

## MARY BETH WATSON-MANHEIM

Professor  
Department of Information and Decision Sciences  
College of Business Administration  
Courtesy Appointment, Department of Communication  
College of Liberal Arts and Sciences  
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### EDUCATION

PhD December, 1995  
School of Management  
Georgia Institute of Technology, Atlanta, GA  
Major: Information Technology Management  
Thesis: Organizational Adoption of Remote Work Arrangements:  
A Field Study and Research Framework

### CURRENT RESEARCH INTERESTS

Information and Communication Technology (ICT) and New Ways of Organizing; Implications of Virtual and Global Work Environments; Computer Mediated Communications in Organizations; ICT and Innovations in Health Care; ICT for Development

### ACADEMIC AND PROFESSIONAL AWARDS

Fulbright-Nehru Senior Research Scholar  
Winner *Association of Information Systems (AIS) Best Publication Award* (2012)  
Winner *UIC CBA Distinguished Faculty Award* (2007)  
Winner *OCIS Division Best Visual Presentation Award* (2005), Academy of Management  
Finalist *Emerald Best International Symposium* (2013) Award, Academy of Management  
Elected Division Chair, Academy of Management, OCIS Division (2014 - 2019)  
Selected to participate in ICIS Doctoral Consortium (1994)  
Received full scholarship with research stipend for doctoral study in College of Management, Georgia Institute of Technology (1991-1995)  
Received Southern Bell "Ideas in Action" Award for development and implementation of Cable Sequencing and Load Balancing Program – software program combined with divisional restructuring to manage significant increase in divisional funding (\$24 to \$40 million), 1991 Program subsequently adopted throughout Southern Bell with significant financial savings

### ACADEMIC AND PROFESSIONAL EXPERIENCE

05/14 - ... **Professor**, Department of Information and Decision Sciences  
Additional Appointments:  
05/12 - ... **Director of Graduate Studies** – MIS PhD Program  
08/10 - ... **Courtesy Faculty Appointment**: Professor – Department of Communication  
05/06 – 05/14... **Associate Professor**, Department of Information and Decision Sciences  
08/06 – 8/08: **Director**, Center for Research in Information Management  
08/10 - ... **Courtesy Faculty Appointment**: Associate Professor – Department of Communication  
09/09-02/10: **Fulbright Nehru Senior Research Scholar**, Indian Institute of Management

Bangalore, Karnataka, India  
09/98 – 05/06: **Assistant Professor**, Department of Information and Decision Sciences  
Additional Appointment:  
09/00 – 09/01: **Associate Director**, Center for Research in Information Management  
12/95-08/98: **Assistant Professor**, Department of Decision and Information Sciences, Warrington  
College of Business Administration, University of Florida, Gainesville, FL  
09/95 – 12/95: **Research Assistant**, Office of Information Technology, Georgia Institute of  
Technology, Atlanta, GA  
09/91 – 09/95: **Research and Teaching Assistant**, School of Management, Georgia Institute of  
Technology, Atlanta, GA  
10/87 – 09/91: **Manager** – Engineering, Network, Southern Bell, Greenville, SC  
06/83 – 02/86: **Manager** – Engineering, Network, Southern Bell, Greenville, SC  
06/79 – 05/83: **Assistant Manager**, Building Design & Construction, Southern Bell, Columbia, SC  
09/76 – 05/79: **Teaching Assistant**, Department of Mathematics, Columbia College, Columbia, SC

## JOURNAL PUBLICATIONS

- Lee, C.S., Watson-Manheim, M.B., Chudoba, K. “Effects of Perceived Risks in  
Communication on ICT Structuring Mechanisms: An Organizational Perspective”  
(forthcoming *Information and Management*)
- Alfaro, I., Watson-Manheim, M.B., “A Technology that Needs No Support from IT ... Yet:  
Organizational Use of Social Media (forthcoming *Journal of Computer Information  
Systems*)
- Findikoglu, M., Watson-Manheim, M.B., “Do Small and Medium-sized (SME) IT Firms Form  
Service Partnerships with Non-local Firms? An Assessment of Facilitators,” (forthcoming  
*Journal of Small Business Management*)
- Lee, C.S, Watson-Manheim, M.B., “Perceived Risks and ICT Use,” *Journal of Computer  
Information Systems*, 54 (2), 2014
- Belanger, F., Watson-Manheim, M.B., Swan, B., “A Multi-Level Socio-Technical Systems  
Telecommuting Framework” *Behaviour and Information Technology*, 32 (12), 1257-  
1279, 2013
- Watson-Manheim, M.B., Chudoba K., Crowston K., “Perceived Discontinuities and Constructed  
Continuities in Virtual Work,” *Information Systems Journal*, 22 (1), 29-52, 2012  
**\*\*Winner 2012 Association of Information Systems Best Information  
Systems Publication of the Year\*\***
- Chudoba, K., Watson-Manheim, M.B., Crowston, K., Lee, C.S., “ICT-Supported Meetings in  
Practice,” *Journal of Organizational and End User Computing*, 23(2), 15-36, 2011
- Lee, C.S., Watson-Manheim, M.B., Ramaprasad, A., “Communication Portfolio Usage in the  
Distributed Work Environment,” *First Monday*, 14 (8), 2009
- Watson-Manheim, M.B., Belanger, F., “Communication Media Repertoires: Dealing with the  
Multiplicity of Media Choices,” *MIS Quarterly*, 31(2), 2007, 267-293
- Lee, C.S., Watson-Manheim, M.B., Ramaprasad, A., “Exploring the Relationship between  
Communication Risk Perception and Communication Portfolio,” *IEEE Transactions on  
Professional Communication*, 50 (2), June 2007, 130 – 146
- Belanger, F., Watson-Manheim, M.B., “ Virtual Teams and Multiple Media: Structuring Media  
Use to Attain Strategic Goals “ *Group Decision and Negotiation*, Vol. 15 (4), July 2006,  
299-321 (authors contributed equally – order is alphabetical)
- Lu, M., Watson-Manheim, M.B., Chudoba, K., Wynn, E., “How Does Virtuality Affect Team  
Performance in a Global Organization? Understanding the Impact of Variety of Practices,”  
*Journal of Global Information Technology Management* Special Issue on Global Virtual

