

## ROBERT G. FICHMAN — CURRICULUM VITAE

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Carroll School of Management  
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### ACADEMIC APPOINTMENTS

**Boston College Carroll School of Management**, Chestnut Hill, MA

Department Chair, Information Systems, 2011 to present

Professor, 2010 to present

Associate Professor, 2003 to 2010

Assistant Professor, 1997 to 2003

**MIT Sloan School of Management**, Cambridge, MA

Senior Lecturer, Sept 1996 to May 1997

Visiting Scholar/Post-Doctoral Fellow, February 1995 to August 1996

Research Assistant, September 1990 to January 1995

**Boston University School of Management**, Boston, MA

Instructor, Sept 1995 to December 1995

### EDUCATION

**Massachusetts Institute of Technology**, Ph.D. degree in *Information Technologies*, Sloan School of Management, February 1995. Dissertation Title: "*The Assimilation and Diffusion of Software Process Innovations.*"

**University of Michigan**, M.S. degree in Industrial and Operations Engineering, May 1983. Concentration in *Information Systems*.

**University of Michigan**, B.S. degree in Industrial and Operations Engineering, May 1982. Concentration in *Operations Research*. Magna Cum Laude.

### COURSES TAUGHT

**Boston College:** Management Information Systems (UG), Computer Information Systems (MBA), IT for Managers (MBA), Management of Technology & Innovation (MBA), Data Analytics: Technology and Management (MBA), Managing for Social Impact and the Public Good (UG), Managing Digital Innovation (UG)

**MIT Sloan School of Management:** IT as an Enabling Force in Manufacturing (MBA)

**Boston University:** The Global Manager (IT Component) (MBA)

### JOURNAL ARTICLES, BOOK CHAPTERS and CONFERENCE PROCEEDINGS

Ransbotham S., Fichman R. G., Gopal R., Gupta A., "Ubiquitous IT and Digital Vulnerabilities," *Information Systems Research*, Vol. 27, No. 4, 834-847, 2016.

Fichman, R. G., Melville, N. P., "How Posture-Profile Misalignment in IS Innovation Diminishes Returns: Conceptual Development and Empirical Demonstration," *Journal of*

*Management Information Systems*, Vol. 31, No. 1, 201-239, 2014. **(AIS Best Information Systems Publication Award Winner, 2015).**

Fichman R. G., Dos Santos, B., Zheng, Z., "Digital Innovation as a Fundamental and Powerful Concept in the Information Systems Curriculum," *MIS Quarterly*, Vol. 38, No. 2, 329-353, 2014.

Fichman, R. G., Nambisan, S. and Halpern, M., "Configurational Thinking and Value Creation from Digital Innovation: The Case of Product Lifecycle Management Implementation" in *Innovation and IT in an International Context: R&D Strategy and Operations*, Frantz Rowe and Dov Te'eni (Eds.), Palgrave, 2014.

Fichman R. G., Kohli, R., and Krishnan, R. "The Role of Information Systems in Healthcare: Current Research and Future Trends," *Information Systems Research*, Vol. 22, No. 3, 419-428., 2011.

Fichman, R. G. and Nambisan, S. "Deriving Business Value from IT Applications in Product Development: A Complementarities-Based Model" in *Information Technology and Product Development*, Satish Nambisan (Ed.), Annals of Information Systems Series, Vol. 5, Springer, 2010.

Kane, G.C., Fichman, R.G., Gallagher, J. and Glaser, J. "Community Relations 2.0," *Harvard Business Review*, November 2009.

Kane, G.C. and Fichman R.G. "The Shoemaker's Children: Using Wikis for Information Systems Teaching, Research, and Publication," *MIS Quarterly*, Vol. 33, No. 1, 1-17, 2009.

Tiwana, A., Keil, M. and Fichman, R. G. "IS Project Continuation in Escalation Situations: A Real Options Model," *Decision Sciences Journal*, Vol. 37, No. 3, 357-391, 2006. **(Best Paper Award, 2006.)**

Fichman, R. G., Keil, M. and Tiwana, A. "Beyond Valuation: 'Options Thinking' in IT Project Management," *California Management Review*, Vol. 42, No. 7, 74-96, 2005.

Fichman, R. G. "Going Beyond the Dominant Paradigm for IT Innovation Diffusion Research: Emerging Concepts and Methods," *Journal of the Association for Information Systems*, Vol. 5, No. 8, 314-355, 2004.

Fichman, R. G. "Real Options and IT Platform Adoption: Implications for Theory and Practice," *Information Systems Research*, Vol. 15, No. 2, 132-154, 2004.

Fichman, R. G. and Cronin M., "Information-Rich Commerce at a Crossroads: Business and Technology Adoption Requirements," *Communications of the ACM*, Vol. 46, No. 09, 96-102, 2003.

