CURRICULUM VITAE

Chrisanthi Avgerou
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Chrisanthi Avgerou is a professor at the Department of Management, London School of Economics. In her research, Professor Avgerou has sought to understand the socio-technical process of IT innovation in order to explain the socio-economic impact of IT in different contexts. To that end, she has studied the use of IT and concomitant organizational change in a number of countries. Her case studies include the development of information systems in the Greek institute of state insurance (IKA); IT and organizational change in the Mexican oil corporation PEMEX; the Brazilian electoral commission and their e-voting system; the Indian electoral commission and their e-voting system; entrepreneurs in Chinese villages doing business on the Taobao e-commerce digital platform; IT innovation and organizational change in the administration of international trade in Mexico; the impact of IT on corruption in Ghana's customs.

From these and other in-depth interpretive case studies professor Avgerou has formed a contextual perspective of IT innovation and highlighted alternative rationalities and ideologies involved in the shaping of IT innovation and its diverse impact in different countries and sectors. Three of her publications best exemplify her argumentation and research findings: *Information Systems and Global Diversity*, Oxford, Oxford University Press (2002); "Power, rationality, and the art of living through socio-technical change", *MIS Quarterly* (June 2007) (with K. McGrath); "Contextual explanation: alternative approaches and persistent challenges", *MIS Quarterly*, forthcoming (September 2019).

She has been at the London School of Economics and Political Science (LSE) for her entire academic career, starting as a lecturer in Information Systems in 1986 and becoming professor of Information Systems in 2003. She has taught mostly postgraduate, reach-led courses on systems analysis, information technology (IT) and organizational change, conceptual foundations of information systems and digital foundations, IT policy, IT and socio-economic development, IT in the management of humanitarian emergencies. She has supervised to successful completion 15 PhD students on research topics concerning IT and organizational change and IT and socio-economic development.

Professor Avgerou was involved in the technical work of the International Federation of Information Processing (IFIP) from 1995 till 2011, first chairing the Working Group on IT in developing countries and later chairing the Technical Committee on ICT and Society. In 2004 she received the IFIP Silver Core award and from 2007 till 2011 she participated in the IFIP Council as technical expert on ICT and development. In 2012 she co-chaired the programme of IFIP's World IT Forum (WITFOR) in New Delhi, India.

In 1995-97 she served at the Council of the newly formed Association for Information Systems (AIS) as elected representative of the region of Europe, Middle East and North Africa. In 1999 she received the AIS Fellow award. She has served in the editorial boards of several information systems journals, including as associate editor for the journal of Information Systems Research and MIS Quartrely.

Personal details

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    Work phone number: +44 20 7955 7634

    Web page: http://www.lse.ac.uk/management/people/academic-staff/cavgerou

Education

- Ph.D. in Information Systems,

  London School of Economics and Political Science, 1989

  (scholarship from the Greek State Studentship Foundation)

  Thesis title: *Information systems in social administration:*
  factors affecting their success.

- M.Sc. in Computer Science

  Loughborough University of Technology, UK, 1978

  Course title: *Theory and Applications of Computation*.

- B.Sc.(Hons) in Mathematics

  University of Athens, Greece, 1977

Present and previous employment

2003 -	Professor of Information Systems
	Department of Management
	London School of Economics and Political Science
1999 -2003	Senior Lecturer in Information Systems
	Department of Information Systems
	London School of Economics and Political Science
1985 - 1999	Lecturer in Information Systems
	Department of Information Systems
	London School of Economics and Political Science
1981-1983	Scientific Programmer
	Royal Postgraduate Medical School, University of London
1978-1980	Analyst/Programmer
	Computer Techniques International, Software consultants, Athens

Most important publications

Authored books

Information Systems and Global Diversity, Oxford, Oxford University Press (2002) ISBN 0 19 924077 9 and 0 19 926342 6 (paperback).

Developing Information Systems: Concepts, Issues and Practice 2nd revised edition, Basingstoke, Macmillan (1998) (with T. Cornford) ISBN: 0 333 73231 6.

Edited Books

Bricolage, Care and Information: Claudio Ciborra's Legacy in Information Systems Research, Basingstoke, Palgrave Macmillan, 2009 (co-edited with G.F. Lanzara and L.P. Willcocks).

