop at the *Academy of Management Meeting* (August 2015) – Paradoxes in Corporate Sustainability: Managing Tensions between Social, Economic, and Environmental Issues.

Jenkin, Tracy A., McShane, Lindsay, Webster, Jane "Green Information Technologies and Systems in Organizations: Employees' Perceptions of The State of Practice". Presentation at the *Corporate Social Responsibility and Environmental Sustainability Conference*, University of Albany, September 2009.

Boudreau, M.C., Donnellan, B., Elliot, S., Huber, M., Jenkin, T.A., Sheridan, C., Webster, J. "A Call for Action in Tackling Environmental Sustainability through Green Information Technologies and Systems". Panel presentation, *2009 European Conference on Information Systems*, June 2009.

Jenkin, Tracy A. and Chan, Yolande E. "Exploring the IT Project Alignment Construct". *Journal of AIS Theory Development Workshop* following ICIS 2006, Milwaukee, WI.

"The Development of an Instrument to Measure Animation Predisposition of Users of Animated Agents in MS Office Applications" Discussant, *The Annual Conference of the Administrative Sciences Association of Canada*, Quebec City, Quebec, June 2004.

RESEARCH GRANTS & POSITIONS

SSHRC Research Grant (Special Call – Environmental Sustainability and IT) – Co-investigator. 3-year research grant (2009-2012).

Research Grant, Fund for Scholarly Research and Creative Work and Professional Development (Adjuncts). 2011-2012; 2015-16.

Research Associate. Working with Dr. Jane Webster on green IT research, under a SSHRC research grant. Fall 2008 – Winter 2009.

Research Assistant. The Monieson Centre, Smith School of Business. May 2005 – April 2007.

FELLOWSHIPS AND AWARDS

2018 - 2021 Research Fellowship: Distinguished Faculty Fellow of Management Information Systems

2009 Queen's University Office of Research Services Travel Award

2009 Monieson Research Award

2007 Monieson Research Award

2006 Accepted to ICIS Doctoral Consortium 2006, Milwaukee, WI

2006 Monieson Research Award

2006 - 2008 Social Sciences and Humanities Research Council of Canada Doctoral Fellowship

2006 Ontario Graduate Scholarship, declined

2005 DD Monieson Doctoral Fellowship

2005 Geoffrey H. Wood Scholarship

ACADEMIC SERVICE

Smith School of Business Faculty Representative, *The Forum 2015: Overcoming Technological Barriers in the Classroom*, (February 2015).

Faculty Coach, *Microsoft Imagine Cup – Innovation Path*, (September 2014 – 2016).

Faculty Coach, *CaseIT Smith School of Business Team*, (September 2014 – current).

Certificate in Business Curriculum Committee, *Smith School of Business*, (October 2014 – current).

Member, *Administrative Systems Steering Committee*, Queen's University (chair: Caroline Davis), (September 2014 – current).

Graduate School Senator, *Queen's Senate*, (Acting for 2013/14).

Commerce Curriculum Committee, *Smith School of Business*, (August 2013 – current).

Adhoc member, *Academic Appeals Committee for Smith School of Business Faculty Board* (Fall 2013).

Associate Editor, Green IS Track, *International Conference on Information Systems* (2009).

Reviewer for: *Database, Information and Organization, Information and Management, Journal for the Association of Information Systems, MIS Quarterly, Administrative Sciences Association of Canada Conference, Americas Conference on Information Systems, International Conference on Information Systems, The Hawaii International Conference on System Sciences*.

Smith School of Business Online Survey Research – Tool Selection Team. (May 2007 – April 2008).

Knowledge Summit. The Monieson Centre, Smith School of Business. (June 2006). Assisted with the development and implementation of a 3-day invitation-only conference focused on knowledge management. Participants included academic and industry experts in the area of knowledge management.

Knowledge Management Doctoral Consortium. The Monieson Centre, Smith School of Business. Consortium Co-chair. (November 2004 & 2005).

TEACHING

Courses Taught:

MGBL 805 – Managing Projects in an International Context. Smith School of Business. Graduate course for Master of International Business students.

MBUS 853 – Maximizing Return from the IT Investment. Smith School of Business. Graduate course for Queen's Accelerated MBA students.

MBA 840 – Managing Information Technology. Smith School of Business. Graduate course for Queen's Full-time MBA students.

Mgmt 992 – Special Topics: Graduate level course (MSc and PhD) focused on analytics and artificial intelligence. Smith School of Business.

Mgmt 974 – Advanced Topics in Information Systems: Strategy, Evaluation and Knowledge Management. Smith School of Business. Graduate course for PhD and MSc students majoring in MIS.

Mgmt 972 – Advanced Topics in Information Systems: Development and Implementation of Information Systems. Smith School of Business. Graduate course for PhD and MSc students majoring in MIS.

