

## Curriculum Vitae

**J.J. Po-An Hsieh**

Associate Professor  
Computer Information Systems Department  
Georgia State University

<https://www.jjhsieh.com>

**Academic Background**

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|--------------------------------|--------------------------|------|
| Ph.D. Georgia State University | (Information Systems)    | 2005 |
| M.B.A. University of Maryland  | (General Management)     | 2001 |
| M.Sc. University of Maryland   | (Information Systems)    | 2001 |
| B.S. Tsing Hua University      | (Industrial Engineering) | 1995 |

**Academic Experience**

Associate Professor, Georgia State University (Jan 2015 – current) - *alma mater – with tenure*

Professor, Hong Kong Polytechnic University (July 2013 - December 2014) - *early promotion*

Associate Professor, Hong Kong Polytechnic University (Sep 2010 - June 2013) - *early promotion*

Director of Doctor Business Administration (DBA) Program (September 2013 - December 2014)

Director of Doctor of Management (DMgt) Program (September 2013 - December 2014)

Deputy Director of Doctor of Management (DMgt) Program (October 2010 - August 2013)

Assistant Professor, Hong Kong Polytechnic University (August 2005 – April 2010)

Associate Editor, *Information Systems Research* (since 2020)

Associate Editor, *MIS Quarterly* (2011 - 2014) – *two consecutive terms*

Associate Editor, *MIS Quarterly* (2019) – Special Issue on Managing Artificial Intelligence

Associate Editor, *Decision Support Systems* (2016 - 2017) – Special Issue on Omnichannel Business

Editorial Board Member, *Journal of Association for Information Systems* (Since 2018)

Senior Editor, *Pacific Asia Journal of the Association for Information Systems* (Since 2019)

Research Associate, Center for Process Innovation, Georgia State University (Since March 2010)

## Honors, Awards, and Recognition

- 2020: **Associate Editor, Information Systems Research**
- 2019: **Associate Editor, MIS Quarterly** – Special Issue on Managing Artificial Intelligence
- 2019: **Keynote Speech**, Annual Conference of China Association for Information Systems
- 2019: **Panel Member**, National Sun Yat-Sen University Summer MIS Workshop on Big Data Analytics and Smart Commerce
- 2019: **Early Career Consortium Mentor**, Americas Conference on Information Systems (AMCIS), Cancun, Mexico
- 2019: DBA Thesis Supervision - **Best Dissertation Award** - Dr. Rocky Cheng - How Does IT Chargeback Affects Strategic Alignment and Performance, Hong Kong Polytechnic University
- 2019: **Editorial Board, Pacific Asia Journal of the Association for Information Systems (PAJAIS)**
- 2018: **Editorial Board, Journal of the Association for Information Systems (JAIS)**
- 2018: **Panel Member, General Research Fund, Hong Kong Research Grant Council** (akin to NSF): Since 2014, Dr. Hsieh was invited as one of the three panel members to oversee annual grant applications in the area of information systems
- 2017: **Top Professor 2017 Award**, Dr. Hsieh was voted by students as the most popular teacher of the Master of Science Information Systems program at Georgia State University, Atlanta, GA, USA
- 2016: **Best Paper Award 1<sup>st</sup> Runner Up**, Academy of Management (AOM) Annual Conference, Organizational Communication and Information Systems (OCIS) Division, Anaheim, CA, USA
- 2016: **Nominee for Carolyn Dexter Award**, Academy of Management (AOM) Annual Conference, Anaheim, CA, USA
- 2016: **Associate Editor, Decision Support Systems (DSS)** – Special Issue on Omnichannel Business
- 2016: DBA Thesis Supervision - **Best Dissertation Award** - Dr. Yunbo Lian - An Empirical Analysis of Mobile Browsing Behaviors across Multiple Websites, Hong Kong Polytechnic University
- 2016: **Keynote Speech**, Baptist University Summer MIS Workshop, Hong Kong
- 2016: **Keynote Speech**, Summer Big Data Workshop, Harbin Institute of Technology
- 2015: **Annual Outstanding Special Interest Group (SIG) Award**, awarded by Association of Information System (AIS) in recognition of excellence in SIG operations, communications, educational and/or professional development events, and research publications for 2014. Dr. Hsieh served as the President of SIG-ADIT (Adoption and Diffusion of IT) for the year of 2014.
- 2015: DBA Thesis Supervision - **Best Dissertation Award** - Dr. Min Wan - IT Governance Research of Environmental Protection, Hong Kong Polytechnic University
- 2014: **Associate Editor, MIS Quarterly** (2011-2014) - two terms
- 2014: **Faculty of Business Fellow Award**, recognition to achievement in raising the reputation of the Faculty of Business and Hong Kong Polytechnic University.

- 2014: **Plenary Panel Member**, The 3rd OTT TV Industry Forum, Tianjin, China
- 2012: **Best Annual Published Journal Paper Award**, awarded by the Organization Communication and Information Systems (OCIS) division of the Academy of Management (AOM):  
This was awarded by the OCIS committee after reviewing IS papers published in premier management journals in 2011 – a prestigious recognition among the worldwide IS community.
- 2011: *Nominated for **Best Annual Paper Award** by Management Science* for the paper titled “Extracting Business Value from IT: A Sensemaking Perspective of Post-Adoptive Use”
- 2011: **Invited Panel Member**, “*The Credibility Crisis in IS: A Global Stakeholder Perspective*,” at the 32<sup>nd</sup> International Conference on Information Systems (ICIS), Shanghai, China. In this panel discussion, Dr. Hsieh was invited as one of the two representatives of Asian IS scholars to discuss important issues about the global IS community.
- 2010: **Faculty Award for Outstanding Performance/Achievement in Research**, HK Polytechnic Univ.
- 2010: **Research Associate**, Center for Process Innovation, Georgia State University
- 2008: **Junior Faculty Consortium**, the Frontier in Service Conference, Washington, D.C.
- 2007: DBA Thesis Supervision - **Best Dissertation Award** - Dr. Wu Weining - The Success of Customer Relationship Management Systems, Hong Kong Polytechnic University
- 2007: **Junior Faculty Consortium**, ICIS, Montreal, Quebec, Canada
- 2006: **Best Paper Award**, Human Computer Interface (HCI) Track, International Conference on Information Systems (ICIS), Milwaukee, Wisconsin, USA
- 2006: **Junior Faculty Consortium**, OCIS, AOM Annual Conference, Atlanta, GA, USA
- 2002: **Doctoral Consortium**, Queens’ University Knowledge Summit, Kingston, Ontario, Canada