Fichman R.G. and Kemerer, C.F. "Activity-Based Management of Component-Based Software Development," *Information Technology and Management*, Vol. 3, No. 1-2, 137-160, 2002.

Fichman R. G. "The Role of Aggregation in the Measurement of IT-Related Organizational Innovation," *MIS Quarterly*, Vol. 25, No. 4, 401-429, 2001.

Fichman R.G. and Kemerer, C.F. "Incentive Compatibility and Systematic Software

Reuse," *Journal of Systems and Software*, Vol. 57, No. 1, 45-60, 2001.

Fichman, R. G. "The Diffusion and Assimilation of Information Technology Innovations," in *Framing the Domains of IT Management: Projecting the Future through the Past*, Robert Zmud editor, Pinnaflex Publishing, 105 - 127, 2000.

Fichman, R.G. and Kemerer, C.F. "The Illusory Diffusion of Innovation: An Examination of Assimilation Gaps," *Information Systems Research*, Vol. 10, No. 3, 255-275, 1999.

Fichman, R.G. and Moses S. M. "An Incremental Process for Software Implementation," *Sloan Management Review*, Vol. 40, No. 2, 39-52, 1999.

Fichman, R.G. and Kemerer, C.F. "The Assimilation of Software Process Innovations: An Organizational Learning Perspective," *Management Science*, Vol. 43, No. 10, 1345-1363, 1997.

Fichman, R.G. and Kemerer, C.F. "Object Technology and Reuse: Lessons from Early Adopters," *IEEE Computer*, Vol. 30, No. 10, 47-59, 1997.

Fichman, R.G. and Kemerer, C.F. "Adoption of Software Engineering Process Innovations: The Case of Object-Oriented," *Sloan Management Review*, Winter, 7-22, 1993.

Fichman, R.G. and Kemerer, C.F. "Object-Oriented and Conventional Analysis and Design Methodologies: Comparison and Critique," *IEEE Computer*, Vol. 25, No. 10, 1992, 22-39. (Reprinted in *Readings in Object-Oriented Systems and Applications*, D. Rine (ed.), IEEE Computer Society Press, 1993.)

Fichman, R. G. and Kemerer, C.F. "Toward a Theory of the Adoption and Diffusion of Software Process Innovations," *Proceedings of the IFIP TC8 Working Conference on Diffusion, Transfer & Implementation of Information Technology*, Linda Levine (ed.), North-Holland: Amsterdam, October 1993, Champion, Pennsylvania, 23-30.

Fichman, R. G. "Information Technology Diffusion: A Review of Empirical Research," *Thirteenth International Conference on Information Systems (ICIS)*, December 1992, Dallas, 195-206.

Martin, J.B., Smith, R.B., Radoyevich, M. and Fichman, R.G., "Surgically-Related Applications of Computerized Operating Room Data," *Surgery, Gynecology & Obstetrics*, Vol. 160, 1985.

Martin, J.B., Cantrell, M.E., Fichman, R.G., et al., "An Integrated Surgical Suite Management Information System," *Journal of Medical Systems*, Vol. 8, No. 4, 1984.

## PRESENTATIONS

Are Online Labor Markets the Fourth Horseman of the Job Apocalypse? Measurement Challenges and a Research Agenda," Presented at the *University of Hawaii*, April 2018 and *University of Queensland*, May 2018.

"Can 'Digital Innovation' Provide an Enduring Conceptual Foundation for the IS Curriculum?" Presented at the *London School of Economics 15<sup>th</sup> Annual Social Study of ICTs Workshop*, May, 2015

“‘IT-Enabled Innovation’ as a Fundamental and Powerful Concept for the IS Discipline: Implications for Teaching and Research” presented at *University of Maryland*, March 2012, and *Michigan State University*, April 2012

“IT-Enabled Innovation: Some Prescriptions for Future Research,” IT for Product and Service Innovation in an Internationally Distributed Context, an International Seminar, *SKEMA Business School*, Nice, France, September 2011.

"Theory Building in IS Innovation Research," *Special Interest Group on the Adoption and Diffusion of Information Technology (SIGADIT)*, St. Louis, MO., December, 2010.

"Research Exemplars Panel: Information Systems Research," *Entrepreneurship Research Exemplars Conference* sponsored by the Academy of Management, Storrs, CT, May 2010.

“Organizational Performance Impacts of IT Innovation Misfit: A Theoretical Model and Empirical Test in U.S. Manufacturing Plants” presented at *Carnegie Mellon University* , March 2009, *University of Pittsburgh*, March 2009, and *Notre Dame University*, May 2009.

“Innovation Misfit and Organizational Performance: A Conceptual & Empirical Analysis,” presented at *University of Central Florida*, April 2008 and *University of Western Ontario*, March 2008.

