

## CURRICULUM VITAE

# Kim Normann Andersen

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Professor, Ph.D.  
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Study Programs

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### Primary research domains

- Implementation and Impacts of New Technologies
- Innovation of public sector
- Policy and Managerial Challenges Related to Uptake of New Technologies

### Technological phenomena in focus of research

Large scale IT-projects, online health care, smart cities, robots, executive information systems, public impact budgeting models, one-stop government, social media, e-mail communication

### Current teaching (courses)

- The Robot Armada is Coming: What's Next Manager? (Fully online course, graduate level at Masters of Business Administration and Information Systems, Copenhagen Business School)
- Managing (Digital Mode) Service Delivery. (Graduate class at the Masters Program on Service Management, Copenhagen Business School)
- Digital Encounters. (Executive teaching at the Masters of Management Development Program at Copenhagen Business School)

### Personal data

Kim Normann Andersen, born 1966, is married to Emilie Normann. He has six children, a strong passion for outdoor activities (marathon running, hiking, and bonfires), and radical renovation of old buildings.

**Profile: research and teaching agenda**

Being active researcher since early 1990s when he started his Ph.D., Kim Normann Andersen has contributed significantly to the international and national research landscape on IT in government. Professor Kim Normann Andersen's research focuses on

- Implementation and Impacts of IT
- Innovation of public sector
- Policy and Managerial Challenges Related to Uptake of New Technologies

Digital enabled innovation of the public sector is a core theme across countries including at the EU research and policy agenda. This includes sector specific innovations in for example health care (surgery robots, electronic patient records, online health care, etc.) and general transformation of central and local levels of government (e.g., shared service centers, online interfaces, partnerships with private companies, etc.). Yet, there is a substantial backdrop in the public administration and political science environments to focus on this and contribute to theory and practice.

He has been a pioneer in researching IT uptake in public administration settings and has high degree of visibility in the Danish and international research landscape within public administration, information systems, and digital government communities. In general, the public administration research has focused only partially on the digitalization. In his research agenda, Andersen is accelerating the contribution to the PA field by focusing on innovation models for uptake of new technologies and modernization of the public sector.

At the Danish scene this is of particular importance to direct attention of at least three reasons: 1) the job market and job competences for future graduates from political science and public administration will have to work in a work setting where digitalization is much more present and essential to be in command of, 2) there is a serious danger that the global tech giants will be more in power of key issues of privacy, accountability, accessibility, and transparency than national government, and 3) the potential impacts of digitalization on learning modes and relevance of study programs.

Kim Normann Andersen's research and development of educational programs are motivated by contributing to meet these three challenges. Acknowledging that none of the challenges are isolated by national borders nor specific to countries with a large public sector, Andersen has deliberated chosen from early on to seek international research collaboration from a variety of settings. Also, he has worked at international and national core public administration environments in extreme different context including the Public Policy Research Organization (PPRO) at UC Irvine, Center for Organization, Management and Administration (COMA) at Aalborg University, and Institute of Social Science at Tokyo University.

Whereas many scholars work with a single set of researchers from single disciplines and geographical limited to for example the US or UK, Andersen has engaged in research activities with scholars from a wide set of European countries, the US, and Asian countries. Also, the collaboration involves research in high developed and less developed countries. The deliberate broad international involvement has given a unique network and impacted the direction of research. Thus, the forward research agenda will be focused on theorizing based on the many studies he has been involved in.

In his research he has worked on a variety of policy field (health care, education, economic planning, physical planning, and labor market) and a variety of technological phenomena (large scale public sector IT-projects, smart cities, robots, executive information systems, public impact budgeting models, one-stop government, social media, e-mail communication, etc.).

There are three overall pattern of findings from his research: misalignment of expectations and practice, imbalance between organizational readiness for change and the technological opportunities, and a technical transformation of public transformation fueled by partisan groups with increased attention from key policy actors.

Firstly, the research by Andersen suggests a constant challenge for managers of public administration to *align expectations and practice*. In particular, this is the case in home care with online monitoring of work practice (PDA) and use of robots in home care. Yet, his research highlights a range of positive impacts on individuals and collectives capabilities and a parallel set of negative impacts on privacy and workers well-being.