- Work, Vol. 9 (1), 4-23, January 2006 **\*\*Lead Article\*\***
- Chudoba, K., Wynn, E., Lu, M., Watson-Manheim, M.B., “How Virtual Are We? Measuring Virtuality and Understanding Its Impact in a Global Organization,” *Information Systems Journal*, Vol. 15 (4), 279-306, 2005
- Evaristo, J. R., Watson-Manheim, M.B., Audy, J., “e-Collaboration in Distributed Requirements Determination”, *International Journal of e-Collaboration*, Vol. 1 (2), 40-55, April-June 2005
- Ranganathan, C., Watson-Manheim, M.B., Keeler, J., “Bringing Professionals on Board: Lessons on Executing IT-enabled Organizational Transformation,” *MIS Quarterly Executive*, Vol. 3 (3), September 2004
- Ahjua, M., Belanger, F., Watson-Manheim, M.B., “Introduction to Special Section on Contemporary Virtual Environments”, Edited by Ahjua, M., Belanger, F., Watson-Manheim, M.B., *Database for Advances in Information Systems*, Vol. 35 (1), 2004
- Watson-Manheim, M.B., Belanger, F. “Support for Communication-based Work Processes in Virtual Work,” *e-Services Journal*, Vol. 1 (3), Summer, 2002
- Watson-Manheim, M.B., Chudoba K., Crowston K., “Discontinuities and Continuities: A New Way to Understand Virtual Work,” *Information, Technology, and People*, Vol. 15 (3), 2002, p. 191-209
- Belanger, F. Watson-Manheim, M.B., Jordan, D., “Aligning IS Research and Practice: A Research Agenda for Virtual Work” *Information Resources Management Journal*, 15 (3), 48-70, July-Sept 2002
- Watson-Manheim, M.B., Piramuthu, S., Narasimhan, S. “Exploratory Analysis of Factors Influencing Performance Dynamics of Telecommuters and Traditional Office Workers” *IEEE Transactions on Systems, Man, and Cybernetics, Part C*, Volume 30 (2), 239 – 251, May 2000
- Fritz, M.B.W., Rhee, S., Narasimhan, S. “Communication and Coordination in the Virtual Office,” *Journal of Management Information Systems*, 1998, Vol. 14 (4), 7-28 **\*\*Lead Article\*\***
- Fritz, M.E.W., Higa, K. Narasimhan, S. “Toward a Telework Taxonomy and Test for Suitability: A Survey of the Literature,” *Group Decision and Negotiation*, pp. 311-334, Vol.4 (July), 1995
- Higa, K., Owei, V., Fritz, M.B.W., “Defining Referential Integrity Constraints for a Poorly Defined Database System,” *Information and Systems Engineering*, pp. 69-81, Vol.1 (1), 1995

### CONFERENCE PROCEEDINGS – PEER REVIEWED

- Watson-Manheim, M.B., Crawford, S., Nakata, C., Xiao, S., Holly, E., Sharp, L., Spanjol, J., Cui, A., “Developing Targeted Text Messages for Enhancing Medication Adherence”, *Proceedings of the 19<sup>th</sup> Americas Conference on Information Systems*, August 2013, Chicago
- Oliveira, G. H.M., Watson-Manheim, M.B., “Use of Social Media in the Workplace: Contradictions and Unintended Consequences,” *Proceedings of the 19<sup>th</sup> Americas Conference on Information Systems*, August 2013, Chicago
- Lee, C.S., Watson-Manheim, M.B., Chudoba, K.C., Lee, C.H., “Use of Social Media in the Workplace,” *Proceedings of the 17<sup>th</sup> Pacific Asia Conference on Information Systems*, June 2013, Jeju Island, Korea
- Alfaro, I., Bhattacharyya, S., Watson-Manheim, M.B., (2013), “Organizational Adoption Of Social Media In The USA: A Mixed Methods Approach,” *Proceedings of the 21<sup>st</sup> European Conference on Information Systems*, June 2013, Utrecht, Netherlands

