

Michael H. Zack
Northeastern University, College of Business Administration
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Current Position:

Professor Supply Chain and information Management Group

Education

- DBA Harvard University Graduate School of Business Administration (1991)
- MBA Northwestern University (Kellogg) Graduate School of Management (1978)
- BS Worcester Polytechnic Institute (1974)
- Berklee College of Music (attended (1/75 – 8/75))

Academic Employment Experience

- Faculty, Northeastern University, College of Business Administration
 - Assistant Professor, 1991 to 1997
 - Associate Professor, with tenure, 1997 to 2009
 - Professor, 2009 to present
- Faculty Program Director, Northeastern University Online MBA Program (2005 to 2008)
- Executive Faculty Program Director, Online Graduate Programs (2008 to 2011)
- Queens University, Queens Business School (Ontario), Fulbright Visiting Senior Scholar (2004-2005)
- Program Advisor, Graduate Certificate Program in Knowledge Management, University College, Northeastern University (2000 to 2003)

Non-academic Employment

- Knowledge Strategy Group, Inc., founding partner (1995-1997)
- Wakefield-Launder-Rite, Inc., Chief Executive Officer; Chief Financial Officer (1981-1985)
- Touche Ross & Co., Management Consultant (1978-1981, 1985)
- The Flying Tiger Line, Financial analyst (1978-1979)
- Aluminum Co. of America, Industrial engineer (1973-1974)

Teaching

Graduate

- Managing the Information Resource/Management Information Systems (Full-time, High-Tech, Executive, Cooperative, and Part-time MBA programs)
- Information Policy (Part-time MBA)
- Managing Information and Knowledge in the Global Enterprise (International MBA program, Reims, France)
- Introduction to Computer Applications (Full-time, Cooperative, and Part-time MBA programs)
- Knowledge Management Module - Next Generation Applications (High Tech MBA program)
- Knowledge Management Module (Executive MBA program)

Undergraduate

- Management Information Systems (College-wide service course)
- Information Resource Management (MIS major)

- Business Systems Integration (MIS major capstone course)
- Introduction to Computer Applications (College-wide service course)
- Information Systems for Management (University College)
- Introduction to College of Business Administration (College-wide service course)

Other

- Queen's University: PhD Seminar in Knowledge Management (as visiting faculty)
- IBM Advanced Business Institute: Knowledge Strategy
- Arthur D. Little Management Education Institute, Cambridge, MA: Data-Based Marketing and Electronic Commerce
- George Washington University Executive Leadership Program: Strategic Use of Information Technology
- Theseus Institute, Sophia Antipolis, France: Knowledge Strategy and Knowledge Management
- PhD Thesis Committees
 - Todd Leach, "The Impact of For-Profit Privatization on Higher Education in the State of Massachusetts", Northeastern University, Law, Policy, and Society, 2008
 - Satyendra Singh, "The Development and Investigation of a Conceptual Model to Understand Knowledge Management", School of Business, Queen's University, 2008
 - Chris Street, "Dynamic Alignment Capabilities (DAC) and their Relationship to Information Systems Competitive Advantage", School of Business, Queen's University, 2006
- Independent Studies Supervised
 - Daniela Hamoui, "An Analysis of Co-op Recruiting in Financial Services", 2008
 - Applications Development using Lotus Notes, Dale Sibley, MBA, 1996
 - Designing an Intranet for Knowledge Management, Nicole Hrycaj, 1996
 - Dynamic Simulation of a Three-tier Supply Chain, Kwok Wong, 1995

Publications (Total Google Citations = 5,747)