Secondly, the research on for example the uptake of online communication (e.g., e-mail and online consultation) suggests that there appears to be an ongoing challenge *aligning organizational readiness and the spectra of technical opportunities*. While some countries have tried to compensate for the lack of readiness through proactive law enforcement of mandatory use of new technologies, other policy settings have aimed for stimulating the uptake by benchmarking and sharing of good practice.

Thirdly, there has for decades been relative *low degree of policy saliency* to the field of digitalization, informatization, infrastructures etc. in public administration. The technocrats and industry have been in the driving seat of the digital transformation and has leveled the process to a point of no return to a public administration with physical processes as the norm. The proposition is that policy makers are now joining the field and more diversity in opinions are likely to emerge. Areas as AI, machine learning, robots, smart cities, etc. are being adopted at the political agency as efficiency and effectiveness drivers. In parallel there are emerging political movements to cope with GDPR, policy, digital divide, etc. Thus, the relevance of political science and public administration to engage more in the field of digitalization is elevated through the higher degree of policy saliency and controversies.

Andersen engages in various committees, projects, and debates on how public sector could respond to the challenges. The theoretical approaches include key political science and public administration literature (e.g. reinforcement hypothesis) including and information systems discipline (e.g., frames of understanding). Also, he has within the maturity models of digital government delivered significant theoretical contributions by emphasizing the relevance of including the activities and citizens in the dimensions of the models. In addition, he has delivered a methodological contribution for example through the work on the SET-methodology.

He commands a variety of methodological skills - quantitative and qualitative methods. He has worked with single case studies, multiple case studies, studies in Denmark, international studies, and theoretical/ literature review studies. Also, he has been involved in developing an economic-demographic model and extensive experiences in evaluation of websites, IT-systems, and benchmarking of IT use in government.

Kim Normann Andersen has strong collaboration with leading international scholars from Europe, Asia, and the US. He has been visiting scholar in Asia, USA, and Europe and involved in a number of EU and EU-Asia projects. The international collaboration is particularly strong with US scholars and Asian countries where he is a frequent visitor to Korea (Yonsei University) and have hosted several visits from Korean universities in Denmark. Besides joint grant application, the collaboration includes a special issue of Public Administration Review (PAR) and research exchanges.

At the European scene, he has been one of the key researchers driving the public administration community in the DEXA grouping and involved in the permanent study group on ICT at the EGPA conferences. Within Scandinavian he has been initiator and co-organizer of the annual Scandinavian Workshops on E-government (SWEG) for more than 15 years.

He has been appointed to various international and national committees, task forces, and workshops within his research domain. At the international scene this includes work with the UN, OECD, EU, and governments in various countries. The external involvement has been with the core part of public administration and in part with the dedicated IT divisions.

At Copenhagen Business School, Kim Normann Andersen is Study Program Director for the IT-focused bachelor and master programs and have continuously initiated various teaching programs at bachelor, master, and Ph.D.-level. This includes the successful development of a master of science study program in e-commerce (later refocused as a e-business program), the initiation of a bachelor of digital management program, and master program in data science.

Currently he is Academic Director for a bachelor program in business IT, a master program in e-business, a master program in business IT, and a master program in data science. He has been Director for the Ph.D.-school of Informatics at CBS and co-developer of the Danish Research School of Information Systems (DARSIS).

The proactive role in creating new study programs, innovation and sustaining existing programs, and ongoing involvement in the study programs at various levels has given a unique opportunity to work with a range faculty from various disciplines and a great responsibility to transfer research knowledge to future generation of academia and employees in industry and public sector.

He has teaching experience from undergraduate, graduate, Ph.D., and executive level and pedagogical experiences from various modes of learning including supervision of individual and group projects and theses, lecturing in small and large classes, fully online teaching, and blended learning. Also, he has been teaching international students in Denmark and in virtual settings and teaching at a variety of international universities.

The extensive work on education program development and own teaching has also given valuable insight in the challenges in launching and sustaining study programs. Besides the institutional and political dimensions, three important lessons have been crystalized over the years: formal objectives and plan *drifts over time and during the implementation of the programs*, the ambition to *meet future job competencies needs to be balanced with experiences from the past*, and the innovation of study programs needs to be a *rewarding process for all actors* involved in the motion teaching a course, building new courses, or creating entirely new programs. Thus, rather than viewing the teaching professions at universities as a static activity, there could be equal merit in adopting a fluid and dynamic view.