## RESEARCH

### Current Research Interests

- Future Work with Artificial Intelligence (AI) and Internet-of-Everything (IoE) (e.g., A32, A30, C6, D5)
- Data Analytic Systems and Capabilities (e.g., A28, A27, A24, C5, D3, D2)
- Digital, Mobile, and Service Innovations (e.g., A31, A29, A21, A11, C8, C2, D6, D4)
- Effective, Innovative, and Infusion Use of IT (e.g., A14, A10, B21, B16, B13, B9, B4, C8)

### Research Methods & Analytical Approaches

- Mixed-Method Longitudinal Research Design (e.g. C8, C5, C1, D5)
- Field Experiment via Industrial Collaboration (e.g. A29, A23, B21, B8, B4, C3, C2)
- Large Scale Survey (e.g. A28, B8), Instrument Development (e.g., A28, D3), & Archival Data (e.g., C4, C1)
- Psychophysiological Data (eye-tracking, EEG, etc.) (e.g. A20, D7)
- Psychometrics: Multi-level Analysis (e.g. B20, B19), Latent Growth Modeling (e.g. A17, C5), SEM
- Machine Learning (e.g. A20, B5, D7), Econometrics (e.g. A31, A29)

### Interdisciplinary Research – Papers Related to Fields other than Information Systems

- Marketing & Service (e.g., A17, A11, B15, B13, B7)
- Organizational Behaviors (e.g., A19, A9, B28, B20, B19, B16)
- Financial Economics (e.g., A31, A29, A25, B5, C2, D6, D4)
- Public Policy & Education (e.g., A23, A21, B12, B8, B6, B4, B1)

*\*Similar journal, conference, and working papers are not double counted\**

### A. Peer Reviewed Conference Proceedings & Presentations

A32. Xiaocong Cui, Jeremy Lee, and **J.J. Po-An Hsieh**, “How May I Persuade You to Trust AI? *Pre-ICIS HCI Workshop*, Munich, Germany, Dec 15-18, 2019.

A31. Chewei Liu, Sunil Mithas, **J.J. Po-An Hsieh**, and Pang Yang, "The Effect of Financial Advisers on Investors' Gambling Preference in the Digital Era," *11th INFORM Conference on Information Systems and Technology (CIST)*, Seattle, WA, USA. Oct 19-20, 2019.

A30. Xiaocong Cui, Jeremy J.M. Lee, and **J.J. Po-An Hsieh**, “An 3C evaluation framework for Explainable Artificial Intelligence,” *Proceedings of 25th Americas Conference on Information Systems (AMCIS)*, Cancun, Mexico, Aug 14-17, 2019.

A29. Chewei Liu, Sunil Mithas, **J.J. Po-An Hsieh**, and Pang Yang, "Mobile App Adoption and Portfolio Diversity: Evidence from a Quasi-Natural Experiment," *Big 10+ MIS & Analytics Research Conference*, West Lafayette, Indiana, USA, April 26-27, 2019.

- A28. Xiang Wan, Ji-Ye Mao, **J.J. Po-An Hsieh**, and Fu Chen, "The Influence of Data Analytics Capabilities on Organizational Performance," *Proceedings of 38th International Conference on Information Systems (ICIS)*, Seoul, Korea, Dec 10-13, 2017.
- A27. Junyi Yang, Alain Pinsonneault, and **J.J. Po-An Hsieh**, "Exploring Business Intelligence Systems: The Role of Fit and Engagement," *Proceedings of 50th Hawaii International Conference on System Sciences (HICSS)*, Hawaii, USA, Jan 4-7, 2017.
- A26. Wei He, Andreas Scheroder, Yulin Fang, and **J.J. Po-An Hsieh**, "Converting Expertise Dissimilarity to Creativity: Impacts of Team TMS and Geographical Dispersion," *Proceedings of The 76<sup>th</sup> Academy of Management (AOM) Conference*, Anaheim, CA, USA, Aug 5-9, 2016.
- (\*\* Best Paper Award 1<sup>st</sup> Runner Up \*\*)  
 (\*\* Also nominated for the Carolyn Dexter Award \*\*)
- A25. **J.J. Po-An Hsieh**, Arun Rai, Sean Xin Xu, Zhitao Yin "Managing Supply Base Complexity through All-in-One Intermediaries: IT-enabled Capabilities and Economic Outcomes," *Proceedings of 8th INFORM Conference on Information Systems and Technology (CIST)*, Nashville, TN, USA. Nov 12-13, 2016.
- A24. Junyi Yang, Alain Pinsonneault, and **J.J. Po-An Hsieh**, "An Investigation of Intention to Explore Business Intelligence Systems: A Psychological Engagement Perspective," *Proceedings of 37th International Conference on Information Systems (ICIS)*, Dublin, Ireland. Dec 11-14, 2016.
- A23. Lianne Lam, Xueyong Zhan, and **J.J. Po-An Hsieh**, "NGOs' Framing Strategies and Effects in Collaborative Process: A Field Experiment," *The 76<sup>th</sup> Academy of Management (AOM) Conference*, Anaheim, CA, USA, August 5-9, 2016.
- A22. **J.J. Po-An Hsieh**, Arun Rai, Sean Xin Xu, Zhitao Yin "Managing Supply Base Complexity through All-in-One Intermediaries: IT-enabled Capabilities and Economic Outcomes," *The 10<sup>th</sup> Summer Workshop on Information Management (CSWIM) Conference*, Dalian, China, Nov 12-13, 2016.
- A21. Pan Yang, Sunil Mithas, **J.J. Po-An Hsieh**, and Che-Wei Liu, "The Online Channel, Trading Behavior, and Customer Profitability in Financial Services: Evidence from an Emerging Market," *Workshop on Information Systems and Economics (WISE)*, Dallas, Texas, Dec 12-13, 2015.
- A20. Andreas Eckhardt, Christian Maier, **J.J. Po-An Hsieh**, Tim Chuk, Antoni B. Chan, Janet Hsiao, Ricardo Buettner, "Objective Measures of IS Usage Behavior Under Conditions of Experience and Pressure Using Eye Fixation Data," *Proceedings of 34<sup>th</sup> International Conference on Information Systems (ICIS)*, Milan, Italy. Dec 16-18, 2013
- A19. Junyi Yang, **J.J. Po-An Hsieh**, Kimmy Chan, and Anjing Zhao, "The Dynamic Impacts of Employee Job Motivation on Employee Job Performance and Corporate Customer Satisfaction," *SIGADIT DIGIT Workshop*, Milan, Italy. Dec 15, 2013.

