

## ROBERT C. NICKERSON

Professor

Department of Information Systems  
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### EDUCATION

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Ph.D. Information Sciences

University of California, Santa Cruz, 1978

Dissertation: *The Use and Value of Models in Decision Analysis*

M.S. Business Administration

University of California, Berkeley, 1969

Specialization: Operations Research

B.S. Industrial Engineering and Operations Research

University of California, Berkeley, 1968

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### ACADEMIC POSITIONS

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FULL-TIME ACADEMIC POSITIONS:

Professor of Information Systems

San Francisco State University, 1982-present

Chair, Department of Information Systems

San Francisco State University, 2006-2012

Associate Professor of Information Systems

San Francisco State University, 1978-82

Lecturer in Information Systems

California State University, Hayward, 1977-78

Instructor in Computer Science

Hartnell College, Salinas, California, 1969-76

PART-TIME ACADEMIC POSITION:

Teaching Assistant in Information Sciences

University of California, Santa Cruz, 1976-77

## VISITING ACADEMIC POSITIONS:

### Visiting Professor

Georg-August-Universität Göttingen, Göttingen, Germany: January 2018, April/May 2017, April 2016, April 2015, April 2014, June 2013, June 2012

### Visiting Professor

Universität Mannheim, Mannheim, Germany: September/October 2012, September/October 2011, September/October 2010, June 2010, April 2009, October 2005

### Visiting Professor

Université Paris Dauphine, Paris, France: November 2014, January 2008, January 2007, January 2006, January 2005, January/February 2004, January 2003, January 2002

### Visiting Professor

Université de Nice-Sophia Antipolis, Institut d'Administration des Entreprises, Nice, France: March 2018, February 2017, January 2016, February 2015, January 2014, January 2013, January 2012, January 2010, June 2008, June 2007, June 2006, June/July 2003, May/June 2002, May/June 2001

### Visiting Professor

Université Pierre-Mendès-France, Institut d'Administration des Entreprises, Grenoble, France: January 2010

### Visiting Professor

Université de Strasbourg, Ecole de Management, Strasbourg, France: June 2009

## AWARDS AND HONORS:

### Research Productivity Award

College of Business, San Francisco State University, August 22, 2017

### Senior Scholar

Association for Information Systems, 2016

### La Médaille de l'IAE Nice (The Medal of the Nice School of Management)

IAE Nice, University of Nice-Sophia Antipolis, Nice, France, December 7, 2013

### Professor of the Year Award – Service

College of Business, San Francisco State University, 2005-06

### Best Paper Award - IT Management Track

Ninth Americas Conference on Information Systems, August 2003 (“Strategic Alignment and Global Information Implementation Success in Fortune 500 Companies”)

Honoree, Celebration of Scholarship and Creative Activities  
San Francisco State University, 1996

Certificate in Recognition of Continuing Scholarly Achievement  
College of Business, San Francisco State University, 1996

Meritorious Performance and Professional Promise Award  
San Francisco State University, 1989-90

Certificate of Recognition for Outstanding Instruction  
Graduate Business Association, San Francisco State University, 1983

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### TEACHING AND OTHER INSTRUCTIONAL ACTIVITIES

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#### COURSES TAUGHT AT SAN FRANCISCO STATE UNIVERSITY:

##### Undergraduate:

- Introduction to Information Systems
- Introduction to Business Computer Programming
- Advanced Business Computer Programming
- Management Information Systems
- Database Management Systems
- Electronic Commerce Systems
- Python Programming (independent study)

##### Graduate:

- Information Systems for Management
- Seminar in Electronic Commerce Systems
- Seminar in Managing Enterprise Data
- Seminar in Information Systems Resource Management
- Seminar in Business Decision Analysis
- Research Project in Information Systems
- Python Programming (independent study)

##### Research Supervision:

Supervised over 150 MBA and MSBA research (thesis) projects.

#### COURSES TAUGHT AT OTHER INSTITUTIONS:

Georg-August-Universität Göttingen  
Electronic Commerce Systems

Universität Mannheim  
Mobile Commerce Concepts, Technology, and Applications  
Electronic Commerce

Université Paris Dauphine  
E-commerce and M-commerce

Université de Nice-Sophia Antipolis  
Information Systems for Management

University of California, Santa Cruz  
Decision Analysis

California State University, Hayward  
Introduction to Information Systems  
Introduction to Business Computer Programming

Hartnell College  
Introduction to Information Systems  
Introduction to Computer Programming  
Introduction to Scientific Programming  
Assembler Language Programming  
Systems Analysis and Design  
Principles of Accounting  
Introduction to Business

#### INSTRUCTIONAL/CURRICULUM ACTIVITIES:

Developed (with others) major redesign of the MBA program at San Francisco State University.

Developed first year of MBA program at the University of Nice-Sophia Antipolis (France).

Developed dual degree MBA MIB program with San Francisco State University and the University of Nice-Sophia Antipolis (France).

Advisor for undergraduate and graduate Information Systems majors and for graduate Electronic Commerce majors at San Francisco State University.

Course coordinator for several undergraduate and graduate courses at San Francisco State University. Select textbooks for course. Coordinate faculty teaching course.

Developed (with others) MBA and MSBA concentrations in Electronic Commerce at San Francisco State University.

Coordinated the redesign of the undergraduate curriculum in Information Systems at San Francisco State University. Developed two new undergraduate courses and revised (with others) four undergraduate courses. Developed minor.

Coordinated the redesign of the MBA and MSBA concentrations in Information Systems at San Francisco State University. Developed four new graduate courses.

Developed community college curriculum in Computer Science at Hartnell College. Expanded curriculum from one course to eight courses.

#### EXECUTIVE EDUCATION:

Developed (with others) and lead two- and three-day CIO Executive Development Program in the College of Business at San Francisco State University. Program presented October 2010, April 2011, May 2012, April 2013, May 2014.