## POSITIONS AND JOB EXPERIENCES

### Academic positions

- 2008-present Full professor, Department of Digitalization, Copenhagen Business School, Denmark
- 2012-14 Full professor, Department of Political Science, Aalborg University, Denmark
- 2003-2008 Professor (with special assignments), Department of IT Management, Copenhagen Business School, Denmark
- 2005 Part-time Visiting Professor, Department of Economics, Politics, and Public Administration, Aalborg University, Denmark
- 2004 Visiting Professor, School of Information Systems, Deakin University, Australia
- 2003 Visiting Professor, Department of Economics, Statistics, and Information Systems (ESI), Örebro University, Sweden
- 1997-2003 Associate Professor, Department of Informatics, Copenhagen Business School, Denmark
- 1996-1997 Visiting researcher at Institute of Social Science, Tokyo University, Japan
- 1994-1997 Assistant Professor, Aalborg University, Denmark

Visiting Professor, School of Information Systems, Deakin University, Australia (January 2004), Visiting Professor, Department of Economics, Statistics, and Information Systems (ESI), Örebro University, Sweden (2003), Part-time Visiting Professor, Aalborg University, Denmark (Fall 2005), Visiting researcher at Tokyo University (1996-1997), Visiting Scholar at the University of California at Irvine, Center for Research on Information Technology and Organizations (1991-92 + 1993)

Member of evaluation committee of professorship positions at Aalborg University, Tromsø University, MidSweden University, and Copenhagen Business School. Evaluation committee of assistant and associate professorships at CBS, the IT University of Copenhagen, Aalborg University, and Roskilde University (RUC)

Faculty member of Ph.D. Colloquia at ECIS 2000 (Copenhagen) and ECIS 2002 (Gdansk) and DEXA EGOV 2007 (Regensburg), DEXA EGOV 2006 (Krakow), and DEXA EGOV 2005 (Copenhagen);

Ph.D. assessment committee member for the theses delivered by *Murray Scott*, University of Galway, Ireland; *Søren Hjarup*, Denmark's Technical University; *Rolf Nikula*, Aalborg University, Denmark; *Carolina Chan*, Australia; *Jan Karlsbjerg*, Aalborg University, Denmark; *Leif Skifters Flak*, Kristiansand, Norway; *Annelie Ekelin*, Blekinge University, Sweden; *Ulrica Löfstedt*, Mid-Sweden University, Sweden; *Frank Ulbrich*, Stockholm School of Economics, Sweden; Peter Tobbin, Aalborg University; *Rikka Vilmino-Heikkinen*, Tampere University of Technology.

Ph.D. supervision of Helle Zinner Henriksen, Ann Fogelgren-Pedersen, Kaare Lines, Møyrifrid Kårstad Sannarnes, Christine Secher, Jeppe Agger Nielsen, Christian Hjorth-Madsen, Haukur Anthonsen, Hanne Sørup, Thomas Høgenhaven, Jesper Berger, Lester Allan Lasrado, and Andreas Jørgensen.

Academic Study Program Director of the IT-programs at CBS (2014-), Founder and study program director for the e-business program (M.Sc.) at the Copenhagen IT University (1999-2002; 2008-2012), Study director for the Informatics Ph.D. School (IPS), Copenhagen Business School (2005-2008). Coordinator for the Ph.D Informatics Program at LIMAC PhD School at CBS (2008-9) Director for the Center for Research on Information Technology in Policy Settings (CIPS) (Fall 1998-2003)

Partner coordinator for the EGOVMONNET project (2008-2010), FP7, Scientific Research Manager for the EU-funded DEMO\_Net Network of Excellence (NoE) (2006-08), FP6, Project manager for EU ASIA IT&C projects MAXCROP (2002-2004), LeGov (2004-2005), eBhutis (2004-2006) and partner coordinator for the EDIT & EQUIT

Project manager for the Digital Transformation of Work. International Research Stays from The Danish Council for Independent Research | Social Sciences. 2017-18. Extensive collaboration with Yonsei University, Korea.

