

ROBERT G. FICHMAN — CURRICULUM VITAE

Carroll School of Management
Boston College, 410A Fulton Hall
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ACADEMIC APPOINTMENTS

Boston College Carroll School of Management, Chestnut Hill, MA

Associate Professor, Sept 2003 to present

Assistant Professor, Sept 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

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

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 (undergraduate); Computer Information Systems (MBA), Information Technology for Managers (MBA), Management of Technology and Innovation (MBA)

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

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

WORK IN PROGRESS and UNDER REVIEW

Fichman, R.G. and Nambisan, S. "Toward the Holistic Study of IT Innovation and Business Value: Synthetic and Discontinuous Approaches," under revision for resubmission to *MIS Quarterly*, 2009.

Nambisan, S., Fichman R.G. and Halpern, M. "Maximizing IT Innovation Implementation Success through Configurational Thinking," under review, *Sloan Management Review*, 2009.

Fichman, R.G. and Melville, N. "Negative Performance Implications of Innovation Misfit on the Returns to Information Technology: An Empirical Analysis in U.S. Manufacturing Plants," for submission to *Management Science* following completion of disclosure review by US Department of the Census, 2009.

Fichman R. G., Kohli, R., Krishnan, R. and Kane, G.C. "The Role of Information Systems in Healthcare Organizations: Synergies from an Interdisciplinary Perspective," lead article by the senior editors to appear in *Information Systems Research*, special issue on Healthcare IT, circa 2011.

JOURNAL ARTICLES, BOOK CHAPTERS and CONFERENCE PROCEEDINGS

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

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, forthcoming 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. (DSJ 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

“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.

“Innovation Destiny as a Moderating Variable in Models of Innovation Diffusion”. Presented to the BC WIP series in Fall 2001.

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

- 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

- Senior Editor, *Information Systems Research* (starting January 2010)
- Associate Editor, *Management Science* (January 2008-present)
- Guest Senior Editor, *Information Systems Research* special issue on Healthcare IT, (2008 - present)
- Senior Editor, *Journal of the Association for Information Systems* (June 2005 - present)
- 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 Assistant Chairperson (2008 to present)
- Information Systems Department Recruiting Coordinator (2005-2006, 2007-2008)
- Faculty judge for the Diane Weiss Consulting Competition (1998-2004, 2006-2009)
- Faculty judge for the Business Plan competition (2004)
- CSOM Committee to redesign the full time MBA specializations (2005)
- CSOM Strategic Planning Committee (2005)
- Undergraduate student advisor (1998-2009)
- Faculty advisor for four undergraduate student independent-study projects: Nolan Izar (2000-2001), Michael Gabriel (2000-2001), Paul Springer (1999-2000), David Geiger (1999-2000)
- Faculty advisor for six graduate student independent-study projects: Kristi Wiener (1999-2000), Graeme Roache (2000-2001), Chris Corde (2005-2006), Jeff Nonnenkamp (2005-2006), Paul Palamar (2007-2008), Fran Grabowski (2007-2008)
- Doctoral Committee Member for Rob Radin (2000-2001, 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:

- 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 Co-chair, Diffusion Interest Group in Information Technology (DIGIT) Conference, Charlotte North Carolina, 1999.
- Program Committee member for the International Federation for Information Processing (IFIP) Working Group 8.6 Conference, Banff, Canada, 2001
- Ad hoc reviewer for: Academy of Management Conference; ACM Computing Surveys; Administrative Sciences Quarterly; Communications of the ACM; Database; DIGIT Conference; Hawaii International Conference on Systems Science; IEEE Computer; IEEE Software; IEEE Transactions on Engineering Management; Information Frontiers; Information Systems Research; Information, Technology & People; International Conference on Information Systems; International Journal of Human Computer Interaction; Journal of Management Information Systems; Journal of Organizational Computing and Electronic Commerce; Management Science; MIS Quarterly; Telecom Policy.

PROFESSIONAL SOCIETY MEMBERSHIPS

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