“Agility, Resilience and IT Strategy,” Discussant Comments, *Academy of Management Conference*, Philadelphia, 2007.

“Real Options and ‘Options Thinking’: Implications for IT Strategy & Project Management,” *Partners Healthcare Director’s Meeting*, May 2007.

“Innovation Mindfulness and the Returns to IT Innovation: Some Preliminary Findings,” *University of Hawaii* Shidler Distinguished Lecture, April 2007.

“How is ‘Developmental Reviewing’ Different from Plain ‘Good’ Reviewing?” invited panel presentation at the *MIS Quarterly* Editorial Board meeting at the *International Conference on Information Systems (ICIS)* in Milwaukee, December 2006.

“Breaking New Ground in Diffusion Research: Challenging our Presuppositions to move the Field Forward,” invited panel presentation at *Diffusion Interest Group in Information Systems (DIGIT)* Workshop in Las Vegas, December 2005.

“Toward A Complementarities-Based Model of IT Innovation and Business Value,” *Boston University* Seminar Series, May 2005.

“The Relationship between Real Options and Organizational Agility,” invited panel presentation at *IFIP 8.6 Conference*, Atlanta, 2005.

“Should the IT Assimilation Concept Span the Adoption Lifecycle?” invited panel presentation at *Diffusion Interest Group in Information Systems (DIGIT)* Workshop in Seattle, December 2003.

“Innovation Research Opportunities that Span Research Communities,” invited Panel presentation, *IFIP 8.6 Conference*, Copenhagen, 2003.

“How Does Technology Destiny Affect Organizational Innovation?” research paper presented at the *Academy of Management Conference*, 2003.

Discussant for "Adoption of Web-based Transactional Banking: Efficiency-choice and Neoinstitutional perspectives" by S. Tam and M. Fichman, at *International Conference on Information Systems (ICIS)* in Barcelona, 2002.

"Conceptual Issues in the Study of IT Innovation Deployment: Going Beyond Simple Technologies" invited panel presentation at the *Diffusion Interest Group in Information Systems (DIGIT) Workshop* in Barcelona, 2002.

Discussant for "The Relationship of Software Reuse to IT Flexibility" by K. M. Darais & K. M. Nelson, the *Academy of Management Conference*, August 2001, Washington DC.

"Towards a Managerial Framework for Dynamic Technology Investment Decisions," symposium presentation at the *Academy of Management Conference*, August 2000, Toronto, Canada.

"Adoption Timing and Adopter's Remorse," invited panel presentation at the *Diffusion Interest Group in Information Technology* workshop, December 1999, Charlotte, North Carolina.

"Towards a Managerial Framework for Dynamic IT Investment Decision". Presented to the BC WIP series Fall 1999.

Discussant for "The Effects of Knowledge Embeddedness on the Diffusion of CASE Technologies within Organization, by R. Purvis, V. Sambamurthy and R. Zmud, *Fifteenth International Conference on Information Systems (ICIS)*, December 1995, Amsterdam, Netherlands.

"Alternative Measures of Adopter Innovativeness: A Conceptual and Empirical Analysis," presented at the *Diffusion Interest Group in Information Technology (DIGIT) Workshop*, December 1994, Vancouver, Canada.

"Toward a Theory of the Adoption and Diffusion of Software Process Innovations," *Proceedings of the IFIP TC8 Working Conference on Diffusion, Transfer & Implementation of Information Technology*, Linda Levine (ed.), North-Holland: Amsterdam, October 1993, Champion, Pennsylvania, 23-30.

"Information Technology Diffusion: A Review of Empirical Research," presented at the *Thirteenth International Conference on Information Systems (ICIS)*, December 1992, Dallas, 195-206.

## HONORS, AWARDS AND GRANTS

- Clark Family Faculty Fellow, 2021 - present
- Association of Information Systems Best Information Systems Publication Award Winner, 2015
- Boston College Carroll School of Management Award for Excellence in Teaching, 2010
- Boston College Teaching with New Media Award, Magna Cum Laude, 2007
- *Information Systems Research* best Associate Editor Award, 2007
- *Decision Sciences Journal* Best Paper Award, 2006
- *Decision Sciences Journal* Outstanding Editorial Board Member, 2006
- *MIS Quarterly* Most Developmental Associate Editor Award, 2005
- Boston College Research Incentive Grant (2000, 2001, 2002, 2003, 2004, 2006, 2007)

- University of California-Irvine Center for Research on Information Systems (CRITO) Grant (\$20,000) with Paul Tallon (2001)
- Boston College Faculty Fellowship (2000)
- Zenon and Clotilde Zannetos Ph.D. Thesis Prize, Honorable Mention Award (1995)
- Ernst and Young Foundation/ICIS Doctoral Consortium (1994)
- Society for Information Management Scholarship (1992)