Evaluator and reviewer for the European Commission ESPRIT, 5<sup>th</sup> Framework IST-program (SUPPLYPOINT, TRANSACT, MESSENGER, SERVEX, INDIA, myFASHION, mEXPRESS, eCOMMLex, eSHARING, and IPDSM) (1999- )

Evaluator and reviewer for The Research Council of Norway (2003-), NSF and the Swedish Vinnova

Member of study board for the Executive Master Program on E-commerce (GEM), Copenhagen Business School (2000)

National boards/ committees

Member of Danish CIO Award Jury Committee 2018; Jury Award Committee Member Digitaliseringsprisen 2017; Board member of the professor association at CBS (2010-12), Member of Statistics Denmark User Reference Group (2010-), Member of National Evaluation Committee on Open Document Standards 2008-2010 (appointed by the Ministry of Science and Innovation); Member of Judge Board for *Bedst på Nettet 2007 & 2008* (appointed by the Ministry of Science and Innovation); EU eGovernment Awards Committee Member 2003, 2009; Member of scientific team writing back-group material for *Digitaliseringsprisen 2006*; FDIH's group on e-government (2005); Dansk IT's group on e-government (2004-2007) & IT-tænkerne (2010); The Danish Board of Technology (member of expert group on "magt og modeller" and "erfaringer med store, statslige it-projekter"); SundITnet's styregruppe (funded as "højteknologisk netværk"), managed by Alexandra Institute; Co-initiator of application for a Danish Information Systems PhD School (Funding received for 2008-2010).

Current and/ or past member of national censor groups for DTU, Aalborg University, RUC, and the Library Science School

## **AWARDS, NOMINATIONS & APPOINTMENTS (Editorial boards, steering committees, reviewers etc.)**

Awarded “Silver Core” by resolution of the General Assembly of the International Federation for Information Processing, 2007.

Best paper award, EGPA 2012.

Advisory panel for Marcus Evans

Member of Scientific Board of Journal of Applied Quantitative Methods

Guest editor for special issue of Scandinavian Journal of Information Systems & International Journal of E-Government Research

Editorial boards member:

- Digital Government: Research and Practice (appointed 2018)
- Journal of Information Technology and Politics
- IJPSEM (International Journal of Public Services, Economics and Management URL <http://www.inderscience.com/browse/index.php>)
- Journal of Management Science (JMS) as Advisory Editor (<http://www.jofms.net/>)
- Intl Journal of Electronic Governance (IJEG, <http://www.inderscience.com/ijeg>)
- The International Journal of Electronic Democracy
- International Journal of Electronic Government Research (IJEG)
- Information Communication & Society (ICS)
- Intellectual Economics and Social Cohesion (published by The Faculty of Economics and Finance Management of Mykolas Romeris University, Vilnius)
- E-science Quarterly
- Danish Journal of Informatics and Accounting
- Danish Internet Handbook (editor)

Reviewer for EGPA, ICIS, IJEC, EJIS, ECIS, Bled e-commerce conference, DEXA, IADIS, mobile roundtable conference, etc.

Reviewer for European Journal of Information Systems (EJIS), International Journal of Electronic Government Research (IJEGR), etc.

Program committee/ chairs

- General Chair and host of DEXA 2005 URL <http://www.dexa.org>
- AIS Special Interest Group (SIG) on e-government (approved December 2003 - ). Annual workshops held in conjunction with the ICIS Conferences
- Co-chair of the annual Scandinavian E-government Conference (Örebro 2004; Copenhagen 2005, Kristiansand 2006; Örebro 2007, February; Copenhagen 2008; Kristianssand 2009; Copenhagen, 2018)
- Program Committee of the First International Conference on Methodologies, Technologies and Tools enabling e-Gov, MeTTeG’07, Camerino (Italy), 27-28 September 2007.
- Track chair on e-government at the European Conference on Information Systems (ECIS), Göteborg, Sweden, June 2006 <http://www.ecis2006.se>