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### RESEARCH AND PUBLICATIONS

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#### CURRENT RESEARCH INTERESTS:

Diffusion of mobile technology and smartphone apps  
Taxonomic theory  
Taxonomy development in IS  
Wireless/mobile applications  
Database systems  
Electronic commerce systems

#### PUBLICATIONS - ARTICLES:

##### Journal and Proceedings Articles:

Brenda Mak, Robert Nickerson, and Janet Sim, "Mobile Technology Dependence and Mobile Technostress," accepted for publication in the *Journal of Innovation and Technology Management*.

Robert C. Nickerson and Jamie Eng, "Use of Mobile Technology and Smartphone Apps on the Camino de Santiago: A Comparison of American and European Pilgrims," *Proceedings of 17.<sup>a</sup> Conferência da Associação Portuguesa de Sistemas de Informação (17<sup>th</sup> Conference of the Portuguese Chapter of the Association for Information Systems)*, 2017.

Gerrit Remane, Andre Hanelt, Robert C. Nickerson, and Lutz M. Kolbe, "Discovering Digital Business Models in Traditional Industries," *Journal of Business Strategy*, 38(2), 2017, pp. 41-51

Gerrit Remane, Robert C. Nickerson, Andre Hanelt, Jan F. Tesch, and Lutz M. Kolbe, "A Taxonomy of Carsharing Business Models," *Proceedings of the 2016 International Conference on Information Systems*, 2016.

Robert C. Nickerson and Francois B. Mourato-Dussault, "Selecting a Stored Data Approach for Mobile Apps," *Journal of Theoretical and Applied Electronic Commerce Research*, 11(3), September 2016, pp. 35-49.

Brenda Mak, Robert C. Nickerson, and Janet Sim, "Perceived Usefulness and Attitudes of Mobile Phones for Hospitality Customers," *Proceedings of the 2<sup>nd</sup> Global Tourism and Hospitality Conference*, 2016.

Robert C. Nickerson and Francois B. Mourato-Dussault, "Managing Stored Data For Mobile Apps: Survey of Apps and Case Study," *Proceedings of the 2015 International Conference on Mobile Business*, 2015.

Brenda Mak, Robert C. Nickerson, and Janet Sim, "A Model of Attitudes Toward Mobile Location Based Services," *Journal of Quality Assurance in Hospitality & Tourism*, 16(4), October 2015, pp. 414-437.

Upkar Varshney, Robert C. Nickerson, and Jan Muntermann, "Towards the Development of a Taxonomic Theory," *Proceedings of the Twenty-first Americas Conference on Information Systems*, 2015.

Robert C. Nickerson, Mark Austreich, and Jamie Eng, "Mobile Technology and Smartphone Apps: A Diffusion of Innovations Analysis," *Proceedings of the Twentieth Americas Conference on Information Systems*, 2014.

Upkar Varshney, Robert C. Nickerson, and Jan Muntermann, "Taxonomy Development in Health-IT," *Proceedings of the Nineteenth Americas Conference on Information Systems*, 2013.

Robert C. Nickerson, Upkar Varshney, and Jan Muntermann, "A Method for Taxonomy Development and Its Application in Information Systems," *European Journal of Information Systems*, 22(3), May 2013, pp. 336-359.

Simone Krug, Hugo Campidelli, and Robert C. Nickerson, "A Preliminary Taxonomy for Software Failure Impact: Categorizing the Impact on Enterprises when Software Fails," *Proceedings of the Eighteenth Americas Conference on Information Systems*, 2012.

Robert C. Nickerson and Kevin Kelly, "Hybrid Learning in a US/France MBA Program: Two Years of Experience," *Proceedings of the 2011 International SIGED: IAIM Conference*, 2011.

David Geiger, Thimo Schulze, Stefan Seedorf, Robert C. Nickerson, and Martin Schader, "Managing the Crowd: Towards a Taxonomy of Crowdsourcing Processes," *Proceedings of the Seventeenth Americas Conference on Information Systems*, 2011.

Robert C. Nickerson, Jamie Eng, Andrea Carignani, Vanessa Gemmo, and Lorenzo Negri, "User Interest in Future Mobile Applications," *Proceedings of the Tenth International Conference on Mobile Business*, 2011, 345-351.

Robert C. Nickerson, Jan Muntermann, and Upkar Varshney, "Taxonomy Development in Information Systems: A Literature Survey and Problem Statement," *Proceedings of the Sixteenth Americas Conference on Information Systems*, 2010.

Brenda Mak, Robert C. Nickerson, and Henri Isaac, "A Model of Attitudes toward Mobile Phone Use in Public Places," *International Journal of Innovation and Technology Management*, Vol. 6, No. 3, September 2009, pp. 305-325.

Robert C. Nickerson, Upkar Varshney, Jan Muntermann, and Henri Isaac, "Taxonomy Development in Information Systems: Developing a Taxonomy of Mobile Applications," *Proceedings of the European Conference on Information Systems*, 2009.

Robert C. Nickerson, "Whither Wireless? Future Directions in Mobility," *Communications of the Association for Information Systems*, Vol. 23, October 2008, pp. 333-350.

Anthony Hoang, Robert C. Nickerson, Paul Beckman, and Jamie Eng, "Telecommuting and Corporate Culture: Implications for the Mobile Enterprise," *Information Knowledge Systems Management*, Vol. 7, 2008, pp. 77-97.

Robert C. Nickerson, Henri Issac, and Brenda Mak, "A Multinational Study of Attitudes about Mobile Phone Use in Social Settings," *International Journal of Mobile Communications*, Vol. 6, No. 5, 2008, pp. 541-563.