Academically Refereed Publications¹

- "Competitive Intelligence and Information Quality: A Game-Theoretic Perspective", *Journal of Data and Information Quality*, in press (with Dov Biran)
- "An Integrative Framework for the Teaching of Information Management in a Business Context," Proceedings of the Academic Business World International Conference, May 23-May 25, 2012, Nashville, Tennessee. (Winner of best paper award); forthcoming in *International Journal of the Academic Business World*, Vol. 9, No. 1, April, 2013 (With M. Dias, R. Kesner, and B. Russell)
- "A Knowledge-Based View of Outsourcing", *International Journal of Strategic Change Management*, Vol. 2, No. 1, 2010, pp. 32-53 (with Satyendra Singh) [cited 7 times]
- "Knowledge Management and Organizational Performance: An Exploratory Survey" *Journal of Knowledge Management*, Vol. 13, No. 6, 2009, pp. 392-409 (with James McKeen and Satyendra Singh) (Winner of the 2010 Outstanding Paper Award from Emerald Literati Network.) [cited 148 times]
- "Integrating Innovation Style and Knowledge into Strategy", *Sloan Management Review*. Vol. 50, No. 1, 2008, pp. 53-58 (with Ed McDonough, Singer Lin and Iris Berdrow) [cited 24 times]
- "The Role of Decision Support Systems in an Indeterminate World", *Decision Support Systems*, Vol. 43, No. 4, 2007, pp. 1664-1674 [cited 59 times]

¹ Number of citations per Google Scholar as of January, 2014 shown in brackets

- "The Strategic Advantage of Knowledge and Learning", *International Journal of Intellectual Capital and Learning*, Vol. 2, No. 1, 2005, pp.1-20 [cited 35 times]
- "Rethinking the Knowledge-Based Organization", *Sloan Management Review*, Vol. 44, No. 4, Summer, 2003, pp. 67-71 [cited 168 times]
- "If Managing Knowledge is the Solution, then What's the Problem?", in *Knowledge Management and Business Model Innovation*, Yogesh Malhotra (ed.), Idea Group Publishing, April, 2001 [cited 68 times]
- "Jazz Improvisation and Organizing: Once More from the Top" , *Organization Science* Vol. 11, No. 2, March-April, 2000, pp. 227-234 [cited 112 times]
- "Managing Codified Knowledge", *Sloan Management Review*, Vol. 40, No. 4, Summer, 1999, pp. 45-58 [cited 1,596 times]
- "Managing Organizational Ignorance", *Knowledge Directions*, Vol. 1, Spring, 1999, pp. 36-49; Reprinted in *The Knowledge Management Yearbook 2000-2001*, J. W. Cortada and J. A. Woods (eds.) (Butterworth- Heinemann: 2001); reprinted in Corporate Training Magazine Online, www.corporatetrainingmag.com/articles/ctmagazine_1241.shtml , September, 2007 [cited 48 times]
- "Developing a Knowledge Strategy", *California Management Review*, Vol. 41, No. 3, Spring, 1999, pp. 125-145; reprinted in *The Strategic Management of Intellectual Capital and Organizational Knowledge: A Collection of Readings*, N. Bontis and C. W. Choo (eds.), Oxford University Press, 2002; Reprinted in *Knowledge Management and Organizational Learning*, Oxford University Press, L. Prusak and E. Matson (eds.), 2006 [cited 2,052 times]
- "An MIS Course Integrating Information Technology and Organizational Issues", *Data Base*, Vol. 29, No. 2, 1998, pp. 73-87 [cited 20 times]
- "Electronic Publishing: A Product Architecture Perspective", *Information & Management*, Vol. 31, No. 2, November, 1996, pp 75-86 [cited 30 times]
- "The Design and Development of Information Products", *Sloan Management Review*, Vol. 37, No. 3, Spring 1996, pp 43-59 (with Marc Meyer) [cited 176 times]
- "Social Context and Interaction In Ongoing Computer-Supported Management Groups", *Organization Science*, Vol. 6, No. 4, July-August, 1995, pp 394-422 (with James L. McKenney). Reprinted in *Shaping Organization Form: Communication, Connection, and Community*, G. DeSanctis and J. Fulk (eds.), Sage Publications, Newbury Park, CA, 1999. [cited 243 times]
- "Using Electronic Messaging to Improve the Quality of Instruction", *Journal of Education for Business*, Vol. 70, No. 4, March/April, 1995, pp 202-206 [cited 46 times]
- "The State of EDI in the U. S. Housewares Manufacturing Industry", *Journal of Systems Management*, Vol. 45, No. 12, December, 1994, pp 6-10 [cited 8 times]
- "Electronic Messaging and Communication Effectiveness in an Ongoing Work Group", *Information & Management*, Vol. 26, No. 4, April, 1994, pp 231-241 [cited 72 times]
- "Interactivity and Communication Mode Choice in Ongoing Management Groups", *Information Systems Research*, Vol. 4, No. 3, September, 1993, pp 207-239 [cited 285 times]
- "An Information Infrastructure Model for Systems Planning", *Journal of Systems Management*, Vol. 43, No. 8, August, 1992, pp 16-19, 38-40 [cited 6 times]
- "The Impact of Marketing Information Supply on Product Managers: An Organizational Information Processing Perspective", *Office, Technology and People*, Vol. 4, No. 4, June, 1989, pp 313-336 (with David K. Goldstein) [cited 31 times]

