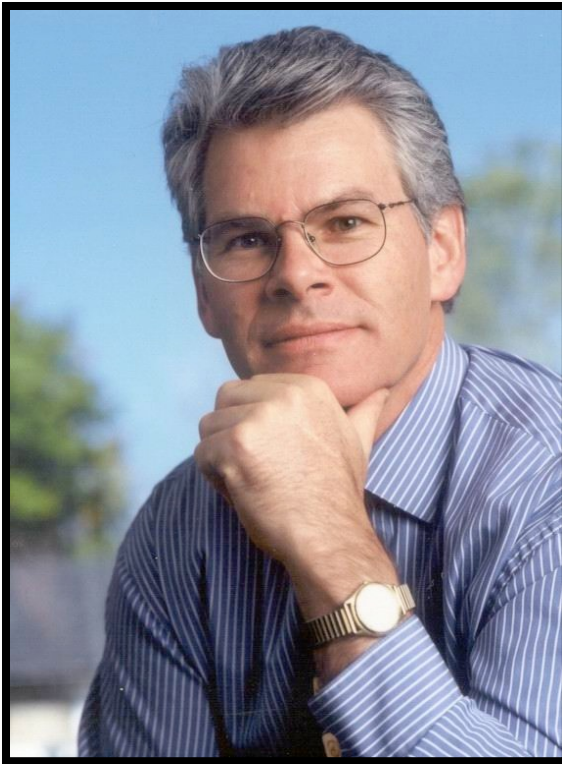


## CURRICULUM VITAE

# JAMES D. McKEEN

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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

- Sept 2012 – present  
Professor Emeritus, Queen's University, School of Business
- January 2011 – June 2011  
Honorary Visiting Professor – Faculty of Business and Economics, University of Auckland, NZ
- July 2008 – present  
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

- 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.
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- Smith, H.A. and **McKeen, J.D.**, "Enabling Collaboration with IT," *Communications of the Association for*

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- 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.
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- 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*

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- **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.
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- 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.
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- 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.
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- **McKeen, J.D.**, "Editorial", Special Issue Guest Editor, *International Journal of Management Reviews*, Volume 3, No. 1, March 2001, pp. iii-iv.
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- **McKeen, J.D.** and Smith, H.A., "Managing Legacy Systems", *Data Base*, Volume 27, Number 3, Summer 1996.
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- **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.
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## **B) Books**

- **McKeen, J.D.** and Smith, H.A., *IT Strategy: Issues and Practices (3<sup>rd</sup> Ed)*, Pearson Prentice Hall, Upper Saddle River, NJ, USA, 2014.
- **McKeen, J.D.** and Smith, H.A., *IT Strategy: Issues and Practices (2<sup>nd</sup> 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.
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- 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 21<sup>st</sup> Century Effectiveness* (Edited by Dan Remenyi and Ann Brown), Butterworth-Heinemann, Oxford, UK, 2002, pp.157-174.
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- **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**

- 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,



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- 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 (4<sup>th</sup> 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.
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- 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.
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- 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.
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- Gill, B. and **McKeen, J.D.**, "Merging E-Commerce Strategies," ASAC, Halifax, Nova Scotia, June 15-17, 2003.
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- **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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- Smith, H.A. and **McKeen, J.D.**, "Resource Analysis: A New Look at the Value of Information Technology," *Proceedings of the CIPS Annual Congress 91*, Victoria, May 15-17, 1991.
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- **McKeen, J.D.**, "Educational Innovations in MIS", *Proceedings of the Conference of the Association of Administrative Sciences of Canada*, Montreal, May 1985.
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#### **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 21<sup>st</sup> 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.
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- **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 K7L 3N6.
- **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.
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- 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.
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- **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.
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- **McKeen, J.D.**, "The Nature of InterActivity 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, Mn.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.**, "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.
- ~~**McKeen, J.D.**, and Smith, H.A., "Mobile Technology," *IT Forum*, Volume 21, Number 4, 2011.~~
- Smith, H.A. and **McKeen, J.D.**, "Improving Customer Experience: An IT Perspective," *IT Forum*, Volume 21, Number 3, 2011.
- ~~**McKeen, J.D.**, and Smith, H.A., "Managing IT Security", *IT Forum*, Volume 21, Number 2, 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.
- **McKeen, J.D.**, and Smith, H.A., "Total Cost of Ownership", *IT Forum*, Volume 19, Number 1, 2009.
- 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,

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- **McKeen, J.D.**, and Smith, H.A. , “Application Portfolio Management”, *IT Forum*, Volume 18, Number 2, 2008.
- Smith, H.A. and **McKeen, J.D.**, “Managing IT-Based Risk,” *IT Forum*, Volume 18, Number 1, 2008.
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- **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.
- Smith, H.A. and **McKeen, J.D.**, “Building Better IT Leaders: From the Bottom Up,” *IT Forum*, Volume 14, Number 3, 2004.
- **McKeen J.D.** and Smith H.A., “Developing IT Capabilities,” *IT Forum*, Volume 14, Number 2, 2004.
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- **McKeen, J.D.**, and Smith, H.A., "B2C: The Role of IS," *IT Forum*, Volume 9, Number 4, 1999.
- Smith, H.A.. and **McKeen, J.D.**, "ERP Systems," *IT Forum*, Volume 9, Number 3, 1999.
- Smith, H.A.. and **McKeen, J.D.**, "Risk Management in IS: Problem and Potential," *IT Forum*, Volume 9, Number 2, 1999.
- Smith, H.A.. and **McKeen, J.D.**, "The IS Measurement Matrix," *IT Forum*, Volume 9, Number 1, 1999.
- **McKeen, J.D.**, and Smith, H.A., "Knowledge Management," *IT Forum*, Volume 8, Number 4, 1998.
- Smith, H.A. and **McKeen, J.D.**, "The C-Zone: Achieving Effective Change with IT," *IT Forum*, Volume 8, Number 3, 1998.
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- **McKeen, J.D.**, and Smith, H.A., "Developing Effective IS Leaders," *IT Forum*, Volume 7, Number 4, 1997.
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- 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, 19701971.

#### 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), 19861991.

- Information Systems Division Chair, Administrative Sciences Association of Canada (ASAC), 198384.
- Information Systems Division Program Chair, Administrative Sciences Association of Canada (ASAC), 198283.
- 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- present.
- Daltco, Advisory Board member, 2004-2009.
- Advisory Board for The Monieson Centre, member and Chair, 2003-present.
- 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 practising 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-present.
- 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-present.
- 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-present.
- 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, Mannheim University, May 2008.
- IT Strategy, Graduate course, Mannheim University, May-June 2007.

#### **EXECUTIVE TEACHING PROGRAMS**

- *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)