Social Dimensions of ICT Policy, New York, Springer, 2008 (co-edited with P. van den Besselaar and M. Smith).

Information Systems, Globalization and Developing Countries, (ed.) Sage (2008).

The Oxford Handbook of Information and Communication Technologies, Oxford University Press (2007) (co-edited with R. Mansell, D. Quah, and R. Silverstone) ISBN 978-0-19-926623-4.

Perspectives and Policies on ICT in Society, New York, Springer (2005) (co-edited with J. Berleur) ISBN 0-387-25587-7.

The Social Study of Information and Communication Technology: Innovation, Actors, and Contexts, Oxford, Oxford University Press (2004) (co-edited with C. Ciborra and F. Land) ISBN 0-19-925352-8.

Information systems and the economics of innovation, Cheltenham, Edward Elgar (2003) (co-edited with R. Lèbre LaRovere) ISBN 1 84376 018 5.

Information Technology in Context: studies from the perspective of developing countries, London, Ashgate (2000) (co-edited with G. Walsham) ISBN 0 7546 1480 8.

Journal papers and book chapters

'Contextual explanation: alternative approaches and persistent challenges', forthcoming (September 2019) *MIS Quarterly*.

'Ideologies implicated in IT innovation in government: a critical discourse analysis of Mexico's international trade administration', forthcoming, *Information Systems Journal*. (with Carla Bonina).

'Trusting e-voting amidst experiences of electoral malpractice: the case of Indian elections', forthcoming, *Journal of Information Technology* (with Silvia Masiero and Angeliki Poulymenakou)

'Theoretical framing of ICT4D research', in Choudrie J., Islam, M., Wahid, F., Bass, J., Priyatma, J. *Information and Communication Technologies for Development*, Springer (2017)

'The developmental effects of digital innovation', in Stein, M.K. and Galliers, R. *Routledge Companion on Management Information Systems (*2017). (with A. Addo).

'Growth in ICT uptake in developing countries: new users, new uses, new challenges', *Journal of Information Technology,* vol 31, no 4 pp 329-334 (2016) (with N. Hayes and R. La Rovere).

'Relational and institutional embeddedness of web-based entrepreneurial networks: case studies of netrepreneurs in China', *Information Systems Journal*, vol 23, no 4, pp 329-350 (2013). (with B. Li).

'Social mechanisms for causal explanation in social theory based Information Systems research' *Journal of the Association for Information systems (JAIS),* vol 14, no 8, pp 399-419 (2013).

'Explaining trust in IT-mediated elections: a case study of e-voting in Brazil', *Journal of the Association for Information systems (JAIS)*, vol 14, no 8, pp420-451 (2013).

'Discourses on ICT and Development', *Information Technologies and International Development*, vol 6, no 3, pp1-18 (2010).

'Interpreting the trustworthiness of government mediated by information and communication technology: lessons from electronic voting in Brazil', *IT for Development* journal, vol 15, no 2, pp 133-148 (2009) (with A. Ganzaroli, A. Poulymenakou, and N. Reinhard).

'IS in developing countries: a critical research review', *Journal of I.nformation Technology*, vol 23, no 3, pp133-146 (2008).

'Power, rationality, and the art of living through socio-technical change', *MIS Quarterly* (June 2007) (with K. McGrath).

'Rationalities and Emotions in IS innovation', in Howcroft, D and Trauth, M. (eds) *Handbook of Critical Information Systems Research: Theory and Application*, (with McGrath, K.) pp 299-324, Edward Elgar, (2005) ISBN 1-84376-478-4.

'Context specific rationality in information systems', in Davison, R. *et al* Information Systems in Developing Countries: Theory and Practice, Hong Kong, City University of Hong Kong Press, pp 41-56 (2005) ISBN: 962-937-110-3.

'The study of information technology in developing countries', in K. V. Andersen and M.T. Vendelø The Past and Future of Information Systems, Oxford, Elsevier Butterworth-Heinemann, pp 149-162 (2004) ISBN: 0-7506-6141-0.