## **SERVICE**

### ***Editorial Board Appointments***

- Editorial Board, *Journal of Management Information Systems* (Jan 2014 to present)
- Senior Editor, *Information Systems Research* (2010 - 2016)
- Guest Senior Editor, *Information Systems Research* special issue on Ubiquitous IT and Digital Vulnerabilities, (2014 to 2016)
- Guest Senior Editor, *Information Systems Research* special issue on Healthcare IT, (2008 - 2011)
- Senior Editor, *Journal of the Association for Information Systems* (2005 – 2011)
- Associate Editor, *Management Science* (2008 - 2010)
- Editorial Board Member, *Decision Sciences* (2005-2007)
- Associate Editor, *Information Systems Research* (2002-2007)
- Editorial Board Member, *Journal of AIS* (2002-2005)
- Associate Editor, *MIS Quarterly* (2001-2004)

### ***To Boston College:***

- Information Systems Department Chairperson (2011 – present)
- CSOM Data Analytics Curriculum Committee (2021 – present)
- CSOM Academic Initiatives Committee (2020 – present)
- CSOM Teaching Committee (2010 – present)
- Information Systems Department Assistant Chairperson (2008 to 2011)
- Information Systems Department Self Review Coordinator (2010)
- Information Systems Department Recruiting Coordinator (2005-2006, 2007-2008)
- Faculty judge, Diane Weiss Consulting Competition (1998-2004, 2006-2015, 2017)
- CSOM Committee to redesign the full time MBA specializations (2005)
- CSOM Strategic Planning Committee (2005)
- Undergraduate student advisor (1998-2009)
- Doctoral Committee Member for Rob Radin (2001-2002)
- Undergraduate Curriculum Review Committee (2000-2001, 2001-2002)
- Freshman Orientation Advisor (summer 2000)
- Accounting Curriculum Committee (1999-2000)
- IT Curriculum Committee (1997-1998)

### **Other Service to the Field:**

- Track Chair for the *International Conference on Information Systems, Implementation and Adoption of Digital Technologies*, Hyderabad, India, 2020.
- Associate Editor for the *International Conference on Information Systems, IS - Heart of the Innovation Ecosystem*, Munich, 2019.
- Faculty mentor for the *International Conference on Information Systems Doctoral Consortium*, 2013.
- Associate Editor for the *International Conference on Information Systems, Breakthru Ideas Track*, Shanghai, 2013.
- Faculty Mentor for the *Academy of Management Conference, OCIS Division Doctoral Consortium*, 2012.
- Associate Editor for the *International Conference on Information Systems, Breakthru Ideas Track*, Shanghai, 2011.
- Associate Editor for the *International Conference on Information Systems, Open Source Software Track*, Phoenix, 2010.
- Associate Editor for the *International Conference on Information Systems, Industry Focus track*, Paris, 2008.
- Associate Editor for OCIS division, *Academy of Management Conference*, Philadelphia 2007.
- Track co-chair for the *International Conference on Information Systems, Innovative & Ground Breaking Research Track*, Seattle, 2004.
- Associate Editor for the *International Conference on Information Systems, MoIT track*, Seattle, 2003.
- Sponsorship Committee Co-chair, *The Americas Conference on Information Systems*, Boston, Massachusetts, 2001
- Program Committee member for the International Federation for Information Processing (IFIP) Working Group 8.6 Conference, Banff, Canada, 2001
- Program Co-chair, Diffusion Interest Group in Information Technology (DIGIT) Conference, Charlotte North Carolina, 1999.
- Ad hoc reviewer for: *Academy of Management Review*; *ACM Computing Surveys*; *Administrative Sciences Quarterly*; *Communications of the ACM*; *Database*; *IEEE Computer*; *IEEE Software*; *IEEE Transactions on Engineering Management*; *Information Frontiers*; *Information Systems Research*; *Information, Technology & People*; *Journal of Management Information Systems*; *Journal of Organizational Computing and Electronic Commerce*; *Management Science*; *MIS Quarterly*; *MIT Sloan Management Review*, *Telecom Policy*.

### **PROFESSIONAL SOCIETY MEMBERSHIPS**

- The Academy of Management
- The Association for Information Systems
- The Institute for Operations Research and Management Sciences (INFORMS)

## **INDUSTRY EXPERIENCE**

**Williams Telecommunications** subsidiary of The Williams Companies, Tulsa, OK  
Systems Supervisor 1987-1990, Sr. Programmer/Analyst, 1986-1987,  
Programmer/Analyst 1985-1986

**Micro Computer Software, Inc.**, Cambridge, MA  
Systems Analyst/Consultant, 1983-1985

**University of Michigan, MIS Group**, Ann Arbor, MI  
Programmer/Analyst, 1980-1983