- Alfaro, I., Bhattacharyya, S., Highlander, J., Surakshith, S.M., Watson-Manheim, M.B.,  
 “Opening the Social Media Black Box – A Feature-Based Approach,” *Proceedings of the 20<sup>th</sup> European Conference on Information Systems*, June, 2012, Barcelona, Spain
- Watson-Manheim, M.B., Russell, D.M., “Cognitive Informatics and Forecast Judgment: A Marvin L. Manheim Approach to Enhancing Ways of Working (WoW),” *Proceedings of the World Conference on Transport Research*, July, 2010, Lisbon, Portugal
- Wan, Y., Potter, R. E., Watson-Manheim, M.B., “Assessing Email As A Communication Medium To Support Distributed Business Processes: A Revision To Information Richness Theory,” *Proceedings of the Global Information Technology Management Association*, San Diego, California, June 2004.
- Swan, B., Belanger, F., Watson-Manheim, M.B., “Theoretical Foundations in Distributed Work Literature: An Application of Multilevel Incentive Theories,” *Proceedings of the 37<sup>th</sup> Annual Hawaii International Conference on Systems Science*, Kona, Hawaii, January 2004
- Audy, J., Evaristo, J. R., Watson-Manheim, M.B., “Distributed Analysis: The Last Frontier,” *Proceedings of the 37<sup>th</sup> Annual Hawaii International Conference on Systems Science*, Kona, Hawaii, January 2004
- Lu, M., Wynne, E., Chudoba, K., Watson-Manheim, M.B., “Understanding Virtuality in a Global Organization: Toward a Virtuality Index,” *Proceedings of the 23<sup>rd</sup> International Conference on Information Systems*, Seattle, December 2003
- Watson-Manheim, M.B., Belanger, F., “An In-Depth Investigation of Communication Mode Choices in Distributed Teams,” *Proceedings of the 22<sup>nd</sup> International Conference on Information Systems*, Barcelona, Spain, December 2002.
- Watson-Manheim, M.B., Crowston K., Chudoba K. “A New Perspective on Virtual: Analyzing Discontinuities in Virtual Work” *Proceedings of the 35<sup>th</sup> Annual Hawaii International Conference on Systems Science*, Maui, Hawaii, January 2002
- Watson-Manheim, M.B., Belanger, F. “Exploring Communication-Based Work Processes in Virtual Work Environments” *Proceedings of the 35<sup>th</sup> Annual Hawaii International Conference on Systems Science*, Maui, Hawaii, January 2002
- Manheim, M.L., Watson-Manheim, M.B., “Managing Virtual Work: Integrating Reflection and Action through Appropriate Software Support” *Proceedings of the 2<sup>nd</sup> International VoNet Workshop on Organizational Virtualness and Electronic Commerce*, Zurich, September 1999
- Manheim, M.L., Watson-Manheim, M.B., “Information Technology to Support Virtual Work Management” *Proceedings of the Fourth Americas Conference on Information Systems*, Baltimore, Maryland, August 1998, pp. 568-570
- Manheim, M.L., Fritz, M.B.W., “Information Technology Tools to Support Virtual Work Management: A Cognitive Informatics Approach” *Proceedings of the VoNet International Workshop on Organizational Virtualness*, University of Berne, Switzerland, April 1998.
- Fritz, M.B.W., Manheim, M.L. “Managing Virtual Work: A Framework for Management Action” *Proceedings of the VoNet International Workshop on Organizational Virtualness*, University of Berne, Switzerland, April 1998
- Fritz, M.B.W., Rhee, S., Narasimhan, S., “The Impact of Remote Work on Informal Organizational Communication,” *Telecommuting '96 Proceedings*, Jacksonville, Florida, April 1996
- Fritz, M.B.W., Narasimhan, S., Rhee, S. “Adoption of Remote Work Arrangements: An Initial Analysis,” *Proceedings of the 29<sup>th</sup> Annual Hawaii International Conference on Systems Science*, Maui, Hawaii, January 1996, Vol. III, pp.118-127.
- Fritz, M.E.W., Higa, K., Narasimhan, S. “Telework: Exploring the Borderless Office,” *Proceedings of the 27<sup>th</sup> Annual Hawaii International Conference on Systems Science*, Maui,

Hawaii, January 1994, Vol. IV, pp. 149-158.

Higa, K., Owei, V., Fritz, M.B.W., "A Graph-Based Semantic Model Approach to Nested Objects," *Proceedings of 10<sup>th</sup> Annual Association of Management Conference*, Las Vegas, August 1992, Vol. 10, No. 2, pp. 82-87.

## **TECHNICAL REPORTS**

Watson-Manheim, M.B., Gordon, K., Findikoglu, M., "Illinois IT Talent Interview Report," Illinois Department of Commerce and Economic Development June, 2009  
Ranganathan, C., Watson-Manheim, M.B., [Curing Hospitals' Ills: Leveraging Information Technology to Transform People, Processes and Performance](#)," The IBM Center for Healthcare Management, IBM Corporation, October 2004, p. 1-48.

## **BOOK CHAPTERS**

Watson-Manheim, M.B., "Exploring the Use of Social Media in the Workplace," *The Networked Self: Identity, Community and Culture on Social Network Sites*, Papacharissi, Z (Ed), Routledge, New York, 2011.

Watson-Manheim, M.B., "The Contribution of Prof. Marvin Manheim to Transport and Logistic Science" *Recent Developments in Transport Modeling: Lessons for the Freight Sector* by invitation, Ben-Akiva, M., Meersman, H., Van de Voorde, E. (Eds.), Emerald Group Publishing 2008.

Chudoba, K., and Watson-Manheim, M.B., "Shared Communication Practices and Mental Models in the Virtual Work Environment," *Exploring Virtuality: Social, Local and Global Issues*, by invitation Chiasson, M. and Panteli, N. (Eds.), Palgrave (2007)

Jha, S., and Watson-Manheim, M.B., "The Conduct and Performance of Inter-organizational Virtual Organizing," *Proceedings of IFIP 8.2 Conference, Virtuality and Virtualization*, Portland, OR, July 2007, K. Crowston, S. Sieber, and E. Wynn (Eds.), Springer Publishing, 2007

Chudoba, K., Watson-Manheim, M.B., "Exploring the Virtual Work Environment: A Process Perspective," Salazar, A. and Sawyer, S. (Eds.) *Handbook of Information Technology in Organizations and Electronic Markets*, World Scientific Publishing, Singapore (2007)

Evaristo, J.R., Watson-Manheim, M.B., Audy, J., "e-Collaboration in Distributed Requirements Determination", *International Journal of e-Collaboration*, Vol. 1 (2), 40-55, April-June 2005, reprinted by invitation in *Emerging E-Collaboration Concepts and Applications*, Kock, N., (Ed.), Idea Group Inc., (2006).