- A18. Lianne Lam, **J.J. Po-An Hsieh**, and Zhan Xueyong, "An Experimental Study on the Effects of Environmental Education," *Workshop on Public Management Research in East and Southeast Asia, the 12th Public Management Research Conference*, Madison, Wisconsin, USA, June 20-22, 2013.
- A17. Xixi Li, **J.J. Po-An Hsieh**, and Arun Rai, "A Temporal Understanding of Knowledge Transfer after the Implementation of Customer Relationship Management Systems," *The 3<sup>rd</sup> Business Intelligence Congress*, Orlando, Florida, USA, Dec 15-16, 2012.
- A16. Looney, C. A., Firth, D., Koch, H., Cecez-Kecmanovic, D., Hsieh, J. P.-A., Soh, C., Valacich, J. S., and Whitley, E. 2011. "The Credibility Crisis in IS: A Global Stakeholder Perspective," *Proceedings of The 32nd International Conference on Information Systems (ICIS)*, Shanghai, China. (Note: In this panel discussion, Dr. Hsieh was invited as one of the two representatives of Asian IS scholars to discuss important issues about global IS community.)
- A15. Vivien Chen, **J.J. Po-An Hsieh**, Xu Huang, and Evert Van de Vliert, "Understanding Cross National Difference in Knowledge Seeking Behavioral Model: A Survival Perspective," *Proceedings of the 30th International Conferences on Information Systems (ICIS)*, Phoenix, A, USA, Dec 15-18, 2009.
- A14. Xixi Li, **J.J. Po-An Hsieh**, and Arun Rai, "A Motivational Account for Post-Acceptance Routine and Innovative Use: Introducing the Concept of Tri-Dimensional Intrinsic Motivation," *Proceedings of the 30th International Conferences on Information Systems (ICIS)*, Phoenix, Arizona, Dec 15-18, 2009.
- A13. Xixi Li, **J.J. Po-An Hsieh**, and Arun Rai, "Intrinsic Motivation toward Using Information Systems: A Rich Conceptualization and Empirical Test," *The 69<sup>th</sup> Academy of Management (AOM) Conference*, Chicago, Illinois, USA, August 7-12, 2009.
- A12. Xu Huang, **J.J. Po-An Hsieh**, and Joy He, "Expertise Dissimilarity and Creativity: Can Sharing Tacit and Explicit Knowledge Enhance Creativity?" *The 68<sup>th</sup> Academy of Management (AOM) Conference*, Anaheim, California, USA, August 8-13, 2008.
- A11. **J.J. Po-An Hsieh** and Arun Rai "Leveraging CRM Information Systems in Multi-Channel Service Firms," *The 17<sup>th</sup> Frontier in Service Conference*, Washington. D.C., USA, October 2-5, 2008.
- A10. Heshan Sun, Yulin Fang, and **J.J. Po-An Hsieh**, "Investing in Marginal Utility: An Economic Model of User Satisfaction of Organizational Systems," *The Arizona Symposium of Frontiers in Information Technology and Applications*, Tucson, AZ, USA, Feb 29–Mar 1, 2008.
- A9. Xixi Li and **J.J. Po-An Hsieh** "Impact of Transformational Leadership on System Exploration in the Mandatory Organizational Context," *Proceedings of the 28th International Conferences on Information Systems (ICIS)*, Montreal, Quebec, Canada, Dec 9 – 12, 2007.

- A8. Wei Wang and **J.J. Po-An Hsieh** "Beyond Routine: Symbolic Adoption, Emergent Use, and Extended Use of Complex Information System in the Mandatory Organizational Context," *Proceedings of the 27th International Conferences on Information Systems (ICIS)*, Milwaukee, Wisconsin, USA, December 11- 13, 2006.

(\*\* **Best Paper Award** \*\* - ICIS 2006)

- A7. **J.J. Po-An Hsieh** and Robert Zmud "Understanding Post-Adoptive Usage Behaviors: A Two-Dimensional View," *DIGIT Workshop*, Milwaukee, Wisconsin, USA, Dec. 10, 2006.
- A6. Wei Wang, **J.J. Po-An Hsieh**, and John E. Butler, "System Emergent Usage: A Theoretical Model and Empirical Exploration," *The 66<sup>th</sup> Academy of Management (AOM) Annual Conference*, Atlanta, Georgia, USA, August 11-16, 2006.
- A5. **J.J. Po-An Hsieh**, Mark Keil, and Arun Rai, "Understanding Digital Inequality," *Proceedings of the 26th International Conference on Information Systems (ICIS)*, Las Vegas, NV, USA, December 11-14, 2005.
- A4. **J.J. Po-An Hsieh**, Mark Keil, and Arun Rai, "Leverage Points for Addressing Digital Inequalities: Comparing Under-Privileged Adopters and Non-Adopters of High Speed Internet TV," *Proceedings of the 11th Americas Conference on Information Systems (AMCIS)*, Omaha, NE, USA August 11th-14th 2005.
- A3. **J.J. Po-An Hsieh**, Mark Keil, and Arun Rai, "Leverage Points for Addressing Digital Inequalities: Comparing Under-Privileged Adopters and Non-Adopters of High Speed Internet TV," *Digital Divide Symposium* (MISRC/CRITO), 2004, Minneapolis, MN.
- A2. Stacie Petter, **J.J. Po-An Hsieh**, and Vijay Vaishnavi, "PACE: Using Narrative Cases to Support the Management of Software Development Projects," *International Conference on Computer, Communication and Control Technologies (CCCT)*, 2003, Orlando, FL.
- A1. **J.J. Po-An Hsieh**, "Knowledge Management Systems Success: An Assessment Model for Project Based Knowledge Repositories," *Queens' University Knowledge Summit Doctoral Consortium*, 2002, Kingston, Ontario, Canada.