- International Conference on Electronic Government (EGOV), DEXA 2002, 2003, 2004, 2006 and EGOVIS 2010 <http://www.dexa.org> (program committee member and track chair)
- Member of the track technical programme committee of the track on 'Socio-Economic Implications of Information and Communication Technologies' of "Innovations in Information Technology" Conference (IIT06) (<http://www.it-innovations.ae/>) Dubai, 19-21 November 2006
- Mini-track chair (e-government cluster) at the 39th Hawaiian International Conference on System Sciences, January 2006 and the 40th Hawaiian International Conference on System Sciences, January 2007 URL <http://www.ctg.albany.edu/conference/hicss/>
- IPC member of the EURO mGOV conference <http://www.mgovernment.org>.
- Program Committee of the 2005 Information Resources Management Association (IRMA) International Conference. San Diego, California, USA during May 15-18, 2005.
- Workshop on Grids for e-Government, Held in conjunction with SAINT2005, The IEEE/IPSJ Symposium on Applications and the Internet. Jan. 31 - Feb. 4, 2005, Trento, ITALY. URL <http://www.saint2005.org>
- ECIS 2005 (Regensburg) Track committee member for the track dedicated to eGovernment: <http://www.ecis2005.de/track4.html>
- EU Observatory on Interoperable eGovernment Services (steering committee) 2004-2007
- Track co-chair of Sixth International Conference on Electronic Commerce, ICEC'2004: Towards a new services landscape URL <http://www.icec04.net/> Delft, The Netherlands 25-27 October 2004
- IADIS International Conference e-Society 2003. URL <http://www.iadis.org/es2003>
- *IFIP/ TC8 WG8.4*. Developing a dynamic, integrative, multi-disciplinary research agenda in E-Commerce. URL <http://www.ifip2002.cbs.dk> (co-program chair).
- *IFIP/ TC8 WG8.6*. Conference program committee member 2003. Diffusion and adoption of networked information technologies. URL <http://www.cbs.dk/conference/ifip8-6/>
- *International Electronic Commerce Grocery Shopping Workshop* (program committee member).
- *International Conference on E-Business 2002 (ICEB2002)* 23-26 May 2002, Beijing, P. R. China URL <http://www.iceb2002.org> (program committee member).
- *IFIP Conference on eCommerce, eBusiness and eGovernment (I3E'2002)*, Lisbon, Portugal from 7-9 October 2002. (program committee member).

## ***PARTICIPATION IN INTERNATIONAL CONFERENCES***

*Smart World Conference on Smart Cities (Seoul, September, 2018).*

*Shanghai Forum. (Shanghai May, 2013)*

*Information Systems Research in Scandinavia (IRIS) 2003, Finland; IRIS 2008, Sweden*

*Bled Electronic Commerce Conference. 1998; 2001; 2003; 2004; 2007 Bled, Slovenia.*

*International Conference on Information Systems (ICIS). New York, 1991; Amsterdam, 1995; Cleveland, 1996; Atlanta, 1997; Helsinki, 1998; Brisbane, 2000; Seattle, 2003; Paris, 2008; Phoenix, 2009; Dublin, 2016*



*European Group of Public Administration*. Permanent study group on Information Technology. Rotterdam, 1995; Budapest, 1996; Leuven, 1997; Glasgow, 2000; Bergen, 2012; Lausanne, 2018

*European Conference on Information Systems (ECIS)*. Aix-en-Provence, 1998., Copenhagen, 1999, Slovenia, 2001, Gdansk, 2002, Turku, 2004, Göteborg, 2006, Verona, 2009

*Database and Expert Applications (DEXA) Conference*. EGOV (eGovernment) Aix-en-Provence 2002, Prague 2003, Zaragoza 2004, Copenhagen 2005, Krakow 2006, Regensburg 2007, Torino 2008, Bilbao 2010

*Hawaii International Conference on System Sciences (HICCS)*, 2002, 2004, 2006

*eChallenges 2007* (Den Haag). 2008 (Barcelona), 2010 (Warsaw) <http://echallenges.org>  
*Electronic Grocery Shopping Conference (EGS)*, Helsinki, Finland December 1998; Brisbane December 2000.

*European Conference on IT in Government*. Dublin. September 2001.

*8th Panhellenic Conference on Informatics*. Nicosia, Cyprus. November 8-10 2001.

*International Forum on National IT Strategy*. Seoul Korea. Feb 8-9 2001.

*Conference on e-Government*, Center for Studies of Competitiveness, ITAM, Mexico, May 31-June 1 2001.