Belanger, F., Watson-Manheim, M.B., Jordan, D., "Aligning IS Research and Practice: A Research Agenda for Virtual Work" *Information Resources Management Journal* 15(3), 48-70, July-Sept 2002. Reprinted as Chapter 1 by invitation, Khosrow-Pour, (Ed.), *Advanced Topics in Information Resources Management*, vol. 2, Idea Group Inc. (2003)

## **CONFERENCE PRESENTATIONS - PEER REVIEWED**

Watson-Manheim, M.B., Jones, S.J., Lee, C.S., Welch, E.W., Eason, J.E., "Social Media Use in Higher Educational Organizations: A Comparison of the US and Singapore," to be presented at *Collaboration Across Borders (CABS) 2014*, Kyoto, Japan, August 2014

Alfaro, I., Watson-Manheim, M.B., "A Technology that Needs No Support from IT.... Yet: The Case of Social Media" presented at *IFIP 8.2 OASIS Workshop* December 2013, Milan Italy

Bhattacharyya, S., Alfaro, I., Watson-Manheim, M.B., "Social Media Adoption in Organizations: Large-data Jobs-based Analyses," presented at 2012 *DIGIT Workshop*, December 2013, Orlando

Watson-Manheim, M.B., Alfaro, I., "Investigating the Sensemaking Process in Global IT

- Outsourcing”, presented at *2012 Academy of Management, OCIS Division*, Boston
- Chudoba, K., Watson-Manheim, M.B., Crowston, K., “Innovation in Academic-Industry Partnerships: Measuring the Challenges to Effective Performance”, presented *2012 Academy of Management, TIMS Division*, Boston
- Watson-Manheim, M.B., Alfaro, I., “Investigating Sensemaking Acts in Global Software Development”, presented at OASIS Workshop, IFIP 8.2, December 2011, Shanghai, China
- Lee, C.S., Watson-Manheim, M.B., “Perceived Risk and ICT Use in Globally Distributed Software Development Teams” to be presented at International Communication Association, Online Virtual Conference, May-June 2011
- Watson-Manheim, M.B., Russell, D.M., “Cognitive Informatics and Forecast Judgment: A Marvin L. Manheim Approach to Enhancing Ways of Working (WoW),” *World Conference on Transport Research*, July, 2010, Lisbon, Portugal
- Watson-Manheim, M.B., and Lee, C.S., “Communication Risk in Globally Distributed Work Teams,” presented at *OCIS Division Academy of Management*, Anaheim, August, 2008
- Belanger, F., Watson-Manheim, M.B., Swan, B., “Towards a Multi-level Theory for Telecommuting: a Sociotechnical Systems Approach” presented at the 2007 *JAIS Theory Development Workshop*, Montreal, December, 2007
- Watson-Manheim, M.B., Chudoba, K., Jha, S., “A Longitudinal Investigation of Practice Adaptation in a Successful Open Source Development Project,” presented at *IFIP 9.1 Workshop on Computers and Work*, Montreal, December, 2007
- Lee, C.S., Watson-Manheim, M.B., Ramaprasad, A., “The Role of Communication Competence in ICT Usage: An Empirical Investigation,” presented at *OCIS Division*, Philadelphia, August, 2007
- Watson-Manheim, M.B., Chudoba K., Crowston K., “Distance Matters, Except When It Doesn’t,” presented at *OCIS Division*, Philadelphia, August, 2007
- Watson-Manheim, M.B., Lee, C.S., “Investigating the Relationship Between Perceived Communication Risk and Communication Media Use in Globally Distributed Work Teams,” presented as part of panel on “Communication in Globally Distributed Work Teams: Evidence from the Field,” Hinds, P. (Chair), Bevene, T., Clausen, L., Erez, M., Mortensen, M., Watson-Manheim, M.B., *The First International Workshop on Intercultural Collaboration*, Kyoto, Japan, January, 2007
- Lee, C.S., Watson-Manheim, M.B., Ramaprasad, A., “The Influence of Communication Risk Perception on Communication Portfolio Construction: An Empirical Investigation” presented at *OCIS Division, Academy of Management Conference*, Atlanta, Georgia, August, 2006
- Chudoba, K., Watson-Manheim, M.B., Crowston, K., Lee, C.S., “A Practice View on Meetings: The Impact of ICTs on Organization Form and Function:” presented at *OCIS Division, Academy of Management Conference*, Atlanta, Georgia, August, 2006.
- Watson-Manheim, M.B., and Rhee, H. S., “Data on the Move, People on the Move: Emerging Information Security Issues in the Virtual Work Environment,” presented at Information Security Cluster, *INFORMS International Conference*, Hong Kong, China, June 2006
- Chudoba, K., Watson-Manheim, M.B., Lee, C.S., Crowston, K., “Meet Me in Cyberspace: Meetings in the Distributed Work Environment,” *OCIS Division Academy of Management*, Honolulu, Hawaii, August 2005
- \*\*Winner 2005 Best Visual Presentation Award OCIS Division Academy of Management \*\***
- Belanger, F., and Watson-Manheim, M.B., “Multiple Media Usage: Identifying Structuring Mechanisms “ presented at *GDN 2005*, Vienna, Austria, July 2005.

Watson-Manheim, M.B., Chudoba K., Crowston K., "The Paradox of Discontinuities and Continuities: Toward a More Comprehensive View of Virtuality," presented at *OCIS Division Academy of Management*, New Orleans, August 2004

Watson-Manheim, M.B., Chudoba K., Crowston K. "Discontinuities and Post-Bureaucratic Organizing: A Framework and Research Propositions" presented at *OCIS Division Academy of Management*, Denver, August 2002

## **CONFERENCE PANELS AND TRACKS – PEER REVIEWED**

### Academy of Management Conference

- "Exploring the Dynamics of Collocated and Global Multicultural Teams" (discussant) presenters: I. Alfaro, E. Glickson, Y. Lee, M. Paunova, B. Thomason, L. Zander) August 2013, Orlando, FL  
\*\*2013 Emerald Best International Symposium Award Finalist\*\*
- "Discontinuities: The Key to Understanding Virtual Work" (panel chair) presenters: K. Crowston, K. Chudoba, P. Goodman, J. Rennecker, Toronto, August, 2000