## **B. Peer Reviewed Journals**

- B21. Liwei Chen, **J.J. Po-An Hsieh**, Arun Rai, and Sean Xin Xu, "Impact of Service Employees' Infusion Use of CRM Systems on Customer Satisfaction in Face-to-Face and Virtual Channels", *MIS Quarterly*, forthcoming.
- B20. Liwei Chen, **J.J. Po-An Hsieh**, Evert Van de Vliert, and Xu Huang, "Cross-National Differences in Individual Knowledge-Seeking Patterns: A Climato-Economic Contextualization," *European Journal of Information Systems*, 2015, 24(3), pp. 314-336.

- B19. Xu Huang, **J.J. Po-An Hsieh**, and Joy He, "Expertise Dissimilarity and Creativity: Can Sharing Tacit and Explicit Knowledge Enhance Creativity?" *Journal of Applied Psychology (A\* journal in management)*, 2014, 99(5), pp. 816-830.
- B18. Heshan Sun, Yulin Fang, and **J.J. Po-An Hsieh**, "Consuming Information Systems: An Economic Model of User," *Decision Support Systems*, 2014, 57(1), pp. 188-199.
- B17. Clayton A. Looney, David Firth, Hope Kock, Dubravka Cecez-Kecmanovic, **J.J. Po-An Hsieh**, Christina Soh, Joseph Valacich, and Edgar Whitley, "The Credibility Crisis in IS: A Global Stakeholder Perspective," *Communications of the AIS*, 2014, 34(1), pp. 1175-1189.
- B16. Xixi Li, **J.J. Po-An Hsieh**, and Arun Rai, "Motivational Differences Across Post-Acceptance IS Usage Behaviors," *Information Systems Research (A\*)*, 2013, 24(3), pp. 653-682.
- B15. **J.J. Po-An Hsieh**, Piyush Sharma, Arun Rai, and A. Parasuraman, "Exploring the Zone of Tolerance for Internal Customers in IT-Enabled Call Centers," *Journal of Service Research*, 2013, 16(3), pp. 277-294.
- B14. Wei Wang, Xixi Li, and **J.J. Po-An Hsieh**, "The Contingent Effect of Personal IT Innovativeness and IT Self-Efficacy on Innovative Use of Complex IT," *Behaviour & IT*, 2013, 32(11), pp. 1105-1124.
- B13. **J.J. Po-An Hsieh**, Arun Rai, Stacie Petter, and Ting Zhang, "Impact of User Satisfaction with Mandated CRM Use on Employee Service Quality," *MIS Quarterly (A\*)*, 2012, 36(4), pp. 1065-1080.
- B12. **J.J. Po-An Hsieh**, Mark Keil, Jonny Holmstrom, and Lynette Kvasny, "The Bumpy Road to Universal Access: An Actor-Network Analysis of a US Municipal Broadband Internet Initiative," *The Information Society*, 2012, 28(4), pp. 264-283.
- B11. Qiang Ye, Bin Fang, Wei He, and **J.J. Po-An Hsieh**, "Can Social Capital be Transferred Cross the Boundary of the Real and Virtual Worlds? An Empirical Investigation of Twitter," *Journal of Electronic Commerce Research*, 2012, 13(2), pp. 145-156.
- B10. Wei Wang, **J.J. Po-An Hsieh**, and Baoxiang Song, "Understanding User Satisfaction with Instant Messaging Use: An Empirical Survey Study," *International Journal of Human-Computer Interaction*, 2012, 28(3), pp. 153-162.
- B9. **J.J. Po-An Hsieh**, Arun Rai, and Sean Xin Xu, "Extracting Business Value from IT: A Sensemaking Perspective of Post-Adoptive Use," *Management Science (A\*)*, 2011, 57(11), pp. 2018-2039.

(Nominated for \*\* 2011 Annual Best Paper Award \*\* by *Management Science*)



- B8. **J.J. Po-An Hsieh**, Arun Rai, and Mark Keil, "Addressing Digital Inequality for the Socio-economically Disadvantaged through Government Initiatives: Forms for Capital that Affect ICT Utilization," *Information Systems Research* (A\*), 2011, 22(2), pp. 233-253.
- (\*\* 2012 Annual Best Published Journal Paper Award \*\* awarded by the Organization Communication and Information Systems (OCIS) division of the Academy of Management)
- B7. Yu-Che Wang, Kuei-Chu Hsu, Sheng-Hsun Hsu, and **J.J. Po-An Hsieh**, "Constructing an Index for Brand Equity: A Hospital Example," *Service Industries Journal*, 2011, 31(2), pp. 311-322.
- B6. **J.J. Po-An Hsieh** and Vincent Cho, "Comparing e-Learning Tools' Success: The Case of Instructor–Student Interactive vs. Self-paced Tools," *Computer and Education*, 2011, 57(3), pp. 2025-2038.
- B5. Sheng-Hsun Hsu, **J.J. Po-An Hsieh**, Ting-Chih Chih, and Kuei-Chu Hsu, "A Two-stage Architecture for Stock Price Forecasting by Integrating Self-Organizing Map and Support Vector Regression," *Expert Systems With Applications*, 2009, 36(4), pp. 7947-7951.
- B4. **J.J. Po-An Hsieh**, Arun Rai, and Mark Keil, "Understanding Digital Inequality: Comparing Continued Use Behavioral Models of the Socio-economically Advantaged and Disadvantaged," *MIS Quarterly* (A\*), 2008, 32(1), pp. 97-126.
- B3. Wei Wang, **J.J. Po-An Hsieh**, John Butler, and Simon Hsu, "Innovate with Complex Information Technologies: A Theoretical Model and Empirical Examination," *Journal of Computer Information Systems*, 2008, 49(1), pp. 27-36.
- B2. **J.J. Po-An Hsieh**, and Wei Wang, "Explaining Employees Extended Use of Complex Information Systems," *European Journal of Information Systems*, 2007, 16(3), 216-227.
- B1. Ricardo Checchi, **J.J. Po-An Hsieh**, and Detmar Straub, "Public IT Policies in Less Developed Countries: A Critical Assessment of the Literature and a Reference Framework for Future Work," *Journal of Global Information Technology Management*, 2003, 6(4), 45–64.