*Gulf Conference on DSS*. Kuwait. November 2000.

*South Eastern European Conference on Electronic Commerce*, Sofia, Bulgaria. October 2000; Prague, April 2006

*CIPA'99 Conference, Citizens and Public Administration in the Information Age:*

*Constructing Citizen-Oriented Society for the Future, 18-20 August 1999*. Tampere, Finland.

Colloquium on Which Public Administration in the Information Society. Université de Liège, Faculté d'Economie, Belgium. May 18, 2000

*IT in Government*. Round table conference. Hyatt at Arlington, Washington, October 1999 (invitee by the RAND)

*Information Technology in Government*. Albany, NY (USA). October 1997.

*Information Technology and Organizational Change*. Cambridge (UK), December 1995.

*Computers in Context: Joining Forces in Design*. Third Decennial Conference. Aarhus, Denmark. August 1995.

*Information Technology and Organizational Change*. Nijenrode University, Netherlands. April 1994

*International Conference of the Information Resources Management Association (IRMA).*  
Charleston, South Carolina. May 1992

*Symposium on Directions and Implications of Advances Computing (DIAC).* Berkeley,  
California. May 1992.

*Annual Meeting of the Western Regional Science Association.* Workgroup: Regional Analysis.  
South Lake Tahoe, Nevada. February 1992.

*Society for Social Studies of Science/European Association for the Study of Science and  
Technology (4S/ EASST ) Joint Conference.* Gothenburg, Sweden. August 1992.

### **ARRANGMENT OF NORDIC CONFERENCES/ WORKSHOP (EXAMPLES)**

*På sammenbruddets rand. 10 års jubilæum for IT-factory skandalen.* CBS. November 2018.

*The Koreans Are Coming (To Denmark), Are You Joining For A Smart Event?* CBS. October  
2018

*Den kommunale ødegård.* Debatarrangement. Aalborg Universitet. 2012.

*Scandinavian Workshop on E-government (2004-)*

*Åbne dokumentformater i den offentlige sektor.* København, Handelshøjskolen i København.  
Februar, 2010

*Den brugerdrevne forvaltning. Seminar om digitalisering og kvalitetsreformen.* København,  
Handelshøjskolen i København. May, 2007

*Det enstrengede arbejdsmarked – en digital udfordring. Seminar om digitalisering af  
fremtidens beskæftigelsesindsats.* København, Handelshøjskolen i København. May 25 2004

*Store IT-projekter i den offentlige sektor [Large scale IT-projects in the public sector].* DGI,  
October 2000.

*Digitale diamanter.* Kommunedata. November 1999.

*Magt og modeller.* Eigtveds Pakhus. Arranged by the Danish National Agency of Technology  
Assessment. September 1995.

### **SPEECHES, INVITED TALKS ETC. (examples)**

*International talks (selected)*

Digital Sclerosis (OECD Forum, 2018; Yonsei University, 2018).

Bridging Divides. OECD Forum 2017.

Critical Success Factors of Sustainable Smart City - Sustainability and Urban Resilience. Smart World Conference on Smart Cities (Seoul, September, 2018).

Shanghai Forum. Public Health and what to do with 1.5 billion Asians. (Shanghai May, 2013)

E-government – experiences from Denmark. Ministry of Informatization of Republic of Tatarstan, Russia. September 6, 2007

Business Process Reengineering in Government. Russian Ministry of Economy arranged by the World Bank. November 22 2006 and May 17 2007

E-government in action. Foreign Affairs Office, China Defense Science and Technology Information Center. November 16-18 2006

Participation in e-Government: Trick or Trade? Keynote at Nordic CHI, Oslo. October 15, 2006

Delivering external expertise to the rural SMEs – how and to what extent can ICT-solutions be used. Oulu, Finland April 6-7, 2006 URL <http://www.helsinki.fi/ruralia/seinajoki>

E-procurement Challenges. Middle East Total Logistics & Supply Chain Exhibition & Conference. Hyatt Regency Dubai, December 5-6, 2005 URL <http://www.tls-me.com>

E-government: The Danish Case. Norwich University, UK. Norwich November 26 2005

Globalization and E-Government: Five Key Challenges. Lithuanian Knowledge towards Global Competitiveness: Lisbon Strategy Relaunched, Vilnius on 6-7 October, 2005 URL <http://conf2005.zef.lt>

E-government: definitions and scope. Talk at Mykolas Romeris University October 6th 2005.