'The link between ICT and Economic Growth in the Discourse of Development', in Korpela, M., Montealegre, R., and Poulymenakou, A. *Organizational Information Systems in the Context of Globalization*, Boston, Kluwer, pp 373-386 (2003) ISBN: 1 4020 7488 3.

'IT as an institutional actor in developing countries', in Krishna and Madon, S. *Perspectives of IT and Development*, Ashgate (2003).

'New Socio-technical perspectives of IS innovation in organizations', in Avgerou, C. and LaRovere, R.L. *ICT innovation: Economic and Organizational Perspectives*, Cheltenham, Edward Elgar, pp 141-161 (2002) ISBN: 1 84376 018 5.

'The significance of context in information systems and organisational change' *Information Systems Journal*, vol 11, pp 43-63 (2001).

'IT and organizational change: an institutionalist perspective' *Information Technology and People*, vol 13, no 4, pp 234-262 (2000).

'Information Systems: what sort of science is it?' *Omega,* vol 28, pp 567-579 (2000).

'The academic field of information systems in Europe' *European Journal of Information Systems*, vol 8, pp 136-153 (1999) (with J. Siemer and N. Bjørn-Andersen).

'How can IT enable economic growth in developing countries' *Information Technology for Development*, vol 8, pp. 15-28 (1998).

'Information infrastructures for the management of medical drug use: a European perspective' *Information Infrastructure and Policy*, vol 5, no 3, pp 205-216 (1996) (with T. Cornford and E. Mossialos).

'Development, Self-determination and Information' *Computer Journal of South Africa*, (1996) (with S. Madon).

'Transferability of information technology and organisational practices' in Odedra-Straub, O. (ed) I*nformation Technology and Socio-Economic Development*, Nashua, Ivy League Publications, pp 106-116 (1996) ISBN: 0-9648382-1-4.

'How can IT enable developing countries to integrate into the global economy' in Palvia P., Palvia S., and Roche E., (eds) *Global Information Technology and Systems Management*), Ivy League Publications, pp 147-167 (1996) ISBN: 0-9648382-0-6.

 'The challenge of BPR to the information systems profession' *New Technology, Work, and Employment*, vol 10, no 2, pp 132-141 (1995) (with T. Cornford and A. Poulymenakou) .

'Evaluating information systems by consultation and negotiation' *International Journal of Information Management*, vol 15, no 6, pp 427-436 (1995).

'Limitations of information systems theory and practice: a case for pluralism' in Falkenberg E.D. et al (eds) *Information Systems Concepts: Towards a consolidation of views (ISCO3),* London, Chapman and Hall, pp130-144 (1995) ISBN: 0 412 63950 5 (with Tony Cornford).

'A review of the methodologies movement', *Journal of Information Technology*, vol 5, pp 277-286 (1993) (with T. Cornford).

'Information systems for development planning', *International Journal of Information Management*, vol 13 pp 260-273 (1993).

'Examining the appropriateness of Information Technology' in Bhatnagar S.C. and Odedra, M. (eds) *Social Implications of Computers in Developing Countries*, New Delhi, Tata McGraw-Hill, pp 26-42 (1992) ISBN: 0-07-462040-1 (with F.F. Land).

'Information systems planning in social administration', *Informatization and the Public Sector*, vol 1, no 1, pp59-73 (1991).

'Computer-based information systems and the modernization of public administration in developing countries', in Bhatnagar, S.C., Bjørn Andersen, N. (eds) *Information Systems for Development*, Amsterdasm, North-Holland, pp243-250 (1990) ISBN: 0 444 88416 5.

'The applicability of Software Engineering in Information Systems development' *Information & Management*, vol 13, no. 3, pp135-142 (1987).

Study Guides

Information Technology Policy, Subject guide, University of London, (2000).

Information Systems Development and Management Subject guide, University of London, External Programme (last revised edition 2010).

Elements of Information and Communication Technologies Subject guide, University of London, External Programme (1999) (with S. Taylor, M. Ursu, M. Perry, and R. Stewart).

Handbook of BSc (Economics) and BSc (Management), University of London, External Programme, 2nd revised edition (1998).

Professional recognition

Honorary Doctorate from Athens University of Economics and Business, 2018.

IFIP Silver Core, 2004.