David Chao and Robert C. Nickerson, "Creating Customized Database Views With User-Defined Non-Consistency Requirements," *Issues in Information Systems*, Vol. IX, No. 2, 2008, pp. 323-329.

David Chao and Robert C. Nickerson, "Maintaining Customized Non-Consistent Database Views," *Proceedings of the International Conference on Business and Information*, 2007.

Henri Isaac, Robert C. Nickerson, and Brenda Mak, "Mobile Phone Use in Social Settings: A Multinational Study," *Proceedings of the Twelfth Americas Conference on Information Systems*, 2006.

Robert C. Nickerson and Henri Isaac, "'Am I Disturbing You?': A Research Model for Investigating the Use of Mobile Phones in Social Settings," *Proceedings of the Fifth International Conference on Mobile Business*, 2006.

Fei Lee and Robert C. Nickerson, "The Impact of E-Commerce on the Australian Wine Industry," *Proceedings of the Fourth Workshop on e-Business WeB 2005*, 2005, pp. 42-48.

Henri Isaac, Robert C. Nickerson, and Peter Tarasewich, "Cell Phone Use in Social Settings: Preliminary Results from a Study in the United States and France," *Proceedings of the 35<sup>th</sup> Annual Meeting of the Decision Sciences Institute*, 2004, pp. 4791-4796.

Robert C. Nickerson, Jamie Eng, and Lisa C. Ho, "An Exploratory Study of Strategic Alignment and Global Information System Implementation Success in Fortune 500 Companies," *Proceedings of the Ninth Americas Conference on Information Systems*, 2003, pp. 1683-1688. Recipient of Best Paper Award – IT Management Track.

Stephanie Turberg and Robert C. Nickerson, "An Assessment of European E-commerce Systems," *Proceedings of the Ninth Americas Conference on Information Systems*, 2003, pp. 353-362.

Robert C. Nickerson, "An E-commerce System Model," *Proceedings of the Eighth Americas Conference on Information Systems*, 2002, pp. 310-316.

David Chao and Robert C. Nickerson, "End-Users' Non-Consistent Database Views: Analysis, Maintenance, and Management," *Proceedings of the Eighth Americas Conference on Information Systems*, 2002, pp. 96-102.

Peter Tarasewich, Robert C. Nickerson, and Merrill Warkentin, "Issues in Mobile E-Commerce," *Communications of the Association for Information Systems*, Vol. 8, January 2002, pp. 41-65.

Peter Tarasewich, Robert C. Nickerson, and Merrill Warkentin, "Wireless/Mobile E-commerce: Technologies, Applications, and Issues," *Proceedings of the Seventh Americas Conference on Information Systems*, 2001, pp. 435-438.

Robert C. Nickerson, "Academic Programs in E-Commerce: Why (or Why Not), How, and What," *Proceedings of the 2000 Americas Conference on Information Systems*, 2000, pp. 1818-1822.

Robert C. Nickerson, "International Content in Information Systems and Technology Courses at AACSB Schools of Business," *Proceedings of the Fifth Americas Conference on Information Systems*, 1999, pp. 313-315.



Lisa C. Ho, Robert C. Nickerson, and Jamie Eng, "Strategic Alignment and Global Information System Implementation," *Proceedings of the Fourth Americas Conference on Information Systems*, 1998, pp. 418-420.

David Chao and Robert C. Nickerson, "Supporting End-User's Non-Consistent Database Views," *Proceedings of the ISCA 13th International Conference*, 1998, pp. 178-181.

Robert C. Nickerson, "A Taxonomy of Collaborative Applications," *Proceedings of the AIS 1997 Americas Conference on Information Systems*, 1997, pp. 560-562.

David Chao and Robert C. Nickerson, "Supporting End-Users' Non-Consistent Views for Decision Support Applications," *Proceedings of the Americas Conference on Information Systems*, 1997, pp. 461-463.

David Chao and Robert C. Nickerson, "The Analysis and Management of End-Users' Non-Consistent Database Views," *Proceedings of the AoM and IAoM 1997 International Conference*, 1997, pp. 142-147.

Kelly S. Fowler and Robert C. Nickerson, "Issues in International Information Systems: A Case Study of a Non-U.S.-Based Multinational Corporation," *Proceedings of the Americas Conference on Information Systems*, 1996, pp. 256-258.

Richard K. Wiersba and Robert C. Nickerson, "The Selection of a Microcomputer COBOL Compiler," *Proceedings of the 1991 Annual Conference of the International Association for Computer Information Systems*, 1991, pp. 62-68.

Robert C. Nickerson and Dean W. Boyd, "The Use and Value of Models in Decision Analysis," *Operations Research*, Vol. 28, No. 1, Jan-Feb 1980, pp. 139-155.

#### Workshop Paper:

Thierry Jean Ruch, Robert C. Nickerson, Robert Gregory, and Iris Junglas, "A Conceptual Understanding of IT Consumerization," IFIP WG 8.2 OASIS Workshop, Milan, Italy, 2013.

#### Invited Papers:

J. P. Shim, Upkar Varshney, Sasha Dekleva, and Robert C. Nickerson, "Wireless Telecommunications Issues: Cell Phone TV, Wireless Networks in Disaster Management, Ubiquitous Computing, and Adoption of Future Wireless Applications," *Communications of the Association for Information Systems*, Vol. 20, September 2007, pp. 442-456.

Robert C. Nickerson, Upkar Varshney, Jan Munterman, and Henri Isaac, "Towards a Taxonomy of Mobile Applications," *Proceedings of the Thirteenth Americas Conference on Information Systems*, 2007.

Troy J. Strader, Peter Tarasewich, and Robert C. Nickerson, "The State of Information Systems and Mobile Commerce Research," *Information Systems and e-Business Management*, Vol. 2, No. 4, October 2004, pp. 287-292.