### C. Manuscripts under Review

- C8. Pang Yang, Sunil Mithas, **J.J. Po-An Hsieh**, and Chewei Liu, "The Online Channel, Trading Behavior, and Customer Profitability in Financial Services", *Information Systems Research* (Under 3<sup>rd</sup> round review)
- C7. Joy He, **J.J. Po-An Hsieh**, Andreas Scheroder, and Yulin Fang, "Attaining Individual Creativity and Performance in Cross-Functional and Cross-Locational IT Project Teams: The Role of Transactive Memory System", *MIS Quarterly*, (2<sup>nd</sup> R&R)
- C6. Xixi Li, **J.J. Po-An Hsieh**, and Arun Rai, "A Latent Growth Modeling Approach to Types of Knowledge Transfer and Their Impacts on Innovative Use of Business Intelligence Systems", *Journal of Association for Information Systems*, (Under 2<sup>nd</sup> round review)

- C5. Liwei Chen, **J.J. Po-An Hsieh**, and Arun Rai, "Intelligent System Knowledge Empowerment: A Cognitive Intrinsic Motivational Account for Post-Adoptive Infusion Use", **Information Systems Research**, (1<sup>st</sup> R&R)
- C4. John Dong, **J.J. Po-An Hsieh**, Xiaohua Men, and Sean Xin Xu, "Collective Use for Value Co-Creation: Evidence from Customer Data Platforms," **MIS Quarterly**, (1<sup>st</sup> R&R)
- C3. **J.J. Po-An Hsieh**, Andreas Eckhardt, Christian Maier, Antoni Chan, Janet Hsiao, Tim Chuk, and Ricardo Buettner, "Measuring Objective IS usage behavior: A Deep Learning Approach", **MIS Quarterly**, (1<sup>st</sup> R&R)
- C2. Xueyong Zhan, Lianne LAM, and **J.J. Po-An Hsieh**, "Understanding Environmental NGOs' Policy Framing Strategies and Effects: Evidence from a Field Experiment", **Public Performance & Management Review**, (1<sup>st</sup> R&R)
- C1. Chen, Liwei, **J.J. Po-An Hsieh**, and Kimmy Chan "Dehumanizing the Service-Profit Chain: The Role of Internet of Things-Enabled Customer Service Systems", **MIS Quarterly**, (Under Review)

#### **D. Papers under Development**

- D7. Chewei Liu, Sunil Mithas, Pang Yang, and **J.J. Po-An Hsieh**, "The Impact of Mobile Channel on Individual Investors' Portfolio Diversity: Evidence from a Quasi-Natural Experiment", (Ready for Submission to **MIS Quarterly**)
- D6. Rocky Cheng, June Cheng, Xiaocong Cui, **J.J. Po-An Hsieh**, Xiaohua Men, Sheng-Hsun Hsu, and Tiange Wang "Impact of IT chargeback on Strategic Alignment and Performance: The Contingent Role of CXOs", (Ready for submission to **Decision Support Systems**)
- D5. Chewei Liu, **J.J. Po-An Hsieh**, Sunil Mithas, and Pang Yang, "The Effect of Financial Advisers on Investors' Gambling Preference in the Digital Era" (Ready for Submission to **Information Systems Research**)
- D4. Xiang Wan, Ji-Ye Mao, **J.J. Po-An Hsieh**, and A. Sambamurthy, "The Influence of Data Analytics Capabilities on Organizational Performance" - Based on ICIS (2017)
- D3. **J.J. Po-An Hsieh**, Arun Rai, Sean Xin Xu, and Zhitao Yin, "Managing Supply Base Complexity through All-in-One Intermediaries: IT-enabled Capabilities and Economic Outcomes"
- D2. Junyi Yang, Alain Pinsonneault, and **J.J. Po-An Hsieh**, "Exploration of Data Analytics Systems" - Based on ICIS (2016)
- D1. **J.J. Po-An Hsieh** "IT Governance and Environment Sustainability"

#### **E. Articles on News Media**

- E1. **J.J. Po-An Hsieh** “Will the Next U.S. President Close the Digital Divide for Americans without Broadband Access?” ***The Conversation*** (republished in six other media, such as ***EconoTimes***, ***Government Technology***, etc.) – March 3, 2016

## F. Research Grants

- F17. 2016 – Hsieh, P., “Leveraging the Big Data for the Movie Industry” (Sponsored Research Project) [Role: Principle Investigator]
- F16. 2015 – He, J., Fang, Y., Hsieh, P., & Schroder, “Understanding Transactive Memory System and Geographical Dispersion in Team Context: A Cross-level Perspective” (Hong Kong General Research Fund: Grant# B-Q36W) [Role: Co-Investigator]
- F15. 2013 – Hsieh, P., Li, X. & Rai, A., “Understanding the Temporal Progress of Knowledge Transfer and Its Impact on Users’ Evaluations of Analytical Customer Relationship Management Systems: A Cognitive Dissonance Perspective and Latent Growth Modeling Approach” (Hong Kong General Research Fund: Grant# B-Q36W) [Role: Principle Investigator]
- F14. 2013 – Hsieh, P., “How Do IT-enabled All-in-one Electronic Intermediaries Act as a New Governance Mechanism for Economic Transactions?” (Departmental Research Grant) [Role: Principle Investigator]
- F13. 2012 – Hsieh, P., & Huang, X., “The Antecedents, Contingencies, and Consequences of IT-Enabled Knowledge Empowerment: A Cross-National Examination” (Internal Competitive Research Grant: Grant# G-YK34) [Role: Principle Investigator]
- F12. 2010 – Hsieh, P., & Rai, A., “Understanding Post-Acceptance Routine Use, Extended Use, and Innovative Use: Their Differential Performance Impacts and their Motivational Drivers” (Hong Kong General Research Fund: Grant# B-Q22N) [Role: Principle Investigator]
- F11. 2010 – Wang, W., Hsieh, P., & others “Employees’ Motivation and Usage Behaviors of Enterprise Systems at Post-Adoption Stage” (Nature Science Foundation of China: Grant# 70971081) [Role: Co-Investigator]
- F10. 2009 – Hsieh, P., Rai, A., & Xu, S. X. “The Antecedents, Contingencies, and Consequences of Post-Adoptive Extended Use of CRM Technology” (Hong Kong General Research Fund: Grant# B-Q17P) [Role: Principle Investigator]
- F9. 2009 – Hsieh, P. “Understanding Digital Inequality through the Lens of Capital Theories” (Newly Hired Faculty Fund: Grant# A-PC1C) [Role: Principle Investigator]
- F8. 2009 – Wang, W., Hsieh, P., & others “Employees’ Motivation and Innovative Use of Info. Systems” (Nature Science Foundation of Guangdong Province: Grant# 9451503101003590) [Role: Co-I]