Editorially Reviewed/Academic

- "The Online MBA at D'Amore-McKim School of Business, Northeastern University", in *The Online University: Building Viable Learning Experiences for Higher Education*, Richard M. Kesner (ed.); Common Ground Publishing, 2013, pp 114 - 126
- "Reversing the Downward Trend: Innovative Approaches to IS/IT Course Development and Delivery," *Communications of the Association for Information Systems*, Vol. 22, Article 28, 2008 (with Chris Street, Michael Wade, Neils Bjorn-Andersen Blake Ives, John Venable)
- "Outsourcing: What you don't know can hurt you", *ComputerWorld Online*, November 28, 2007
- "Developing a Knowledge Strategy: Epilogue", in *The Strategic Management of Intellectual Capital and Organizational Knowledge: A Collection of Readings*, N. Bontis and C. W. Choo (eds.), Oxford University Press, March, 2002 [cited 19 times]
- "Competing on Knowledge", *2000 Handbook of Business Strategy* (New York: Faulkner & Gray, 1999), pp. 81-88 [cited 16 times]
- Introduction, *Knowledge and Strategy*, M. H. Zack (ed.) (Boston: Butterworth-Heinemann, 1999e), pp. vii-xii [cited 14 times]
- "Complementary Communication Media: A Comparison of Electronic Mail and Face-to-Face Communication in a Programming Team", Chapter 10 in *Networks and Organizations*, N. Nohria and R. Eccles, (eds), Harvard Business School Press, December, 1992, pp 262-287 (with James L. McKenney and Victor S. Doherty) [cited 92 times]

Editorially Reviewed/Professional

- "Short-Cycle Retailing", *Discount Merchandiser*, May, 1992, pp 90-94,110 (with Daniel W. O'Connor)
- "Strategic Benefits of Category Management", *Discount Merchandiser*, Vol. 30, July, 1990, pp41-42+ (with Daniel W. O'Connor)
- "'Gut Feel' is No Longer Enough", *Progressive Grocer*, February, 1990, pp 17-18 (with Daniel W. O'Connor)
- "A Strategic Advantage", *Snack World*, December, 1989, pp 30-32 (with Daniel W. O'Connor)
- "The Strategic Advantage of the 1990s", *Discount Merchandiser*, September, 1989, pp 38, 40 (with Daniel W. O'Connor)

Academically Refereed Conference Proceedings

- "A Framework for Assessing the Impact of Knowledge on Firm Performance", Proceedings of The International Conference on Organizational Learning, Knowledge, and Capabilities, June, 2007, University of Western Ontario (with Chris Street) [cited 4 times]
- "A Knowledge-Based View of Strategy," Knowledge Summit, Monieson Centre, Queen's University School of Business, Kingston, Ontario, Canada, June 2006.
- "Information Technology Outsourcing: Reducing Cost or Knowledge?," Proceedings of the International Conference on Organizational Learning, Knowledge and Capabilities, March 2006, University of Warwick, UK (with Satyendra Singh)
- "Knowledge Management and Organizational Performance: An Exploratory Survey", Proceedings of the Thirty-Ninth Hawaii International Conference on System Sciences, 2006 (with James McKeen and Satyendra Singh) [cited 50 times]
- "Outsourcing: Cost Savings or Lost Opportunity", Proceedings of the Fourth International Outsourcing Conference, Center for Global Outsourcing, S. Palvia and S. Agrawal (eds.), Washington, D.C., September, 2005 (with R. Balachandra and Dov Biran)