Sameer Verma, Paul Beckman, and Robert C. Nickerson, "Identification of Issues and Business Models for Wireless Internet Service Providers and Neighborhood Area Networks," *Proceedings of the Workshop on Wireless Strategy in the Enterprise: An International Research Perspective*, 2002, pp. 53-62.

#### Proceedings Editor:

J. Richard Beer, Robert C. Nickerson, and Sameer Verma (eds.), *Proceedings of the Workshop on Wireless Strategy in the Enterprise: An International Research Perspective*, 2002.

#### Work in Progress:

Andre Hanelt, Robert C. Nickerson, and Fabian Nischak, "Digital Business Ecosystems."

Aurona Gerber, Richard Baskerville, Alta van der Merwe, and Robert C. Nickerson, "Classification Approaches in IS Research."

Robert C. Nickerson, Upkar Varshney, and Jan Muntermann, "From Taxonomy to Taxonomic Theory."

Robert C. Nickerson and Heather Warfield, "Towards a Taxonomy of Pilgrimage."

Robert C. Nickerson and Jamie Eng, "Mobile Technology and Smartphone Apps on the Camino de Santiago"

Heather Warfield and Robert C. Nickerson, "Returning to the Camino de Santiago: A Mixed Methods Study."

Robert C. Nickerson, Mark Austreich, and Jamie Eng, "Mobile Technology and Smartphone Apps: A Diffusion of Innovations Analysis."

#### Research Reports and Working Papers:

Robert C. Nickerson, "Information Systems vs. Computer Science," October 2001.

Robert C. Nickerson, "Information Systems vs. Information Technology," December 2000.

Robert C. Nickerson, "Internationalization of Information Systems and Technology Courses at AACSB Schools of Business," August 1998.

Robert C. Nickerson, "International Information Systems at San Francisco Bay Area Businesses and Fortune 500 Companies," August 1998.

Robert C. Nickerson, "Global Information Systems and Technology Bibliography," August 1998.

Robert C. Nickerson, "Selection Criteria for Desktop Videoconferencing Systems," August 1996.

Robert C. Nickerson, "Using Views to Facilitate the Use of Relationships in Relational Databases," April 1991.

Robert C. Nickerson, "Entity-Analysis and View-Integration Database Design Methodologies: A Comparative Study," Working Paper 03-B-89, School of Business, San Francisco State University, Fall 1989.

Robert C. Nickerson and Dean W. Boyd, "The Value of Decision-Dependent Information," Working Paper 02-B-89, School of Business, San Francisco State University, Fall 1989.

#### Other Articles:

Rob Nickerson, "Technology on the Camino," *La Concha*, Summer 2014, p. 18.

Robert Nickerson, "A Taxonomy of Group Computing Applications," *Group Computing*, 2, 2 (September/October 1997), pp. 30-33.

Robert Nickerson, "Getting Personal with Silicon Graphics' InPerson," *Group Computing*, 1, 2 (November/December 1996), pp. 32-35.

#### Software Reviews:

Robert Nickerson, "CyberScheduler from CrossWind Technologies," *Group Computing*, 2, 2 (September/October 1997), p. 52.

Robert Nickerson, "WebFlow's SamePage," *Group Computing*, 1, 1 (July/August 1996), p. 46.

## PUBLICATIONS - BOOKS:

### Textbooks:

Robert C. Nickerson, *Business and Information Systems*, 2<sup>nd</sup> ed., Prentice Hall, Upper Saddle River, NJ, 2001.

Robert C. Nickerson, *Business and Information Systems*, Addison-Wesley, Reading, MA, 1998.

Robert C. Nickerson, *Fundamentals of QBasic Programming: Problem Solving and Application Development*, HarperCollins College Publishers Inc., New York, NY, 1995.

Robert C. Nickerson, *Computers: Concepts and Applications for Users with QBasic*, 2<sup>nd</sup> ed., HarperCollins College Publishers Inc., New York, NY, 1993.

Robert C. Nickerson, *QBasic Programming: A Structured Approach*, HarperCollins College Publishers Inc., New York, NY, 1993.

Robert C. Nickerson, *Computers: Concepts and Applications for Users*, and *Computers: Concepts and Applications for Users with BASIC*, 2<sup>nd</sup> ed., HarperCollins College Publishers Inc., New York, NY, 1992.

Robert C. Nickerson, *BASIC Programming: A Structured Approach*, HarperCollins College Publishers Inc., New York, NY, 1992.

Robert C. Nickerson, *Fundamentals of Structured COBOL*, 3<sup>rd</sup> ed., HarperCollins College Publishers Inc., New York, NY, 1991.

Robert C. Nickerson, *Computers: Concepts and Applications for Users*, and *Computers: Concepts and Applications for Users with BASIC*, Scott, Foresman and Co., Glenview, IL, 1990.

Robert C. Nickerson, *Fundamentals of Structured COBOL*, 2<sup>nd</sup> ed., Little, Brown and Co., Boston, MA, 1987.

Robert C. Nickerson, *Fundamentals of Programming in BASIC: A Structured Approach*, 2<sup>nd</sup> ed., Little, Brown and Co., Boston, MA, 1986.

Robert C. Nickerson, *Fundamentals of FORTRAN 77 Programming: A Structured Approach*, 3<sup>rd</sup> ed., Little, Brown and Co., Boston, MA, 1985.

Robert C. Nickerson, *Fundamentals of Structured COBOL*, Little, Brown and Co., Boston, MA, 1984.

Robert C. Nickerson, *Fundamentals of Programming in BASIC*, Winthrop Publisher, Inc., Boston, MA, 1981.

Robert C. Nickerson, *Fundamentals of FORTRAN Programming*, 2<sup>nd</sup> ed., Winthrop Publishers, Inc., Boston, MA, 1980.