### European Conference on Information Systems (ECIS)

- Associate Editor "The Networked Society" Track 23<sup>th</sup> *European Conference on Information Systems*, 2015, Muenster, Germany
- Co-Chair "Social Computing and Collaboration" Track (with Reimer, K. and Seidel, S.) 20<sup>th</sup> *European Conference on Information Systems*, 2012, Barcelona, Spain

### Hawaii International Conference on System Sciences (HICSS)

- Co-chair "Virtual Work, Teams, and Organizations" Mini-track (with F. Belanger and M. Ahuja) in Collaboration Technology Track, *Hawaii International Conference of System Sciences*, January 2002, 2003, 2007
- Co-chair "Virtual Work, Teams, and Organizations" Mini-track (with F. Belanger, M. Ahuja, and R. Davison) in Collaboration Technology Track, *Hawaii International Conference of System Sciences*, 2004, 2005, 2006
- "Does Distance Matter? – Bridging the Discontinuities in Distributed Organizations" Participant in Panel Discussion with Mei Lu, Charles H. House, and Tamar Matzkevich, Intel Corporation (organized by Mei Lu) at 38<sup>th</sup> *Annual Hawaii International Conference of System Sciences*, January 2005
- Program Committee Member, "Novel Information Systems in B2B eCommerce," (organized by K. Aberer, J. Morin, and A.Ouksel), 34<sup>th</sup> *Annual Hawaii International Conference of System Sciences*, January 2001

### IFIP 8.2 Conference

- "The IT Artifact and Telecommuting," Bélanger, F., Harrington, S., Johnson, N., Neufeld, D., Watson-Manheim, M/B., *IFIP 8.2 Conference, Virtuality and Virtualization*, Portland, 2007

### International Conference on Information Systems (ICIS)

- "A Research Agenda for Virtual Work: Are We Asking the Right Questions?" (Organized with F. Belanger), R. Kraut (chair), D. Jordan, L. Shumpert, F. Belanger, M. B. Watson-Manheim, panelists, Charlotte, N.C., December, 1999

### International Workshop on Intercultural Collaboration

- “Communication in Globally Distributed Work Teams: Evidence from the Field,” Hinds, P. (Chair), Beyene, T., Clausen, L., Erez, M., Mortensen, M., Watson-Manheim, M.B., *The First International Workshop on Intercultural Collaboration*, Kyoto, Japan, January, 2007

### **WORKING PAPERS (available on request)**

- Spanjol, J., Nakata, C., Cui, A., Sharp, L., Crawford, S., Watson-Manheim, M.B., “Mindful Habituation: A Framework for Supporting Medication Adherence,” (under review)
- Findikoglu, M., Watson-Manheim, M.B., “The Role of ICT in Health Care Transformation in Turkey,” (under review)
- Crowston, K., Specht, A., Hoover, C., Chudoba, K., Watson-Manheim, M.B., “Perceived Discontinuities and Continuities in Transdisciplinary Scientific Working Groups,” (under review)
- Findikoglu, M., Watson-Manheim, M.B., “Small Technology Firms’ Partnership Development Processes in the IT Service Provision Context: A Coordination Perspective” (under revision)
- Alfaro, I., Watson-Manheim, M.B., “The Influence of Multiple Team Membership on Software Developers Problem Solving Capabilities,” (under preparation for submission)

### **CURRENT PROJECTS**

- Chudoba, K., Crowston, K., Watson-Manheim, M.B., “A Field Test of Organizational Discontinuities Theory” (Data collection in progress)
- Watson-Manheim, M.B., Alfaro, I., Afnan “Coordination in the Global Software Development Environment: A Cross-Boundary Perspective” (Data collection complete)
- Watson-Manheim, M.B., “Making Sense of Discontinuities in the Global IT Workplace”
- Watson-Manheim, M. B., C. Nakata, J. Spanjol, A. Cui “Designing Text Messaging Applications for Health Care” (Manuscript development underway)
- Watson-Manheim, M. B., C. Nakata, J. Spanjol, A. Cui “Goal Striving Text Messages and Medication Adherence” (Data collection underway)

### **SPONSORED RESEARCH**

- “Establishment of the CcIT Lab: Tracking Creative and Collaborative Information Technology,” M.B. Watson-Manheim (PI) with S. Bhattacharyya (co-PI), S. Jones (co-PI), E. Welch (co-PI) CBA Dean RFP, awarded July, 2011, \$497,000
- “Pharmicare Innovation: A Research Proposal,” C. Nakata (PI), M. B. Watson-Manheim (co-PI), J. Spanjol (co-PI), A. Cui (co-PI), CBA Dean RFP, awarded July, 2011, \$500,000
- “Investigating Academic-Industry Partnerships: A Test of Organizational Discontinuities Theory” M.B. Watson-Manheim (PI) with K. Chudoba (PI), Utah State University, and K. Crowston (PI), Syracuse University under review February, 2012, NSF IOS Division, \$100,000 to UIC, \$400,000 total grant, not funded
- “Collaborative Research: Innovation in Academic-Industry Partnerships: A Test of Organizational Discontinuities Theory” M.B. Watson-Manheim (PI) with K. Chudoba (PI), Utah State University, and K. Crowston (PI), Syracuse University submitted February, 2011, NSF IOS Division, \$265,000 to UIC, \$400,000 total grant, not funded
- “The Influence of Local Conditions on Performance in the Global IT Workplace” J. William Fulbright Foreign Scholarship Board, awarded Senior Research Scholarship, September 2009 - February 2010