- "The Role of DSS Technology in Knowledge Management," Conference Proceedings, IFIP International Conference on Decision Support Systems, R. Meredith, G. Shanks, D. Arnott and S. Carlsson (eds.), Prato, Italy, July, 2004 [cited 5 times]
- What is a Knowledge-Based Organization?, 5th International Conference on Organizational Learning & Knowledge, Lancaster University, Lancaster, England, May, 2003 [cited 5 times]
- Information Systems for Competitive Intelligence, Minnesota Symposium on Knowledge Management, University of Minnesota, March, 2003 (with Dov Biran)
- "A Strategic Pretext for Knowledge Management", Proceedings of The Third European Conference on Organizational Knowledge, Learning and Capabilities (<http://www.alba.edu.gr/OKLC2002/Proceedings/>), Athens, Greece, April 5, 2002 [cited 20 times]
- "Researching Organizational Systems Using Social Network Analysis" , Proceedings of the Thirty-third Annual Hawai'i International Conference on System Sciences, Ralph H. Sprague, Jr. (ed.), January, 2000, Maui, HI [cited 80 times]
- "What Knowledge-Problems Can Information Technology Help to Solve?", Proceedings of the Association for Information Systems 1998 Americas Conference, Baltimore, Maryland, August 14-16, 1998 [cited 50 times]
- "An Architecture for Managing Explicit Knowledge", Proceedings of the 6th European Conference on Information Systems, Walter R. J. Baets (ed.), Aix-en-Provence, France, June 4-6, 1998, pp. 86-99 [cited 17 times]
- "A Strategic Model for Managing Intellectual Resources and Capabilities", 2nd World Congress on Intellectual Capital and Innovation, McMaster University, February, 1998
- "Digital Documents: A Product Architecture Perspective", Proceedings of the Twenty-Ninth Annual Hawai'i International Conference on System Sciences, Vol. V, M. Stuart Lynn (ed.), January, 1996, pp 43-52 (Nominated for best paper) [cited 1 time]
- "Product Architecture and Strategic Positioning in Information Products Firms", Proceedings of the First Americas Conference on Information Systems, Association for Information Systems, M. K. Ahuja, D. F. Galletta, H. J. Watson (eds.), August, 1995, pp 199-201 (with Marc Meyer)
- "Electronic Messaging and Shared Context in an Ongoing Work Group", Proceedings of the Twenty-Sixth Annual Hawaii International Conference on System Sciences, Vol. IV, Ralph H. Sprague (Ed.), IEEE Computer Society Press, January, 1993. (Nominated for best paper.) [cited 2 times]
- "Some Antecedents and Consequences of Computer-Mediated Communication Use in an Ongoing Management Group: A Field Study", Proceedings of the 12th International Conference on Information Systems, J. I. DeGross, I. Benbasat, G. DeSanctis, C. M. Beath (eds.), December, 1991, pp 213-227 [cited 3 times]
- "Knowledge as a Measure of the Effectiveness of Management Support Systems", Proceedings of the Twenty-Third Annual Hawaii International Conference on System Sciences, Vol. IV, Ralph H. Sprague (Ed.), IEEE Computer Society Press, pp 447-457, January, 1990 (with David K. Goldstein and Namjae Cho)
- "The Impact of Marketing Information Supply on Product Managers: An Organizational Information Processing Perspective", Proceedings of the Ninth International Conference on Information Systems, Janice I. DeGross and Margrethe H. Olson (eds.), Nov./Dec., 1988, pp 65-77 (with David K. Goldstein) (Published in Office, Technology and People, Vol. 9, No. 4, 1989; see Academic Publications #9)

Published Case Studies

- Knowledge Management Challenges in the Rakurs Company (with T. E. Andreeva). — The European Case Clearing House (ECCH). — 2010. — 910-004-1. — P. 12.