Robert C. Nickerson, *COBOL Programming: A Structured Approach*, Winthrop Publishers, Inc., Boston, MA, 1977.

Robert C. Nickerson, *Fundamentals of FORTRAN Programming*, Winthrop Publishers, Inc., Boston, MA, 1975.

#### Ancillaries:

Robert C. Nickerson, *Instructor's Manual for Fundamentals of Programming in BASIC*, Winthrop Publisher, Inc., Boston, MA, 1981.

Robert C. Nickerson, *Instructor's Manual for Fundamentals of FORTRAN Programming*, 2<sup>nd</sup> ed., Winthrop Publishers, Inc., Boston, MA, 1980.

Robert C. Nickerson, *Instructor's Manual for COBOL Programming: A Structured Approach*, Winthrop Publishers, Inc., Boston, MA, 1977.

Robert C. Nickerson, *Instructor's Manual for Fundamentals of FORTRAN Programming*, Winthrop Publishers, Inc., Boston, MA, 1975.

#### Instructional Material:

Robert C. Nickerson, *Information Systems Research: A Handbook for ISYS/BUS 895 Students*, 1998-2008.

#### PRESENTATIONS:

##### Conference Paper Presentations:

“Analysis of Pilgrimage Types Based on a Taxonomy of Pilgrimage,” presented at the 2017 Symposium on Pilgrimage Studies, Williamsburg, Virginia, October 7, 2017.

“Use of Mobile Technology and Smartphone Apps on the Camino de Santiago: A Comparison of American and European Pilgrims,” presented at the 17.<sup>a</sup> Conferência da Associação Portuguesa de Sistemas de Informação (17<sup>th</sup> Conference of the Portuguese Chapter of the Association for Information Systems), June 7, 2017.

“Towards a Taxonomy of Pilgrimage,” presented at the 2016 Symposium on Pilgrimage Studies, Williamsburg, Virginia, October 1, 2016.

“Managing Stored Data For Mobile Apps: Survey of Apps and Case Study,” presented at the International Conference on Mobile Business, December 12, 2015.

“Mobile Technology and Smartphone Apps on the Camino de Santiago: The View from Across the Pond,” presented at the 2015 Symposium on Pilgrimage Studies, Williamsburg, Virginia, October 17, 2015.

“Returning to the Camino de Santiago: A Mixed Methods Study,” (presented with Heather Warfield) presented at the 2015 Symposium on Pilgrimage Studies, Williamsburg, Virginia, October 17, 2015.

“Mobile Technology and Smartphone Apps on the Camino de Santiago: What Would Charlemagne, El Cid, and St. James Use?,” presented at the 2014 Symposium on Pilgrimage Studies, Williamsburg, Virginia, September 27, 2014.

“Mobile Technology and Smartphone Apps: A Diffusion of Innovations Analysis,” presented at the Twentieth Americas Conference on Information Systems, Savannah, Georgia, August 8, 2014.

“Taxonomy Development in Health-IT,” presented at the Nineteenth Americas Conference on Information Systems, Chicago, Illinois, August 17, 2013.

“Hybrid Learning in a US/France MBA Program: Two Years of Experience,” presented at the 2011 International SIGED: IAIM Conference, Shanghai, China, December 4, 2011.

“User Interest in Future Mobile Applications,” presented at the Tenth International Conference on Mobile Business, Como, Italy, June 20, 2011.

“Taxonomy Development in Information Systems: A Literature Survey and Problem Statement,” presented at the Sixteenth Americas Conference on Information Systems, Lima, Peru, August 13, 2010.

“Taxonomy Development in Information Systems: Developing a Taxonomy of Mobile Applications,” presented at the Seventeenth European Conference on Information Systems, Verona, Italy, June 8, 2009.

“Towards a Taxonomy of Mobile Applications,” presented at the Thirteenth Americas Conference on Information Systems, Keystone, Colorado, August 11, 2007.

“Mobile Phone Use in Social Settings: A Multinational Study,” presented at the Twelfth Americas Conference on Information Systems, Acapulco, Mexico, August 5, 2006.

“Am I Disturbing You?": A Research Model for Investigating the Use of Mobile Phones in Social Settings,” presented at the Fifth International Conference on Mobile Business, Copenhagen, Denmark, June 27, 2006.

“Strategic Alignment and Global Information Implementation Success in Fortune 500 Companies,” presented at the Ninth Americas Conference on Information Systems, Tampa, Florida, August 6, 2003.

“An Assessment of European E-commerce Systems,” presented at the Ninth Americas Conference on Information Systems, Tampa, Florida, August 5, 2003.

“An E-commerce System Model,” presented at the Americas Conference on Information Systems 2002, Dallas, Texas, August 10, 2002.

“Academic Programs in E-Commerce: Why (or Why Not), How, and What,” presented at the Americas Conference on Information Systems 2000, Long Beach, California, August 11, 2000.

“International Content in Information Systems and Technology Courses at AACSB Schools of Business,” presented at the Fifth Americas Conference on Information System, Milwaukee, Wisconsin, August 14, 1999.

“Strategic Alignment and Global Information System Implementation,” presented at the Fourth Americas Conference on Information System, Baltimore, Maryland, August 15, 1998.

“A Taxonomy of Collaborative Applications,” presented at the AIS 1997 Americas Conference on Information Systems, Indianapolis, Indiana, August 16, 1997.

“Supporting End-Users' Non-Consistent Views for Decision Support Applications,” presented at the AIS 1997 Americas Conference on Information Systems, Indianapolis, Indiana, August 15, 1997.

“Issues in International Information Systems: A Case Study of a Non-U.S.-Based Multinational Corporation,” presented at the AIS 1996 Americas Conference on Information Systems, Phoenix, Arizona, August 17, 1996.