Mgmt 870 – Conceptual Foundations in MIS. Smith School of Business. Graduate course for first year PhD and MSc students majoring in MIS.

Comm 502 – Independent Project, Topics: Managing Information Systems Projects – Financial Strategies Tool (Justin Herlick); Managing Information Systems Projects – Classroom Scheduling Tool (Alex De Rosa).

Comm 501 – Directed Reading, Topic: Non-profit Organizations (Natalya Alonso).

Comm 493 – Analytics and Artificial Intelligence for Business. Smith School of Business. Advanced undergraduate course for upper year Commerce students.

Comm 395 – IS Strategy. Smith School of Business. Advanced undergraduate course for upper year Commerce students.

Comm 305 – Introduction to Entrepreneurship. Smith School of Business. Advanced undergraduate course for upper year Commerce students.

Comm 190 – Enabling Business with Information Systems. Smith School of Business. Undergraduate course for second year Commerce students.

Comm 162 – Managerial Statistics. Smith School of Business. Undergraduate course for first year Commerce students.

Comm 153 – Managing Work and Teams. Smith School of Business. Undergraduate course for first year Commerce students focused on the integration of project management concepts with team dynamics.

Other Teaching Work:

Co-supervisor (with Kathryn Brohman), PhD Summer Research Project: Rethinking IT Project Governance at Queen's (Student: Ali Ghawe)

Peer Evaluation Tool in D2L: Worked with Jana Raver and Smith School of Business IT to develop and implement a peer evaluation tool in order to streamline the collection of peer evaluation rankings from students as well as calculate and report summary peer evaluation scores for instructors.

Second Reader, MSc Thesis: A Design Theory to Build 'Patient-Centric as a Service' Collaborative Integrator (Student: Ligeng Guo).

MMA860: Acquisition and Analysis of Data – "Internal Data Sources", Presentation to the Master of Management Analytics students, Toronto Facility. 2013 - 2017.

Faculty Group on Teaching & Learning – Presentation on "Comm162 Teaching Innovations". Fall 2013.

Computer-based exam initiative: Developed methods and process documentation for the delivery of the first large-scale computer-based final exam for Comm162 involving more than 450 students.

Faculty Advisor, Queen's Commerce Initiative Abroad. Accompanied 24 students on a trip to Ecuador to volunteer at a local school. Winter 2011.

Mgmt 972 – Advanced Topics in Information Systems: Development and Implementation of Information Systems; Guest Lecturer (IS Projects). Smith School of Business. Graduate course for PhD and MSc students majoring in MIS.

Mgmt 803 – Multivariate Statistics; Guest Lecturer (ANOVA). Smith School of Business. Graduate statistics course for first year PhD and MSc students.

Mgmt 871 – Research Methods in IS; Guest Lecturer (Qualitative Methods; Design Science lectures). Smith School of Business. Graduate course for first year PhD and MSc students majoring in MIS.

MBA 844 – Project Management; Teaching Assistant. Smith School of Business. MBA elective. Content included cases and materials from PMI's PMBOK.

Comm 392 – Database Management: Models, Development and Applications; Guest Lecturer (Data Warehousing Module). Smith School of Business. Advanced undergraduate course for upper year Commerce students.

Comm 390 – Developing Information Systems; Guest Lecturer (Project Management Module). Smith School of Business. Advanced undergraduate course for upper year Commerce students.

PhD Workshop Series. Smith School of Business. Developed, organized and facilitated PhD workshops.

Program Development. Smith School of Business. Assisted in the initial planning and development of a Master in Management (MIS) program at Smith School of Business.

PMP Exam Preparation Course. St. Edward's University. Taught St. Edward's University and PMI sponsored Project Management Professional exam preparation courses.

Quality Assurance Training. Developed and delivered training on a code inspection process to developers at Trilogy Software.

Project Management Training. Developed and delivered training on project management tools and techniques to functional managers at Methanex and a Vancouver-based non-profit organization.

PROFESSIONAL CERTIFICATION

Certified Project Management Professional (PMP) – Project Management Institute (2001 - 2005)

PROFESSIONAL EXPERIENCE

Dell Financial Services, Austin, TX (04/02 – 07/03)

Senior Project Manager

Computer manufacturer and direct seller; leasing division.

Project Management Institute – Austin Chapter (03/02 – 03/03)

PMP Prep Course – Instructor

Community of practice for project management and industry recognized certification of project managers.

Trilogy, Austin, TX (05/00 – 08/01)

Project Manager, Computer Business Unit

Software development of front-end sales applications; specializing in modeling high-end computer configurations.

Methanex Corporation, Vancouver, BC (11/97 – 03/00)

Project Manager, Information Technology

Global Methanol producer and distributor; collaborator on fuel cell development.

Accenture, Vancouver, BC (8/94 – 10/97)

Consultant, Telecommunications

Global consulting firm specializing in information technology solutions, outsourcing and management consulting.