- Knowledge Management Challenges in the Rakurs Company: Teaching Note (with T. E. Andreeva) — The European Case Clearing House (ECCH). — 2010. — 910-004-8. — P. 12.
- UndergroupHipHop.com, Publication no. 9B07M064, Ivey Case Clearinghouse, Ivey School of Business, University of Western Ontario, 2007 (with David Wesley and Ben Compaine)
- UndergroupHipHop.com Teaching Note, Publication no. 8B07M064, Ivey Case Clearinghouse, Ivey School of Business, University of Western Ontario, 2007 (with David Wesley and Ben Compaine)
- From Rhymes to Riches: A Note on Hip Hop Music, Publication No. 9B07M034, Ivey Case Clearinghouse, Ivey School of Business, University of Western Ontario, 2007 (with David Wesley)
- B. Altmans (A) and (B), Division of Research, Harvard Business School, 1988 (with Melissa Mead)
- Teleport Communications, Division of Research, Harvard Business School, 1988 (with Keri E. Ostrofsky, and James L. McKenney)

Books

Knowledge and Strategy, Michael H. Zack (ed.) (Boston: Butterworth-Heinemann, 1999) [cited 190 times]

Other Publications

- Invited letter-to-editor published in *Sloan Management Review*, Summer 2000
- Knowledge Management and Collaboration Technologies, White Paper, The Lotus Institute, Lotus Development Corporation, July, 1996 [cited 19 times]
- Supporting Teams with Collaborative Technology, White Paper, The Lotus Institute, Lotus Development Corporation, Cambridge, January, 1996 [cited 4 times]
- Organizational Information Processing and Work Group Effectiveness, Working Paper #89-054, Division of Research, Harvard Business School, 1989 (with James I McKenney) [cited 2 times]
- Note on the Use of Information Technology in Retailing, Publication No. 9189024, Harvard Business School Publishing Division, August, 1988 (with Melissa Mead)
- Characteristics of the Organizational Information Domain; An Organizational information Processing Perspective, Working Paper #89-027, Division of Research, Harvard Business School, 1988 (with James L. McKenney) [cited 10 times]

University and College and Related Service

- Faculty Director, Online MBA program
- Executive Faculty Director, Online Graduate Programs
- T&P Committee co-chair;
- Graduate Programs Committee;
- Technology Policy Committee chair;
- Faculty Policy Committee,
- PhD program Task Force,
- MBA Curriculum Task Force,
- Undergraduate Program Committee,
- University Committee on Academic Computing,
- Consultant to several University programs regarding online education,
- Recruiting committees,
- Faculty mentoring committee,
- MIS curriculum redesign