“The Selection of a Microcomputer COBOL Compiler,” presented at the 1991 Annual Conference of the International Association for Computer Information Systems (IACIS), San Francisco, California, October 3, 1991.

“The Use of Models in Decision Analysis,” presented at the TIMS/ORSA Joint National Meeting, New Orleans, Louisiana, May 1, 1979.

#### Panel Presentations:

“What is Pilgrimage?” Organizer and Moderator, What is Pilgrimage panel, 2017 Symposium on Pilgrimage Studies, Williamsburg, Virginia, October 7, 2017.

“Wireless People,” Panelist, Current Issues in Mobile Wireless and Technologies panel, Thirteenth Americas Conference on Information Systems, Keystone, Colorado, August 12, 2007.

“Future Directions of Wireless,” Panelist, Mobile Wireless Services and Technology in Ubiquitous and Embedded Computing: Trends panel, Twelfth Americas Conference on Information Systems, Acapulco, Mexico, August 5, 2006.

“Issues in Wireless Mobile E-commerce: Where Do We Stand?,” Panelist, Current Mobile Wireless Services and Technology panel, Eleventh Americas Conference on Information Systems, Omaha, Nebraska, August 13, 2005.

“Global Issues in Mobile Wireless Services and Technology,” Panelist, Mobile Wireless Services and Technology: Evolution and Trends panel, Tenth Americas Conference on Information Systems, New York, New York, August 6, 2004.

#### Invited Presentations:

“Technology on the Camino: What to Take and What to Leave at Home,” presented at the National Gathering of the American Pilgrims on the Camino, Menlo Park, California, March 13, 2018.

“Technology on the Camino: What to Take and What to Leave at Home,” presented to the Northern California Chapter of the American Pilgrims on the Camino, April 15, 2017.

“Technology on the Camino,” presented to the Toronto Chapter Meeting of the Canadian Company of Pilgrims, Toronto, Canada, October 31, 2015.

“Technology on the Camino,” presented at the National Gathering of the American Pilgrims on the Camino, Menlo Park, California, March 13, 2015.

“Technology on the Camino,” presented at the National Gathering of the American Pilgrims on the Camino, Belleville, Illinois, April 5, 2014.

“Technology on the Camino,” presented to the Northern California Chapter of the American Pilgrims on the Camino, San Francisco, California, March 29, 2014.

“Taxonomy Development in Information Systems: Developing a Taxonomy of Mobile Applications,” presented at the Institut d'Administration des Entreprises, Université Pierre-Mendès-France, Grenoble, France, January 14, 2010



“Taxonomy Development in Information Systems: Developing a Taxonomy of Mobile Applications,” presented at the Ecole de Management, Université de Strasbourg, Strasbourg, France, June 25, 2009.

“Whither Wireless? Future Directions in Mobility,” presented at Århus School of Business, Århus, Denmark, June 29, 2006.

“Whither Wireless? The Future of Mobile Technology and Its Impact on Organizations,” presented at Colloquium on ICT, Learning Assets and New Models in Organizational, IPAG, Nice, France, June 23, 2006.

“Whither Wireless? Future Directions in Mobility,” presented at Conservatoire National des Arts et Métiers (CNAM), Paris, France, January 17, 2006.

“Assessment of E-commerce Systems in Europe,” presented at Innovation and eBusiness in Retailing, Banking, and Consumer Service Companies seminar for Norwegian executives, San Francisco, California, March 24, 2004.

“Alignment of Global Business Strategy and Global Information Systems”, presented at Centre National de la Recherche Scientifique (CNRS), Sophia Antipolis, France, June 4, 2002.

“Alignment of Global Business Strategy and Global Information Systems”, presented at Université Paris Dauphine, Paris, France, January 22, 2002.

“E-commerce in Europe: An Analysis of Current Practices,” presented at Université Paris Dauphine, Paris, France, January 22, 2002.

“Alignment of Global Business Strategy and Global Information Systems”, presented at L'Ecole des Mines de Paris, Paris, France, June 8, 2001.

“Wireless/Mobile Electronic Commerce: Technologies, Applications, and Issues”, presented at Centre National de la Recherche Scientifique (CNRS), Sophia Antipolis, France, May 30, 2001.

“Alignment of Global Business Strategy and Global Information Systems”, presented at CERAM, Sophia Antipolis, France, May 29, 2000.

“Alignment of Global Business Strategy and Global Information Systems”, presented at University of Tilburg, Tilburg, The Netherlands, May 17, 2000.

Commencement Address:

“Global Business Education”, address to the graduates of the IAE Nice (Nice School of Management) given at the IAE graduation ceremony, University of Nice-Sophia Antipolis, Nice, France, December 7, 2013.

#### RESEARCH GRANTS AND AWARDS:

“Global Electronic Commerce in the Wine Industry” for “Business and International Education Program,” U. S. Department of Education, 2001-2003. (Grant proposal prepared by Richard M. Castaldi. Total grant \$190,000.) This project involves evaluating a number of aspects of global electronic commerce in order to assist the California wine industry with exporting.

“International CIS Project” for “Business and International Education Program,” U. S. Department of Education, 1999-2001. (Grant proposal prepared by Richard M. Castaldi. Total grant \$175,000.) Surveyed European universities and business schools to investigate the extent of internationalization of their information systems and technology curricula. Surveyed European businesses to investigate their use of global information systems.

“Alignment of Global Business Strategy and International Information Systems,” (with Jamie Eng), SFSU mini-grant, Spring 1998, \$2600. Surveyed Fortune 500 companies to investigate their use of global information systems.

“International CIS Project” for “Business and International Education Program,” U. S. Department of Education, 1996-1998. (Grant proposal prepared by Richard M. Castaldi. Total grant \$177,000.) Surveyed U.S. business schools to investigate the extent of internationalization of their information systems and technology curricula. Surveyed San Francisco Bay Area businesses to investigate their use of global information systems.