Teaching

During my career at the LSE I taught and developed courses in four streams of topics: information systems development and implementation (both undergraduate and postgraduate levels); information systems in developing countries; theories of IS and digital innovation (postgraduate level), management of humanitarian emergencies, research design for information systems and digital innovation studies.

M.Phil / PhD supervision

I advised students on the following topics:

1. Explaining the limited use of information systems for aid coordination (Kyung Park)

2. Mobile phones and disintermediation in smallholder farming communities: a case study in Mexico (Emilio Lastra-Gill)

3. ICT and state sovereignty: a case study of international trade in Ghana (Atta Addo)

4. Explaining the weak institutionalization of IT jobs (Roohollah Harnovar)

5. Explaining the clustering of internet enabled entrepreneurs in China (Boyi Li)

6. E-government and public values of government agencies (Carla Bonina)

7. ICT policy of Greece (Ioanna Chini)

8. Implementation of ERP software packages: the case of SAP (Amany ElBanna)

9. Evaluation of information systems (Meno Nijland)

10. The shaping of software development practice (Kathy McGrath)

11. Development of information systems and organizational change in state government in the USA (Cameron Lawrence)

12. Socio-technical study of call centres (Stephen Corea)

13. Information Technology and organisational change in a national corporation: the case of Pemex in Mexico (Natalia Volkow)

14. Information systems and organisational change in Nigerian banks (Abi Bada)

15. Information Systems in the context of flexible specialisation of Cyprus (Phytos Chrysohos)

PhD Consortia organization and faculty participation

- Co-chair of the International Conference of Information Systems (ICIS) 2013 PhD consortium, Milano

- Mentor in the ICIS 2012 PhD consortium, Orlando, USA

- Mentor in the ICIS 2010 PhD consortium, St Louis, USA

- Chair of the joint European Conference of Information Systems (ECIS) and Association for Information Systems (AIS) Europe PhD consortium, Finland, June 2004

- Mentor in the ICIS 2003 PhD consortium, Barcelona
- Chair of the 1st AIS consortium for Europe, Middle East and Africa, June 1997, Cork, Ireland
- Mentor in the ICIS 1997 PhD consortium, Atlanta, Georgia, USA.

External examining

- External Examiner for IT undergraduate units, Loughborough Business School, 2004-2007.
- External examiner for the BSc in Business Information Technology, Manchester Metropolitan University, 1997-2000
- External examiner for PhD theses:

    SOAS, London University (2012)

    LSE (2010, 2015)

    University of Turku, Finland (2004)

    Cambridge University (2001, 2002)

    University of Lancaster (2001)

    Pretoria University (2001)

    University of Brighton (1999)

    University of Hertfordshire (1998)

    University of Bath (1998)

    London University, School of Pharmacy (1997)

    University of Warwick (1994, 2009)

    Imperial College (1993)

Externally funded research projects

- *Explaining country differences of trust in e-voting (2014-2016).* Funded by the Association for Information Technology Trust (AITT)

- *The Role of Information and Communication Technologies in the Financial Crisis (2010-2011).* Funded by the Association for Information Technology Trust (AITT)

- *ICT and trust building in democratic government: case studies in Chile and Brazil (2004-2005).* The project, funded by the Inter-American Development Bank (IADB), was conducted by a team of researchers at the Information Systems Department of the London School of Economics, in 2004-2005. The research examined whether, and under what conditions, e-government contributes to remedying this problem.

- *Information systems enabling collaboration in projects of the construction industry (1997-1999).* Principal investigator in the action research project B-hive, funded by EPSRC and IMI. B-hive set out to examine how innovative information systems can support value adding construction projects.

- *Information systems for managing the utilisation of medical drugs (1994-1995).* Survey of Drug Utilisation Review Information Systems and study of strategic options for the development of drug use information systems in the European context, funded by Merck.