Panels and Presentations

- Becoming a Knowledge-based Organization, Perkin Elmer, Senior Management Meeting, Orlando, FL, May 13, 2010
- Knowledge Management and Knowledge Strategy, Attivio, Inc., Waltham, MA, July 9, 2010
- Global Online Education: Challenges and Best Practices, panel member, 15th Annual Sloan-C International Conference on Online Learning, Orlando, Florida, October 29, 2009
- Knowledge Strategy, NASA Knowledge Forum, sponsored by NASA Academy of Program/Project and Engineering Leadership, Panel Moderator and Presenter, Washington, D.C. October 15, 2009
- Knowledge Management and Knowledge Strategy, Graduate School of Management, St. Petersburg State University, St. Petersburg, Russia, May 19, 2009
- Research Opportunities in Knowledge Management, Graduate School of Management, St. Petersburg State University, St. Petersburg, Russia, May 20, 2009
- Maximizing the Value of Corporate Education, presented to Management Ventures, Inc. Client Advisory Board, June 2, 2008
- Raising the Strategic Profile of Knowledge Management, presented at KM - Current Directions; A Symposium on Leveraging Knowledge, Bentley College, October 2, 2007
- Outsourcing: Throwing the Baby Out With the Bathwater?, presented to Northeastern University College of Business Administration Board of Visitors, February 22, 2007
- Knowledge-Process Outsourcing, panel chair and discussant, TiE Conference on Outsourcing, Northeastern University, November 18, 2006
- Some Views on Global Innovation Management, Academy of Management Annual Meeting panel, Atlanta, GA, August 15, 2006
- The New Search Economy, panel member, FAST Track Conference, sponsored by Fast Search, Inc. New York, July 20, 2006
- Knowledge Strategy, presented at the Centre for Information and Knowledge Management, University of Limerick, May 9, 2006
- Outsourcing: Reducing Costs or Knowledge?, presented at the Society for Information Management (SIM) Executive Summit, September, 2005
- Outsourcing: Cost Savings or Lost Opportunity, presented at the Fourth International Outsourcing Conference, Washington, D.C., September, 2005
- Assessing Knowledge Capabilities, presented to the Toronto Knowledge Management Forum, Toronto, March 10, 2005
- Knowledge-Based Strategy, Fulbright Scholar Seminar, Queen's School of Business, November, 2004
- A Knowledge-based View of Outsourcing, presented at Queen's School of Business Knowledge Café, October 6, 2004
- A Global Innovation Research Framework, presented at the 46th Annual Meeting of the Academy of International Business, Stockholm, July, 2004 (with Harry Lane, Nick Athanassiou, Patrick Regner, and Jim Nebus)
- In a Service Economy, Knowledge is Key, Presented at the International Partnership of Business Schools annual meeting, Annecy, France, July 12, 2003
- What is a Knowledge-Based Organization?, 5th International Conference on Organizational Knowledge and Learning, Lancaster University Management School, Lancaster, UK, June 1, 2003
- Information Systems for Competitive Intelligence, Minnesota Symposium on Knowledge Management, University of Minnesota Carlson School of Management, Minneapolis, March 14, 2003

- Next Generation Issues in Knowledge Management, Knowledge Management in the 21st Century Conference Panel, American Society for Information Science and Technology, Philadelphia, PA, November 15, 2002
- Knowledge Leadership and Strategy, 3rd Annual Knowledge Summit: Knowledge Leadership and Learning, Queens University Center for Knowledge-Based Enterprise, Kingston, ON, Canada, October 18, 2002
- Linking Knowledge and Strategy, Presented to the Executive Board of the Metals Service Center Institute, Chicago, IL, August 15, 2002
- Strategy in the Knowledge-Based Enterprise, Knowledge Management 2002 keynote, sponsored by IBM, Toronto, April 9, 2002
- A Strategic Pretext for Knowledge Management, Third European Conference on Organizational Knowledge, Learning and Capabilities, Athens, Greece, April 5, 2002
- Knowledge Management: Challenging Assumptions, panel member, 22nd Annual International Conference on Information Systems, New Orleans, LA, December 18, 2001
- Examining the Link Between Knowledge and Strategy, presented at Babson College, Wellesley, MA, November 27, 2001
- Knowledge and Strategy, presented at the Boston Knowledge Management Forum., Boston, MA, September 21, 2001
- Knowledge and Strategy: Ships Passing in the Night?, presented at luncheon speaker series, Viant, Inc., April 6, 2001
- Linking Knowledge and Strategy in an Academic University, presented at the University of Technology, Sydney, Australia,, March 23, 2001
- Linking Knowledge and Strategy in a Government Agency, presented to the Department of Finance, Commonwealth of Australia, Canberra, ACT, March 22, 2001
- Moderator of B2B Issues Roundtable, E-Commerce Forum, Management Ventures Inc., Boston, MA, October 5, 2000
- Making the Knowledge-Strategy Connection, Knowledge Management Practices for the Financial Services Industry, Institute for International Research, New York, NY, July 26, 2000
- Effective Knowledge Strategies, 3rd Intangibles Conference on Knowledge, Stern School of Business, New York University, New York, NY, May 18, 2000
- Aligning Knowledge Management with Strategy, Advanced Businesses Institute, IBM, May 9, 2000
- Linking Knowledge and Strategy, presented to the Knowledge Management Council, IBM Global Services, Somers, NY, April 25, 2000
- Linking Knowledge and Strategy , presented at Surrey European Management School Research Symposium, Guildford, England, April 7, 2000
- Aligning Knowledge Management Research and Practice, 20th Annual International Conference on Information Systems, December 13, 1999, Charlotte, NC. Chairperson of panel that included Maryam Alavi (Emory University), Tom Davenport (Boston University and Andersen Consulting), David E. Smith (IBM Institute for Knowledge Management), and Karen Ughetta (IBM Software Group)
- Knowledge Strategy, Twin Cities Knowledge Management Forum, Minneapolis, MN, November 18, 1999
- Knowledge and Strategy, IBM Institute for Knowledge Management
 - Palisades, NJ, January, 1999
 - Sawgrass, FL, May, 1999
 - Nice, France, September, 1999