“Use of Microcomputer SQL in BICS Courses,” (with R. Henley and H. Moortgat), SFSU Lottery Project, Spring 1990, \$12,308. Evaluated microcomputer SQL database software. Selected one for use in courses. Developed instructional material for use with software.

“Use of Microcomputer COBOL in BICS Courses,” (with R. Wiersba), SFSU Lottery Project, Spring 1989, \$9,976. Evaluated microcomputer COBOL compilers using a variety of tests. Selected one for use in courses. Prepared student materials for use of compiler.

“SQL Database Servers Evaluation and Instructional Materials,” (with H. Moortgat), SFSU Lottery Project, Fall 1990, \$14,862. (All funding for this and other projects withdrawn by University because of budgetary problems.)

Department of Business Analysis and Computing Systems Professional Development  
Assigned Time, awarded Fall 1986, Spring 1987, Fall 1989.

San Francisco State University Research and Professional Development Assigned Time,  
awarded Spring 1987, Fall 1987, Fall 1988.

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UNIVERSITY, PROFESSIONAL, AND COMMUNITY SERVICE

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COMMITTEE SERVICE AT SAN FRANCISCO STATE UNIVERSITY:

Department of Information Systems:

Hiring Committee (Chair)  
Retention, Tenure, and Promotions Committee (Chair)  
Hiring, Retention, Tenure, and Promotions Committee  
Faculty Merit Increase Committee  
Department Chair Review Committee (Chair)  
Lecturer Review Committee  
Faculty Post-Tenure Review Committee

College of Business:

Graduate Curriculum Committee  
Promotions Committee

San Francisco State University:

Computer Policy Committee  
Grievance Panel

OTHER SERVICE AT SAN FRANCISCO STATE UNIVERSITY:

Organizer (with Colon Johnson), Pilgrimage Studies Affinity Group, San Francisco State University, 2015-present.

Director, International Graduate Business Programs, San Francisco State University, Fall 2012.

Director, San Francisco State University - University of Nice Sophia Antipolis (France) MBA MIB program, 2006-2013. Created and administered dual degree program.

Director, Center for Electronic Business (CEB), College of Business, San Francisco State University, 2000-2010. Founding director of research center in electronic business.

Computer Information Systems Group Coordinator, 1978-85, 1986-88, 1993-94. Scheduled classes for eight to twelve faculty; coordinated curriculum review; organized group meetings; served as liaison between department chair and CIS faculty.

## PROFESSIONAL SOCIETIES:

### Professional Society Affiliations:

Association for Information Systems (AIS)  
Association for Computing Machinery (ACM)  
Institute for Operations Research and Management Sciences (INFORMS)

### Professional Special Interest Group Memberships:

ACM Special Interest Group on Management Information Systems  
ACM Special Interest Group on Management of Data

## PROFESSIONAL SERVICE:

### Professional Organization Offices:

Vice President, Meetings and Conferences, Association for Information Systems, 2009-2012.

Vice Chair, Computer Science, Software Engineering and Information Systems (CSSEIS) Discipline Council, California State University, 2007-2010.

### Conference Organization:

Conference Co-chair (with Richard Baskerville), International Conference on Information Systems, December 2018, San Francisco.

Conference Co-chair (with Bongsik Shin and Ramesh Sharda), Twenty-second Americas Conference on Information Systems, August 2016, San Diego.

Conference Co-chair (with Ramesh Sharda), Fifteenth Americas Conference on Information Systems, August 2009, San Francisco.

Member, Scientific Committee, Colloquium on ICT, Learning Assets and New Models in Organizational, Nice, France, June 2006.

Member, Program Committee, Mobile Multimedia Communications Conference, October 2003.

Co-chair (with Richard Beer), International Technology and Strategy Forum Workshop on Wireless Strategy in the Enterprise: An International Research Perspective, Berkeley, California, October 15-16, 2002.

Chair, Conference on Electronic Commerce, San Francisco, October 6, 2000.

#### Conference Track/Minitrack Organization:

Co-chair (with Iris Junglas, Sebastian Köffer), Mini-track on Consumerization of IT: BYOD and Beyond, Twenty-first Americas Conference on Information Systems, August 2015.

Co-chair (with Jerry Luftman), Mini-track on Managing (Big) Data as an Asset, Twenty-first Americas Conference on Information Systems, August 2015.

Co-chair (with Iris Junglas, Sebastian Köffer), Mini-track on Consumerization of IT: BYOD and Beyond, Twentieth Americas Conference on Information Systems, August 2014.

Co-chair (with Iris Junglas, Erik Krogh, Thierry Jean Ruch), Mini-track on Consumerization of IT, Nineteenth Americas Conference on Information Systems, August 2013.

Co-chair (with David Geiger, Martin Schader, Thimo Schulze, Antonis C. Stylianou, Marta Indulska, and Axel Korthaus), Mini-track on Crowdsourcing in Virtual Communities, Nineteenth Americas Conference on Information Systems, August 2013.

Co-chair (with David Geiger, Martin Schader, Thimo Schulze, Atreyi Kankanhalli, Marta Indulska, and Axel Korthaus), Mini-track on Crowdsourcing, Innovation, Knowledge, and Creativity in Virtual Communities, Eighteenth Americas Conference on Information Systems, August 2012.

Co-chair (with Jan Muntermann, Upkar Varshney, and Henri Isaac), Mini-track on Mobile Business: Managerial Issues, Applications and Technology, Sixteenth Americas Conference on Information Systems, August 2010.

Co-chair (with Helen Hasan, Lutz M. Kolbe, Sameer Verma, and Alberto Onetti), Mini-track on Sustainability, Green Information Systems and Technology, Sixteen Americas Conference on Information Systems, August 2010.