Managerial and committee duties at the LSE

- Member of the Promotions Committee, since 2017

- Member of the Committee for the appointment of Visiting and Centennial professors, 2016-2018

- Member of the Academic Planning and Resources Committee (APRC), 2015-2018

- Programme Director, MSc in Management of Information Systems and Digital Innovation (MISDI), since August 2015

- Doctoral Programme Director, Department of management, 2014-2015

- Member of the selection committee for School Director, 2012

- Head of the Information Systems and Innovation Group, Department of Management, 2010-2013

- Member of the Nominations Committee, 2006-2010

- Member of the Promotions Committee, 2004-2006

- Degree co-ordinator for the BSc on Information Systems and Management of the External Programme, University of London (1997-2011). Responsible for the syllabus and examination of the External Programme subjects: *Information Systems Development and Management* (1992-2010); *ICT policy* (2000-2012)

- Convenor of the Undergraduate Awards Panel, London School of Economics (1993- 1997)

- Member of the LSE Working Group on Student Support (1995 - 1996)

- Programme director, Diploma in Management Science (1989 - 1992)

- Programme Director, Diploma in the Management of Information Systems (1989 - 1992)

- Programme Director, MSc Information Systems Development (1993/1994)

Professional societies

- Fellow of the *Association for Information Systems (AIS)*, since 1999. Elected councillor for Europe, Middle East, and Africa (1995-1997). Chair of the research committee of the SIG on Global Development (2007-2010)

- Councillor of at the Board of the International *Federation for Information Processing (IFIP)* and chair of the Developing Countries Support Committee (2008-2011). Chair of IFIP Technical Committee 9 on Social Impact of IT (2005-2011). Chair of the Working Group 9.4 of Technical Committee 9, on Social Implications of Computers in Developing Countries (1995 – 2003)

- Fellow of the *British Computer Society*

Editorial responsibilities

- Guest editor for the Special issue of the Journal *of Information Technology* on 'Growth in ICT uptake in developing countries: new users, new uses, new challenges', published in December 2016

- Associate editor for the *MIS Quarterly* (2008-2016)

- Associate editor for the *Information Systems Research* journal (2005-2008)

- Associate editor for the journal *The Information Society* (ongoing)

- Associate editor for the journal *Information Technology and People* (until 2004)

- Guest editor, *Journal of IT*, special issue on the work of Claudio Ciborra, September 2006

- Guest editor, *The Information Society*, special issue on information systems in developing countries, vol 18, no 3 (2002)

- Guest editor, the *European Journal of Information Systems* (EJIS), for the special issue on Information Systems in Greece, vol 2, no 2 (1993).

Organisation of conferences, workshops, seminars

- Conference co-chair of the Social Study of IT (SSIT 2015) on Digital innovation, April 2015, London School of Economics

- Co-chair of the European Information Systems Conference (ECIS 2014), Tel Aviv, 9-11 June

- Track co-chair for 'Global and cultural issues of information systems', International Conference of Information systems (ICIS 2014), Auckland, New Zealand, 14-17 Dec

- Co-chair for Doctoral Dissertation Award Competition, ICIS 2014, Auckland, New Zealand

- Conference co-chair of the Social Study of IT (SSIT 2013) on Data privacy and regulation, April 2013, London School of Economics

- Programme co-chair, World IT Forum (WITFOR), New Delhi, India, 16-19 April 2012.

- Conference chair of the Social Study of IT (SSIT 2011) on 'Information Systems and the financial crisis: Is technology to blame?' London School of Economics, March 2011

- Conference chair of Mediterranean conference of information systems (MCIS) 2009, 27-29 September 2009, Athens

- Programme chair of HCC8 - the 8th Human Choice and Computers Conference, flagship conference of the IFIP TC9, 25-26 September 2008, Pretoria, South Africa.

- ICT and Globalization, 2nd workshop on the Social Study of IT of the Information Systems Department, LSE, 22-23 April 2002

- Track chair for 'IT, Globalization, and Culture', European Conference on Information Systems (ECIS 2000) 3-5 July 2000, Vienna, Austria,

- Conference chair, 5th IFIP 9.4 (International Federation of Information Processing, working group 9.4) international conference on 'Information systems implementation and evaluation in developing countries', 18-20 February 1998, Bangkok.

- ICIS'97 (International Conference on Information Systems) 15-17 December 1997, Atlanta, Georgia; responsible for the organisation of one of the tracks, on 'Building relationships across the global community'.

- AIS workshop on the status of the academic field of Information Systems. Lisbon, ECIS'96.