- F7. 2008 - Hsieh, P. & Rai, A., "How Does Customer-Relationship-Management Information Systems Affect Employee Service Quality and Customer Satisfaction" (Internal Competitive Research Grant: Grant# G-SAA3) [Role: Principle Investigator]
- F6. 2008 - Hsieh, P., Huang, X., & Li, Kevin X., "Can Knowledge Sharing really Facilitate Creativity?" (Internal Competitive Research Grant: Grant# G-YG74) [Role: Principle Investigator]
- F5. 2008 - Hsieh, P., "Consuming IS: Studying User Satisfaction's Diminishing Sensitivity to System Attributes " (Departmental Research Grant: Grant# G-U468) [Role: Principle Investigator]
- F4. 2007 - Hsieh, P., "The Impact of Knowledge Transfer on Higher-Level Usage of Customer Relationship Management Business Intelligence Systems" (Internal Competitive Research Grant: Grant# A-PH38) [Role: Principle Investigator]
- F3. 2006 - Hsieh, P., "The Impact of Leadership Styles on Routine Use, Extended Use, and Emergent Use" (Departmental Research Grant: Grant# A-PA7A) [Role: Principle Investigator]
- F2. 2005 - Hsieh, P., "Public Information Technology Policy " (Departmental Research Grant: Grant# A-PA4H) [Role: Principle Investigator]
- F1. 2004 - Hsieh, P., "Georgia State University International Strategic Initiative Grant - National IT Policy Study" (Departmental Research Grant) [Role: Principle Investigator]

### **Participation in Research Classes and Workshops**

2020: Research Methods with Analytics (IFI 9000, PhD Level, Georgia State University)

2016: Applied Statistics & Econometrics II (Econ 8840, Master Level, Georgia State University)

2016: Professional Development Workshops – (1) Managing Externally Funded Research Projects Workshop, (2) Pushing the Methodological Frontiers of Survey Research: Endogeneity and Composite Modeling, and (3) Big Data Research - Academy of Management (AOM) Annual Conference, Anaheim, California.

2016: Workshop on Artificial Intelligence, Cognitive Computing and Autonomous Applications, Dec 10, International Conferences on Information Systems (ICIS), Dublin, Ireland.

2016: "Advanced Econometrics", Andrew Young School of Policy Studies, Georgia State University

2015: IBM Workshop with Bluemix and Watson, Dec 10, International Conferences on Information Systems (ICIS), Fort Worth, TX

2015: R: Open Source Data Analysis Workshop, Nov 11, Faculty Development Workshop, Georgia State University, Atlanta, GA

- 2013: Cross-Cultural Research Workshop, Feb 12 – Mar 19, Center for Leadership and Innovation, Hong Kong Polytechnic University, Kowloon, Hong Kong
- 2011: Social Network Analysis Summer Workshop, June 6 – 10, LINKS Research Center, University of Kentucky, Lexington, Kentucky, USA
- 2009: Professional Development Workshops – (1) New Strategies for Estimating the Relative Importance of Variables in Organizational Research, (2) Introduction to Ego Network Analysis, and (3) Methods for Integrating Moderation and Mediation - Academy of Management (AOM) Annual Conference, Chicago, Illinois.

## **Invited Talks**

2019: China Association of Information Systems, Nanjing, China  
2019: Panelist – Publishing in Premier Journals Panel, Ministry of Science and Technology, Taiwan  
2019: Dr. Sun Yat-Sen University, Taiwan  
2019: Fudan University, Shanghai, China  
2018: Hong Kong University  
2016: University of Georgia, Atlanta, GA, USA  
2016: Remin University, Beijing, China  
2016: Harbin Institute of Technology, Big Data Summer Workshop, Harbin, China  
2016: National Chung Cheng University, Jiayi, Taiwan  
2014: Plenary Panel, The 3rd OTT TV Industry Forum, Tianjin, China  
2013: Georgia State University, Atlanta, GA, USA  
2013: National Chengchi University, Taipei, Taiwan  
2013: National Chung Cheng University, Jiayi, Taiwan  
2013: Hong Kong University of Science and Technology, Hong Kong  
2011: The 32nd International Conference on Information Systems, Shanghai, China. -- Invited panelist – as the Asian information systems scholar representative  
2010: Chinese University of Hong Kong, Hong Kong  
2010: Harbin Institute of Technology, Harbin, China  
2009: City University of Hong Kong, Hong Kong  
2009: Xi'an Jiantong University, Xi'an, China  
2008: National Central University, Chungli, Taiwan

**Thesis Supervision (PhD, DBA/DMgt, and MPhil Levels)**

| Student      | Degree   | Status & Results                                                                                                           | Role             | Period      |
|--------------|----------|----------------------------------------------------------------------------------------------------------------------------|------------------|-------------|
| Miranda Lou  | DBA/DMgt | Accomplished<br><b>*Now Vice President of HK Polytechnic Univ.*</b>                                                        | Co-Supervisor    | 2007-2008   |
| Lianne Lam   | DBA/DMgt | Accomplished<br>* Nominated for Best DBA/DMgt Thesis Award *<br><b>* Now Professor at HK Polytechnic University *</b>      | Co-Supervisor    | 2009-2011   |
| Wei Wang     | PhD      | Accomplished<br>** Publication at <i>Information Systems Research</i> **<br><b>* Now Professor at Jinan University *</b>   | Co-Supervisor    | 2005-2007   |
| Xixi Li      | PhD      | Accomplished<br>** Publication at Information Systems Research **<br><b>* Now Assistant Prof. at Tsinghua University *</b> | Chief Supervisor | 2006-2010   |
| Liwei Chen   | MPhil    | Accomplished<br><b>* Now Assistant Prof. at Univ. of Cincinnati*</b>                                                       | Chief Supervisor | 2008-2010   |
| Rocky Cheng  | DBA/DMgt | Accomplished<br><b>** Best DBA/DMgt Thesis Award **</b>                                                                    | Co-Supervisor    | 2014 - 2019 |
| Yunbo Lian   | DBA/DMgt | Accomplished<br><b>** Best DBA/DMgt Thesis Award **</b>                                                                    | Chief Supervisor | 2013-2016   |
| Wan Min      | DBA/DMgt | Accomplished<br><b>** Best DBA/DMgt Thesis Award **</b>                                                                    | Chief Supervisor | 2011-2015   |
| Weining Wu   | DBA/DMgt | Accomplished<br><b>** Best DBA/DMgt Thesis Award **</b>                                                                    | Chief Supervisor | 2006-2008   |
| Wang Cong    | DBA/DMgt | Accomplished<br>* Nominated for Best DBA/DMgt Thesis Award *                                                               | Chief Supervisor | 2013-2015   |
| Yaohui Lu    | DBA/DMgt | Accomplished<br>* Nominated for Best DBA/DMgt Thesis Award *                                                               | Chief Supervisor | 2006-2009   |
| Yi Zhou      | DBA/DMgt | Accomplished<br>* Nominated for Best DBA/DMgt Thesis Award *                                                               | Chief Supervisor | 2008-2010   |
| Rong Zhang   | DBA/DMgt | Accomplished<br>* Nominated for Best DBA/DMgt Thesis Award *                                                               | Co-Supervisor    | 2006-2009   |
| Fan Zhang    | DBA/DMgt | Accomplished                                                                                                               | Chief Supervisor | 2006-2009   |
| Xiaoyun Wang | DBA/DMgt | Accomplished                                                                                                               | Co-Supervisor    | 2008-2010   |
| Zhigang Han  | DBA/DMgt | Accomplished                                                                                                               | Co-Supervisor    | 2008-2010   |
| Anjing Zhao  | DBA/DMgt | Accomplished                                                                                                               | Chief Supervisor | 2011-2013   |