- “Assessing Illinois IT Talent Needs” (with M. Findikoglu, K. Gordon), Illinois Department of Commerce and Economic Development, June 2009, \$7400 grant awarded
- “A Social Networking Community to Promote Information Technology Workforce Development in Chicago,” M.B. Watson-Manheim (PI) with S. Jones (co-PI), A. Johnson (co-PI) Submitted to NSF, \$1,036,075, February 2009, not funded
- “The Conduct of Inter-organizational Virtual Organizing Across the Innovation Process: An Empirical Investigation” M.B. Watson-Manheim (PI) with S. Jha (co-PI), submitted to NSF IOS Division, \$90, 467, July 2007, not funded
- "Social Mobile Application for Connecting Knowledge [SMACK]," M.B. Watson-Manheim (PI) with Jones, S (PI), Johnson, A (PI), Meraz, S. (PI), submitted to Motorola - UIC Innovation Center, UIC, \$100,000.00, October 2008, not funded
- “Managing Information-Technology Enabled Organizational Transformation in Health Care Sector: Lessons from the University of Illinois Medical Center” IBM Center for Healthcare Management Research Grant, April 2003, (with C. Ranganathan)
- “Field Study of Virtuality,” Intel Corporation, March 2003, (with K. Chudoba, K. Crowston)
- “Non-Collocated Teams: Developing Success Conditions,” Center for Research in Information Management, September 2002, (with J. R. Evaristo)
- “The Marriage Of Strange Bedfellows: Integrating MIS and Marketing For New Organizational Capabilities And Higher Performance” *Center for Research in Information Management*, May, 2000, (with C. Nakata)
- “Investigating the Use of Communication Technologies in Distributed Work Teams: A Research Proposal” *Center for Research in Information Management*, March, 1999
- “Information Technology Tools to Support Virtual Work Management: A Cognitive Informatics Approach” (with M. L. Manheim)
- “Managing Virtual Work: A Framework for Management Action” (with M. L. Manheim)  
"Managing Virtual Work: A Conceptual Framework" (with M. L. Manheim) Evanston, Illinois and Gainesville, Florida: Strategic Informatics Research Project, Transportation Center and General Motors Strategy Research Center, J. L. Kellogg Graduate School of Management, Northwestern University; and Warrington College of Business Administration, University of Florida, 1998.
- "The Changing Nature of Work: Developing a Technology Base and Management Strategies for the Virtual Office," Warrington College of Business Administration, University of Florida, Summer Research Grant; June 1998.
- "A Proposal for Establishment of Sloan Center for Information Technology-Enhanced Learning (SCITEL) at the University of Florida;" Alfred P. Sloan Foundation; January 1998.
- "Strategies for Managing the Virtual Office," University of Florida Foundation; December 1997
- "A Longitudinal Study of Organizational Communication in a Telecommuting Environment" Warrington College of Business Administration, University of Florida, Summer Research Grant; June 1997.
- New Faculty Research Support Grant, University of Florida; June 1996
- "A Study of the Impact of Telecommuting on Firms in the Atlanta Area;" Georgia Department of Natural Resources and Metropolitan Atlanta Telecommuting Advisory Council; January 1994.

## **OTHER GRANT ACTIVITIES**

- “ICT in the Workplace,” Interdisciplinary Seminar Proposal funded by UIC Graduate College (with Steve Jones, Professor and Head, Department of Communications), February 2006, \$15,000 grant awarded

## EDITORIAL ACTIVITIES

- Associate Editor, *Information and Management* (2014-present)
- Associate Editor, *Information Systems Journal* (2012-present)
- Invited Associate Editor, *Information Systems Research*, 2011
- Editorial Review Board, *Information Resources Management Journal* (2004-2008)
- Co-Editor, Special Issue on *Virtual Work, Teams and Organizations*, *Information Technology and People*, 19(4), 2006
- Editorial Board, *Electronic Journal of Organizational Virtualness* (1999-2005)
- Co-Editor, Special Section on *Contemporary Virtual Environments*, *The Data Base for Advances in Information Systems*, 35(1), 2004

## INVITED SPEAKER

- **Illinois Institute of Technology**, Stuart School of Business, “A Field Test of Organizational Discontinuity Theory,” Chicago, April 2014
- **University of Munster**, Department of Information Systems, “Communication Media Repertoires: Investigating the Use of Multiple Media in Organizations”, Munster, Germany, July 2010
- **World Conference on Transport Research**, “Cognitive Informatics and Forecast Judgment,” Panel Session in Memory of Professor Marvin L. Manheim, Lisbon, Portugal, July 2010
- **Pondicherry University**, Department of Management Studies, SYNAPSE Conference, “Global Guns Exploring Business Opportunities to Revolutionize Booming Guns” Panel Discussion, Pondicherry, India, December 2009
- **Holy Cross College**, Keynote Speech at Cross Cultural Management Conference, “Communication Competence in the Global Workforce”, Department of Business Administration, Trichy, Tamil Nadu, India, October 2009
- **The Networked Self Conference**, “Exploring the Use of Social Media in the Workplace,” UIC, May 2009
- **CCSW Academic Professionals**, “Distinguished UIC Women in Management and Supervision,” UIC, April 2009
- **Chicago SIM in the Suburbs**, “Global Virtual Teams”, Oak Brook, IL, May 2008
- **Pritzker Early Childhood Foundation** Conference on Technology and Communications, “Technology Planning and Management,” Chicago, Illinois, March 2006
- **University of Antwerp**, Colloquium on Transport Modeling, “The Contribution of Professor Marvin L. Manheim to Transport and Logistics Science,” Belgium, March 2004.
- **The University of Auckland**, "Collaboration in Non-Collocated Environments: Need for Training?" New Zealand, May 2002 (with Roberto Evaristo)
- Center for Research in Information Management, “Collaboration in Non-Collocated Environments,” UIC, April 2002 (with Roberto Evaristo)
- **ITL Technology Conference, UIC**, "Using Electronic Discussion to Support Multiple Learning Objectives" March 2002
- **Forum on Technology in Teaching**, UIC CBA, April 2002
- **Center for Research in Information Management**, “Investigating the Use of Communication Technologies in Distributed Work Teams,” May, 2001
- **The Project Management Institute**, “Managing Global IS Teams,” Atlanta, June, 1998

- **5th Annual Southeastern Telecommuting Conference**, “The Virtual Office: Factors Relating to Productivity and Job Characteristics,” Atlanta, October 1996.
- **2nd Annual Southeastern Telecommuting Conference**, "Leveraging Your Human Resources Investment," Atlanta, September 1993.