- Making the Internet Work for You, panel moderator in the Innovation and Technology track of the International Intermodal Expo, Atlanta, GA, April 22, 1999
- Building the Knowledge Management Capability in Corporate America, presented to the Strategic Information Technology Center, Isenberg School of Management, University of Massachusetts, Amherst, Massachusetts, January 27, 1999
- Developing a Knowledge Strategy, presented to senior executives of Akzo Nobel Chemicals bv (Netherlands), Velen, Germany, January 19, 1999
- What is Knowledge Management, and How Does it Help Insurance Companies?, keynote presentation at the Knowledge Management for Insurance Companies conference, IBC Group plc, Boston, Massachusetts, November 16, 1998
- Knowledge Strategy, Conference on Knowledge Management and Organizational Learning, The Conference Board, Brussels, September 16, 1998
- An Architecture for Managing Explicit Knowledge, 6th European Conference on Information Systems, Aix-en-Provence, France, June 4, 1998
- Aligning Intellectual Capital with Strategic Objectives, Turning Intellectual Capital into a Strategic Asset conference, The Business Intelligence Knowledge Breakthrough Programme, London, May 21, 1998
- Knowledge Transfer Workshop, Conference on Knowledge Management and Organizational Learning, The Conference Board, Chicago, April 16, 1998
- Information Technology in 2000 and Beyond, Energy Policy Symposium on Trends in Oil and Gas Industry Information Management, sponsored by the Maguire Oil and Gas Institute and IBM consulting Group, Dallas, March 26, 1998
- If Knowledge is the Solution, then What's the Problem?, presented at Content and Capability symposium, Procter & Gamble, Cincinnati, OH, February 26, 1998
- A Strategic Model for Managing Intellectual Resources and Capabilities , The Second World Congress on the Management of Intellectual Capital, 19th McMaster Business Conference, McMaster University, Hamilton, Ontario, January 21, 1998
- What Don't We Know about Managing Knowledge Using Information Technology?, 18th Annual International Conference on Information Systems, December 17, 1997, Atlanta, GA. Chairperson of panel that included Kathy Curley (Lotus Development Corp.), Tom Davenport (U. of Texas), Arthur DeTore (Lincoln National Reinsurance Cos.), and Fran Engoron (Price Waterhouse)
- Knowledge Management: The Soul of the New Organization, Business Week's Connections: Competitive Strategies for the Age of e-business, Business Week Executive Programs, New York, NY, November 6, 1997
- Managing Product Development in the Context of Product Families and Product Platforms: Applications to Software and Information Products, Academy of Management, August 12, 1997, Boston, MA
- Addressing the Knowledge Management Challenge, presented at the Putting Knowledge to Work: Intellectual Capital and Knowledge Transfer conference, sponsored by Booz-Allen and Hamilton, January, 1997
- Value-Added Interorganizational Networks, presented to Delphi Panel, sponsored by Arthur D. Little and Northeastern University Center for Technology Management, August, 1994
- Value-Added Interorganizational Networks, Presented to Partnership Conference, sponsored by Lincoln National Risk Management, June 21, 1994
- Association-sponsored Value-added Networks, Presented to American Toy Manufacturers Association, February, 1993