|             |              |                                                          |                     |                   |
|-------------|--------------|----------------------------------------------------------|---------------------|-------------------|
| Tony Xue    | DBA/<br>DMgt | Accomplished                                             | Chief<br>Supervisor | 2011-<br>2014     |
| Junyi Yang  | MPhil        | Accomplished<br>* Now PhD student at McGill University * | Chief<br>Supervisor | 2012-<br>2014     |
| Xiaohua Men | PhD          | On-going                                                 | Co-<br>Supervisor   | 2013 –<br>Current |
| Xiacong Cui | PhD          | On-going                                                 | Co-<br>Supervisor   | 2016 –<br>Current |



## TEACHING

### Teaching Award

- **Top Professor 2017 Teaching Award**, Dr. Hsieh was voted by students as the most popular teacher of the Master of Science Information Systems program at Georgia State University, Atlanta, GA, USA

### Courses Taught at

#### Doctoral Level:

- Theory Development
- Strategic Management of Information & Organization in Digital Economy
- Research Seminar on Information Systems
- Advanced Seminar in IT & Systems
- Research Methodology

#### EMBA Level:

(Senior executives, including C-level executives of leading multinational firms, with 10+ yrs work experience)

- Strategic Management of Information & Organization in Digital Economy
- Corporate IT Strategy

#### MBA Level:

- Digital Innovation
- Management Information Systems

#### MSc Level:

- Digital Commerce
- Advanced Database Management

#### Undergraduate Level:

- Modern Database Management (Offline + Online)

### Publication Contributing to Education, Learning, and Teaching

- **J.J. Po-An Hsieh** and Vincent Cho, “Comparing e-Learning Tools’ Success: The Case of Instructor–Student Interactive vs. Self-paced Tools,” **Computer and Education**, 2011, 57(3), pp. 2025-2038.
- Lianne Lam, Xueyong Zhan, and **J.J. Po-An Hsieh**, “NGOs' Framing Strategies and Effects in Collaborative Process: A Field Experiment,” **The 76<sup>th</sup> Academy of Management (AOM) Conference**, Anaheim, CA, USA, August 5-9, 2016.

- Lianne Lam, **J.J. Po-An Hsieh**, and Zhan Xueyong, “An Experimental Study on the Effects of Environmental Education” *Workshop on Public Management Research in East and Southeast Asia, the 12th Public Management Research Conference*, Madison, Wisconsin, USA, June 20-22, 2013.

### **Participation in Teaching Effectiveness Workshops**

- 2016: Teaching Big Data Analytics Workshop, Organizational Communication and Information Systems (OCIS) Division, Academy of Management (AOM) Annual Conference, Anaheim, California, USA
- 2016: Towards Business School 2.0: Online Models for Management Education Workshop, Academy of Management (AOM) Annual Conference, Anaheim, California, USA
- 2011: Social Network Analysis Summer Workshop, June 6 – 10, LINKS Research Center, University of Kentucky, Lexington, Kentucky, USA
- 2008: Excellent Teaching Workshop by Education Development Center (EDC), Hong Kong Polytechnic University
- 2006: Excellent Teaching Workshop by Education Development Center (EDC), Hong Kong Polytechnic University
- 2005: Outcome-based Evaluation Teaching Workshop by Education Development Center (EDC), Hong Kong Polytechnic University

## SERVICE

### Service at the Georgia State University (2015-Current)

#### **College-Level Service:**

- FinTech Pathway Task Force for MBA Course Redesign (Since 2018)
- Business Analytic Task Force for Undergraduate Course Redesign (2015-2016)
- Task Force for New MBA Course Development (2015 –2016)
- Liaison - Joint Program (2015)

#### **Departmental-Level Service:**

- Chair of Graduate Program Committee (Since 2019)
- Doctoral Program Committee (Since 2015)
- Doctoral Program Redesign (2016-2017)
- Qualification Exam Panel Members (Since 2015)
- Search Committee (Since 2018)

### Service at the Hong Kong Polytechnic University (2005-2014)

#### **College-Level (Faculty-Level) Service:**

**Director - Doctor of Business Administration (DBA) Program** (2013-2014)

**Director - Doctor of Management (DMgt) Program** (2013-2014)

**Deputy Director - Doctor of Management (DMgt) Program** (2010-2013)

Doctor of Business Administration (DBA) and Doctor of Management (DMgt) were the two *flagship* programs of the Hong Kong Polytechnic University (PolyU). DBA is the first of its kind in Hong Kong and has been offered for more than ten years. Jointly offered by PolyU and Remin University, DMgt, the counterpart of DBA, was the first executive doctoral program certified by the Ministry of Education. With well-structured course arrangement and demanding thesis requirement, DBA and DMgt have been viewed as highly prestigious programs.

Inspired by the concept of “Engaged Scholarship,” the DBA and DMgt programs aim to transform senior executives into "scholar leaders" who are able to integrate theoretical perspectives and scientific methods to tackle high-impact managerial problems. DBA and DMgt students include business leaders and high profile government officers. The alumni include Chairmen and CEOs of leading business organizations, such as Alcatel-Lucent Shanghai Bell, Motorola, Microsoft, Disney, etc., and senior officers.