## **SERVICE TO THE PROFESSION**

### **Elected Position**

- Division Chair, Academy of Management, OCIS Division (duties beginning in 2014 and finishing in 2019)

### **Academic**

#### **Academy of Management, Organizational Communication and Information Systems Division (OCIS):**

- Faculty Leader, OCIS Doctoral Consortium, Orlando, August 2013
- Associate Editor, Orlando, August 2013
- Associate Editor, Boston, August 2012
- Associate Editor, San Antonio, August 2011
- Senior Research Faculty, OCIS Professional Development Workshop for International Paper Development, Montreal, Canada, August 2010
- Associate Editor and Discussant, Chicago, August 2009
- Session Chair, Anaheim, California, August 2008
- Paper Discussant, Seattle, August 2003
- Reviewer 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009

#### **International Conference on Information Systems (ICIS):**

- Associate Editor & Session Chair, *31<sup>st</sup> ICIS*, Human Behavior and IT Track, Shanghai, China December 2011
- Associate Editor & Session Chair, *30<sup>th</sup> ICIS*, Global, International and Cultural Issues Track, St. Louis, December, 2010
- Program Committee & Paper Discussant, *24<sup>th</sup> ICIS*, Washington, DC, December 2004.
- Program Committee, *23<sup>rd</sup> ICIS*, Seattle, WA, December 2003
- Reviewer 2001, 2002, 2003, 2004, 2005

#### **Americas Conference on Information Systems (AMCIS):**

Session Chair, *19<sup>th</sup> AMCIS*, Chicago, 2013

#### **International Conference on Intercultural Collaboration (ICIC, formerly International Workshop on Intercultural Collaboration, sponsored by ACM SIGCHI)**

- Program Co-Chair, *4<sup>th</sup> ICIC*, Kyoto University, Kyoto, Japan, 2014
- Program Committee & Panels Co-Chair, *2<sup>nd</sup> IWIC*, Stanford University. 2009

#### **Consortium for the Science of Socio-technical Systems (CSST)**

- Member, Advisory Board for 2014 CSST Summer Research Institute, University of Missouri, Columbia, MO

Program Committee, *SIG Human Computer Interaction*, pre-ICIS 2013 Workshop, Milan Italy, December 2013

Member, AIS Publications Task Force for Marketing, July 2012 - present

Program Committee, *IFIP 8.2 Conference, Virtuality and Virtualization*, Portland, OR, July 2007  
Program Committee, 17<sup>th</sup> *Information Resources Management Association*, Washington DC, May 2006

### **Practice**

Information Technology Workforce Development Task Force, Illinois Department of Commerce and Economic Opportunity, September 2008 – September 2011  
SIM National Committee on Influencing the Academic Agenda in Information Technology, May 2008 – December 2010  
Advisory Board and Curriculum Alignment Committee, Information Technology Foundation, Chicago, April 2008 – December 2010  
Mayors Council IT Talent Initiative, Chicago, December 2007 – December 2008

### **PAPERS/GRANT PROPOSALS REVIEWED**

Social Sciences and Humanities Research Council of Canada, Reviewer, Grant Proposal, 2012  
National Science Foundation Review Panel, March 2011  
National Selection Committee Fulbright-Nehru Senior Research Fellowships, United States India Educational Foundation, New Delhi, India, October, 2009  
Social Sciences and Humanities Research Council of Canada, Reviewer, Grant Proposal, 2005  
Reviewed papers for *Information Systems Research*, *MIS Quarterly*, *Organization Science*, *Communications of the ACM*, *Journal of Management Information Systems*, *Journal of Organizational Computing*, *DATABASE*, *Information and Society*, *New Media and Society*, *IEEE Transactions on Professional Communications*, *Decision Sciences Institute Conference*, *Hawaii International Conference on Systems Science*, *International Conference on Information Systems*, *Electronic Journal of Organizational Virtualness*, *Information Technology and People*, *European Journal of Information Systems*

### **PROMOTION AND TENURE LETTERS**

University of Massachusetts, Boston  
Kent State University  
University of Sydney, Australia  
Nanyang Technological University, Singapore

### **SERVICE TO THE UNIVERSITY**

#### **IDS Department**

Director of Graduate Studies – MIS PHD program 2012-present  
UG Advisor, IDS Department, 2011-present  
Member, Search Committee for Clinical Faculty, 2012  
Member, Search Committee for IDS Department Head, 2006-2007  
Member, Advisory Committee to IDS Department Head (elected), 2000-2002, 2004-2008, 2012-present  
Director, Center for Research in Information Management (CRIM), August, 2006 – December 2007- created advisory committee of local CIO's, worked with advisory board to develop strategic plan and membership packages, signed 4 new member companies  
Member, Search Committee for Statistician in IDS Department, 2007-2008  
Member, Center for Research in Information Management (CRIM) Forum Advisory Committee, 2003- 2006  
Assistant Director, Center for Research in Information Management (CRIM), 2000-2001.