Co-chair (with Henri Isaac, Jan Muntermann, and Upkar Varshney), Mini-track on Mobile Business: Managerial Issues, Applications and Technology, Fifteenth Americas Conference on Information Systems, August 2009.

Co-chair (with Sameer Verma and Alberto Onetti), Mini-track on Sustainable Information Systems – Technologies, Challenges and Opportunities, Fifteenth Americas Conference on Information Systems, August 2009.

Co-chair (with Henri Isaac, Jan Muntermann, and Upkar Varshney), Mini-track on Mobile Business: Managerial Issues, Applications and Technology, Fourteenth Americas Conference on Information Systems, August 2008.

Co-chair (with Sameer Verma and Alberto Onetti), Mini-track on Sustainable Information Systems, Fourteenth Americas Conference on Information Systems, August 2008.

Co-chair (with Henri Isaac, Jan Muntermann, and Upkar Varshney), Mini-track on Mobile Business: Managerial Issues, Applications and Technology, Thirteenth Americas Conference on Information Systems, August 2007.

Co-chair (with Henri Isaac and Upkar Varshney), Mini-track on Mobile Commerce and Services: Wireless Applications and Technology, Twelfth Americas Conference on Information Systems, August 2006

Chair, E-business Track, Eleventh Americas Conference on Information Systems, August 2005.

Co-chair (with Henri Isaac), Mini-track on Information Systems and Technology for Mobile Commerce and Services, Eleventh Americas Conference on Information Systems, August 2005

Chair, Wireless/Mobile World Track, Tenth Americas Conference on Information Systems, August 2004.

Co-chair (with Henri Isaac and Peter Tarasewich), Mini-track on Ubiquitous Mobile Information Systems, Tenth Americas Conference on Information Systems, August 2004.

Co-chair (with Peter Tarasewich, Henri Isaac, Troy Strader, and Brian Mennecke), Mini-track on Wireless and M-commerce Systems, Ninth Americas Conference on Information Systems, August 2003.

Co-chair (with Peter Tarasewich and Henri Isaac), Mini-track on Wireless Information Systems, Eighth Americas Conference on Information Systems, August 2002.

Co-chair (with Peter Tarasewich and Henri Isaac), Mini-track on Wireless/Mobile E-commerce, Seventh Americas Conference on Information Systems, August 2001.

#### Journal Editorial Activities:

Associate Editor, *Business & Information Systems Engineering (BISE)*, 2012-2017

Associate Editor, *Journal of Electronic Commerce in Organizations (JECO)*, 2002-2004.

Editorial Board Member, Special Issue on Mobile Computing in the Ubiquitous Digital Society, *Journal of Organizational Computing and Electronic Commerce (JOCEC)*, 2014.

Guest Editor (with Troy Strader and Peter Tarasewich), Special Issue on Wireless Information Systems and Mobile Commerce, *Information Systems and e-Business Management*, Fall 2004.

Paper Reviewer:

*Information Systems Journal*, 2017, 2016.

*Communications of the Association for Computing Machinery (CACM)*, 2006, 2002.

*Communications of the Association for Information Systems (CAIS)*, 2005.

*Management Science*, 1981.

Association for Information Systems Americas Conference on Information Systems, 2013, 2012, 2010, 2006, 1999.

Australasian Conference on Information Systems, 2011.

AIM Workshop, 2008, 2005.

European Conference on Information Systems, 2007.

Other Professional Service:

External Reviewer, University of San Francisco College of Professional Studies, BSIS and MSIS programs, April 2007.

COMMUNITY SERVICE:

Member Steering Committee, Northern California Chapter of the American Pilgrims on the Camino, 2014-present.

Pro bono computer software consultant for genealogical society, 2010, 2005.

Member, Board of Directors, campusITsolutions, 2003-2004.

Pro bono computer system consultant for several community organizations, 1979-81.

MEDIA CONTACTS:

Interview on SFSU University of Nice dual degree MBA MIB program for San Francisco Examiner, 2010. (Drew Bennett, "The SF State - University of Nice Dual MBA-MIB Program," *San Francisco Examiner*, March 21, 2010.)

Interview on SFSU MBA program in Nice, France, *SF Business Times*, 2006. (Sarah Duxbury, "SF State teams up with French university for business program," *San Francisco Business Times*, Online Edition, April 26, 2006.)

Interview on e-commerce in Europe, *New York Times*, 2005. (Michelle Slatalla, "Online Shopper; European Shopping Spree, No Suitcase Needed," *New York Times*, June 9, 2005, Section G, p. 6.)

Interview on electronic commerce degree programs, *Computerworld*, 2000. (Kathleen Melymuka, "Mastering E-commerce by Degrees," *Computerworld*, November 20, 2000, pp. 48-49.)

Interview on electronic commerce degree programs, *San Francisco Examiner*, 1999. (Jenny Strasburg, "E-minded," *San Francisco Examiner*, December 6, 1999, pp. B-1, B-4.)

Interview on personal computers, KTSF television, San Francisco, 1982.

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#### OTHER EXPERIENCE

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#### LITIGATION SUPPORT:

Expert witness for White & Case LLP, New York, NY, October to December 2009.  
Patent infringement litigation: *Netcraft Corporation vs. AT&T Mobility LLC, Cellco Partnership, and T-Mobile USA, Inc.*

#### DIVERSE EXPERIENCE:

Computer and information systems consultant  
Consulted with software company on app design.  
Consulted with small businesses on computer system feasibility, selection, acquisition, and use.  
Consulted with small business on database design.

Expert consultant for lawyer  
Textbook royalty case.

Professional seminar leader  
Developed and presented public seminar/workshop dealing with computers in small businesses.

Textbook reviewer and consultant  
Reviewed manuscripts. Assisted in development of market research questionnaires.  
Consulted on marketing decisions.

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