As the Director of the DBA and DMgt programs, my responsibilities include:

- Expand, review, and improve the structure and content of the DBA and DMgt programs.
- Device marketing strategy and communication plan.
- Promote the two programs by delivering talks.
- Coordinate both programs for joint promotion and development.
- Screen applications and interview applicants.

- Recruit faculty members for program course need.
- Pair student interests with faculty competencies for student thesis development.
- Supervise DMgt and DBA student theses and chair dissertation committees.
- Nominate candidates for best thesis award, review nominations, and select award winners.
- Coordinate and collaborate with Remin University for DMgt program related activities.
- Expand and strengthen alumni network.
- Negotiate with major corporate accounts for special training purposes.

**Synergy with Scholarly Research:** Dr. Hsieh systematically created synergies between scholarly research (including the PhD program) and the problem driven research agenda of the DBA and DMgt programs. Dr. Hsieh established several win-win research collaborations with leading corporations (e.g., Alcatel-Lucent Shanghai Bell, Morgan Stanley, Microsoft, etc.)—the senior executives of these companies have been students of our DBA and DMgt programs. These collaborations generated access to data/sites of world-class corporations, DBA/DMgt/PhD theses, and publications in premier journals (e.g., *Management Science*, *MIS Quarterly*, and *Information Systems Research*, *Journal of Applied Psychology*).

#### **Board and Committee Membership:**

- Faculty Board (2012-2014)
- Doctor of Business Administration (DBA) Program Committee (2009-2014)
- Doctor of Management (DMgt) Program Committee (2009-2014)
- Faculty Research Committee (2009-2010)
- Taught Postgraduate Studies Committee (2013-2014)
- EMBA Program Committee (2010-2014)
- MBA Program Committee (2005-2011)

#### **Departmental-Level Service:**

##### **Committee Membership:**

- Departmental Research Committee (2007-2010, 2012-2014)
- Departmental Staff Committee (2010-2014)
- Departmental Alumni Liaison Officer (2009-2014)
- Departmental Search Committee (subject to staffing requirement)

#### **Services to the Academic Community**

##### **Journal Editorship**

- Associate Editor: *ISR* (Since 2020)
- Associate Editor: *MIS Quarterly* (2011-2014) – two terms
- Associate Editor: *MIS Quarterly* (Since 2019) – Special Issue on Artificial Intelligence
- Senior Editor: *Pacific Asia Journal of the Association for Information Systems* (Since 2019)
- Editorial Board: *Journal of the Association for Information Systems* (Since 2018)
- Associate Editor: *Decision Support Systems* (2017) – Special Issue on Omnichannel Business: Opportunities and Challenges

### **Panel Member of Major Competitive Grant**

- Invited Panel Member, Business Panel, General Research Fund, Hong Kong Research Grant Council (akin to NSF): Dr. Hsieh was invited as one of the three panel members who oversee grant applications in the area of information systems. (since 2014 – 2019, three consecutive terms)

### **Conference/Workshop Leadership**

- Chair for Workshop, Tutorial, and Panel: Pacific Asia Conference on Information Systems (PACIS) 2016
- International Liaisons Chairs: International Conference on Information Systems (ICIS) 2015
- Conference Track Chair: Pacific Asia Conference on Information Systems (PACIS) 2015
- Conference Track Chair: Americas Conference on Information Systems (AMCIS) 2014
- Conference Track Chair: Pacific Asia International Conf. on Info. Sys. (PACIS) 2013
- Conference Track Chair: International Conference on Information Systems (ICIS) 2012
- President: Special Interest Group–Adoption and Diffusion of IT (SIGADIT) 2014
- VP-Meetings: SIG–Adoption and Diffusion of IT (SIGADIT) 2012
- Workshop Chair: DIGIT Workshop by SIG–Adoption and Diffusion of IT (SIGADIT) 2012
- Program Chair: DIGIT Workshop by SIG–Adoption and Diffusion of IT (SIGADIT) 2011

### **Conference Editorship**

- Associate Editor: International Conference on Information Systems (ICIS) 2020
- Associate Editor: European Conference on Information Systems (ECIS) 2020
- Associate Editor: International Conference on Information Systems (ICIS) 2019
- Senior Editor: Journal of the Association of Information Systems Theory Development Workshop (JAIS-TDW) 2019
- Senior Editor: Journal of the Association of Information Systems Theory Development Workshop (JAIS-TDW) 2018
- Associate Editor: European Conference on Information Systems (ECIS) 2016
- Associate Editor: International Conference on Information Systems (ICIS) 2015
- Associate Editor: International Conference on Information Systems (ICIS) 2014
- Associate Editor: International Conference on Information Systems (ICIS) 2013
- Associate Editor: International Conference on Information Systems (ICIS) 2012
- Associate Editor: International Conference on Information Systems (ICIS) 2006

### **Committee Membership**

- Best Paper Award Panel Member: Pacific Asia Conference on Information Systems (PACIS) 2019
- Early Career Faculty Consortium Mentor: America Conference on Info. Systems (AMCIS) 2019
- Organizing Committee: Pacific Asia Conference on Information Systems (PACIS) 2016
- Best Paper Award Panel Member: America Conference on Information Systems (AMCIS) 2016
- Program Committee: International Conference on Information Systems (ICIS) 2015
- The Special Interest Group–Adoption and Diffusion of IT (SIGADIT) (since 2010)
- The Cross Strait Information Management Conference (CSIM 2010)

### **Journal Review**

- MIS Quarterly
- Information Systems Research
- Management Science
- Journal of Management Information Systems
- Journal of the Association for Information Systems
- Strategic Management Journal
- IEEE Transactions on Engineering Management
- European Journal of Information Systems
- Journal of Service Research
- Decision Science Journal
- Information Systems Journal
- Information & Management
- Information Technology and People
- Electronic Commerce Research and Applications
- ACM Transactions on MIS

### **Conference/Workshop Review**

- International Conference on Information Systems (ICIS)
- Americas Conference on Information Systems (AMCIS)
- European Conference on Information Systems (ECIS)
- Pacific Asia Conference on Information Systems (PACIS)
- Hawaii International Conference on System Sciences (HICSS)
- Academy of Management Annual Conference (AOM)
- Business Intelligence Congress (pre-ICIS workshop)
- DIGIT Workshop (pre-ICIS workshop)