### **COMM Department**

Member, Search Committee for Digital Humanities Faculty, 2013

### **CBA College**

Member, CBA Assurance of Learning Committee, 2013-present

Member (elected), CBA Executive Committee, 2013 – present

Alternate IDS Member (elected), CBA Executive Committee, 2011 - 2013

Member, CBA Dean Search Committee, 2011

Member, CBA Undergraduate Curriculum Revision Committee, 2011–2012

Member, Committee to establish Mentoring program for female undergraduates with female business executives (UIC alumnae) 2003

Member, Planning Committee for CBA Women’s Information Network (WIN) 2002

### **University**

Interview Panel for UIC Fulbright Fellowship Candidates 2012, 2013

Member, working committee to establish a Transdisciplinary PhD in Biomedical and Health Informatics, chaired by Prof. Annette Valenta, 2012- present

Member, Chancellors Committee on Status of Women, 2008, 2010

UIC Faculty Senate, 2006 - 2008

### **PROFESSIONAL MEMBERSHIPS**

The Academy of Management, OCIS Division

Association of Information Systems

### **TEACHING ACTIVITIES**

1. Information Systems in Organizations (Executive MBA, Full-time and Part-time MBA, Master of Science in Management Information Systems)
2. Competitive Strategy (UG)
3. Knowledge Management Systems (UG)
4. Electronic Commerce for Managers (MBA)
5. Behavioral Issues and IT: Investigating the Virtual Work Environment (PhD seminar)
6. Information Systems in Organizations (UG)
7. Business Systems Design and Analysis
8. Telecommunications in Business
9. Honors College Capstone Project
  - a. “India’s Economic Development: An Analysis into the Emergence of Electronic Banking”, Dan Yukilevich, May 2011

### **MASTERS THESIS COMMITTEES (2)**

Antara Das, (Committee Member), Master of Arts in Communication, Proposal defense end of Spring 2010

Thesis Topic: *Social Media Use by International Development NGOs*

Ming Zhang, (Committee Member), Master of Arts in Communication, Thesis defended Summer 2006

Thesis Topic: *College Students’ Attitudes toward Google AdWords Advertising*

### **EXTERNAL EXAMINER DOCTORAL DISSERTATION COMMITTEES (2)**

Nadine Vehring, University of Muenster, The Muenster School of Business Administration and Economics, Thesis Defense, Summer 2012

Dissertation Topic: *Roll-out and Adoption of Corporate Communication and Collaboration Platforms: Exploring Multilevel Dynamics and Management Implications*  
K. Karpagam, Mother Teresa Womens' University, India, Thesis Defense, Summer 2010,  
Dissertation Topic: *Bank Employees' Attitude In The Globalised Era*

## **DOCTORAL DISSERTATION COMMITTEES (21)**

Ivan Alfaro (Committee Chair)

Dave Chu (Committee Chair)

John Pendergrass

Zach Benjamin (Communications Department)

Emilie Lucchesi (Communications Department), Proposal defended, May 2013

Dissertation Topic: *Aspirations and Applications: Analyzing Consumer Credit Card Application Web Sites*

Melike Findikoglu, (Committee Chair) Dissertation Defended

Dissertation Topic: *Small- and Medium-Sized IT Firms' Partnership Choices: Non-Local Partnership Formation*

Poornima Krishna, Dissertation Defended

Dissertation Topic: *Boundary Spanning in Offshored ISD Projects: A Social Capital Perspective*

Sanjeev Jha, Dissertation Defended

Dissertation Topic: *Credit Card Fraud Detection with Discrete Choice Models and Misclassified Transactions*

Christina Outlay, Dissertation Defended

Dissertation Topic: *Resizing the Information Systems Function after Outsourcing: Examining Psychological Contracts, Violations and Employee Outcomes*

Chen Ye, Dissertation Defended

Dissertation Topic: *The Impact of Habit and Reasoned Influences on Post-Adoption Switching of Personal Technologies*

Mauricio Vasquez, Dissertation Defended Fall 2008 – Summer 2010

Dissertation Topic: *Effects of Training, Complexity and Perceived Critical Mass on Wiki Adoption*

Chei Sian Lee (Committee co-Chair), Dissertation Defended

Dissertation Topic: *Do Risk Perceptions Influence Communication Technology Usage? A Study of Portfolio Construction*

Kevin DeSouza, Dissertation Defended

Dissertation Topic: *Knowledge Management Maturity Model: Theoretical Development and Empirical Testing*

Darrin Thomas, Dissertation Defended

Dissertation Topic: *Alliances as a Vehicle for E-Business Transformation: An Empirical Study of the Antecedents and Outcomes of E-business Alliances*

Yun Wan, Dissertation Defended

Dissertation topic: *The Impact of Web-based Product Comparison Agent on Choice Overload in Online Individual Decision-making*

Zhen Zhu, Dissertation Defended

Dissertation topic: *Antecedents and Consequences of Perceived Control in Technology-Based Self-Service Failure Encounters*

John Warren, Dissertation Defended

Dissertation topic: *A Comparison of the Effects of Extraversion and Expertise on Virtual Team and Face-to-Face Team Interaction and Performance.*

James Watson, Jr., Dissertation Defended.

Dissertation topic: *Organizational Dissonance: The Impact of Technology*

Myungsin Lee, Dissertation Defended

Dissertation Topic: *Impacts of Three Cognitive Structuring Methods on Enhancement of Students' Critical Thinking Skills in Online Collaborating Learning*, 2004

Kumar Mehta, Dissertation Defended

Dissertation topic: *Understanding Revenue-drivers of Electric Auctions*, 2003

Elisa Fredericks, Dissertation Defended

Dissertation topic: *Is Co-location of New Product Development Teams Necessary?*

Jackie Rees, Dissertation Defended

Dissertation Topic: *An Evolutionary Approach to Group Decision Making*

## **COMMUNITY ACTIVITIES**

Contemporary Arts Council, Chicago, Member 2005- present

Contemporary Arts Council, Chicago, Exhibition Committee member 2006-2009, Events Chair 2008-2009