Professional Service

- Organizational Learning, Knowledge and Capabilities (OLKC) Conference:
 - Conference Chair, OLKC 2010,
 - Advisory Board (2007, 2008, 2009)
 - Executive Board (2008-2012)
 - Doctoral consortium faculty (2007, 2009)
- Co-Chair, Knowledge Summit conference, Queen's University, June, 2006
- Editorial
 - MIS Quarterly Executive editorial board (2001-2006)
 - International Journal of Learning and Intellectual Capital, Associate Editor (2003 - present)
 - Information Quality Research , Associate Editor (2007-2012)
 - MIS Quarterly, AE, special issue on knowledge management and information technology, 2003
- Ad hoc reviewer for many journals
- Faculty at 9 doctoral consortia (2002-2011)
- External PhD examiner on four doctoral theses
- External tenure reviewer on two tenure cases
- Member, Advisory Board, Monieson Center for the Study of Knowledge-Based Enterprise, Queen's University, Ontario (2005-2008)
- Faculty, Knowledge Management Doctoral Consortium, Queen's University, Ontario (2002 to 2007)
- Member, Strategic Advisory Board, Attavio, Inc. (enterprise search engine company), 2008-present
- Member, Strategic Advisory Board, FAST, Inc (Internet search software company), 2005 to 2007.
- Member, Strategic Advisory Board, Jarg, Inc. (semantic search software company), 2000-2006
- Advisor to the Board of Directors, KMPro, 2005 to present
- Academic Associate, IBM Knowledge Management Institute, 1998 to 2002
- Advisory member of the Technology Council of the National Housewares Manufacturers Association, 1994

Consulting Experience (1990 to present)

Have consulted in the areas of

- knowledge management
- knowledge strategy
- high tech business strategy
- Online education
- strategic information systems planning
- electronic commerce
- information product design and development
- business process redesign

For

- Anheuser-Busch
- Arkwright Insurance
- Australian Government, Dept. of Finance
- Bank of Montreal
- Beer Wholesalers National Association of State Executives
- Borden, Inc.

- Buckman Labs
- CapitalOne
- Fast Search and Transfer, Inc.
- Filene's Basement
- IBM
- Information Resources, Inc.
- Jarg. Inc.
- Lincoln National Reinsurance
- Lotus Development Corporation
- Management Ventures, Inc.
- National Beer Wholesalers Association
- National Housewares Manufacturers Association
- Pan Canadian Petroleum
- Parthenon Group
- Perkin Elmer
- Polaroid Corp.
- PriceWaterhouse
- Proctor & Gamble
- RetailNet Group
- Sam's Club Division of Wal-Mart
- Silver Platter, Inc.
- Wholesaler Beer and Wine Association of Ohio

Awards, Honors and Recognition

- 2010 Outstanding Paper Award, Emerald Literati Network (for Zack, McKeen, and Singh 2009)
- Fulbright Senior Scholar Research Chair, Queen's University School of Business, Kingston, Ontario, 2004-2005
- The Effective/Innovative Use of Technology in Teaching Award, Northeastern University, 2004 and 2006
- Research Fellow, Moneison Center for Knowledge-Based Enterprise, Queen's Business School, Queen's University, Ontario, Jan 2004 - present
- Academic Fellow, IBM Institute for Knowledge Management, 1998 to 2002
- Ranked as 14th most productive MIS researcher out of 4,274 MIS faculty worldwide (2,389 US/Canada) in Susan Athey and John Plotnicki, "An Evaluation of Research Productivity in Academic IT", Communications of the Association for Information Systems, Vol. 3, Article 7, March 2000
- Patrick F. and Helen C. Walsh Research Professor, Northeastern University, College of Business Administration, 1998-2000
- Joseph G. Riesman Research Professor, Northeastern University, College of Business Administration, 1995-97
- Ronald Copeland Best Research Paper Award, Northeastern University College of Business Administration, 1995 and 1996
- Research Fellow of the Lotus Institute, Lotus Development Corporation, 1994 to 1996
- Designated a Society of Information Management (SIM) Doctoral Fellow and nominated to SIM Doctoral Consortium at the International Conference of Information Systems, 1989
- Elected to Beta Gamma Sigma, Northwestern University, 1978
- Recipient of Outstanding Scholar Award, Northwestern University Graduate School of Management, 1978
- Elected to Epsilon Upsilon Pi management honor society, Worcester Polytechnic Institute, 1972