E-democracy challenges. Nordic Council of Ministers, Iceland, August, 2004.

E-Government and Public Sector Process Rebuilding. Guest lecture at Institute for Public Management and Politics in the University of Iceland, Iceland, May 24 2004.

Business Process Improvement. Guest lecture at the Southwest University of Science of Technology, Mian Yang City, Sichuan Province, China (May 11, 2004).

E-government themes. Guest lecture at the Department of Information Systems, HIA, Kristiansand, Norway, March 29 2004.

Public Sector Process Rebuilding Using Information Systems. Østerlands Forskning, Lillehammer, Norway. December 1, 2003.

E-government infrastructure, Mexico City May 31-June 1, 2001.

DSS support systems in government. Kuwait Council of Ministers. November 6, 2000  
Economic Impacts of IT. Keynote address at the Colloquium on Which Public Administration in the Information Society. Université de Liège, Faculté d'Economie, Belgium. May 18, 2000.

Virtualizing the Public Sector Processes using Information Systems. Umeå University. March 8 2000.

Rebuilding the political value chain using information systems. *CIPA'99 Conference, Citizens and Public Administration in the Information Age: Constructing Citizen-Oriented Society for the Future, 18-20 August 1999*. Tampere, Finland.

Information Systems in Government: Impact and Challenges. Contemporary Japan Study Group, University of Tokyo. May 22 1997

Information Systems in Japanese Government: On the Right Track? Soka University. May 14 1997.

Information Systems in Government: Impact and Challenges. Guest Lecture at the Institute of Policy and Planning Science, Tsukuba University, Japan. April 25<sup>th</sup> 1997.

Impacts of Information Technology on Public Organizations. Seminar at the Australian Graduate School of Management, The University of New South Wales, Sydney. April 8th 1997.

Information Systems in the Public Sector: Transitions and Challenges at the Department of Information Systems and Computer Science, National University of Singapore. Feb 27th 1997.

EDI in the Public Sector. National University of Singapore. Department of Decision Sciences, Faculty of Business Administration, National University of Singapore, Department of Decision Sciences, Faculty of Business Administration. Feb 25th 1997.

The Role of Information Technology in European Governments. The Maxwell School of Public Administration, Syracuse University. April 11, 1996.

#### *Recent Danish talks*

Folkemødet på Bornholm, Danske Bank, CIO Innovation Forum, Biblioteksskolen, Statens Arkiver, Center for IT Anvendelse, Miljøministeriets Koncernforvaltning, Virk.dk, Teknologisk Institut, Forsvarskommandoen, Dan Cargo, Undervisningsministeriet, Datamatikerforeningen, Amternes Videnscenter for Jordbrugsanalyser, DFH, Trekantens Transportforum, Coreteam, Dansk Postordreforening, Den Kommunale Højskole, Skejby Sygehus, DJØF fællesfagligt forbundsarrangement, Price Water House Coopers, Kommunernes Landsforening, Ericsson, Oracle, Dansk IT, Euroforum, KMD.

# LIST OF PUBLICATIONS

## INTERNATIONAL PUBLICATIONS

### INTERNATIONAL JOURNAL PAPERS

1. Soonhee, Lee, & Andersen (forthcoming). Editorial. Special issue of Public Administration Review. CfP to be sent out ultimo 2018. Expected publication 2020.
2. Benhunan-Fich, R., Desouza, K., & Andersen, K. N. (forthcoming). Editorial. Special issue of European Journal of Information Systems. Papers in final editing. Expected publication 2019.
3. Jørgensen, Andreas Møller & Andersen, Kim Normann (2016). Navigating Troubled Waters: Bringing the E-Democratic Ship into Safe Harbour? *Transforming Government: People, Process and Policy*, 10 (4).
4. Nielsen, J. A., Andersen, K. N., & Singh, A. (2016). Robots conquering local government services: A case study of eldercare in Denmark. *Information Polity*, 21 (2), 139-151.
5. Jeppe Agger Nielsen; Kim Normann Andersen; James N. Danziger (2016). The Power Reinforcement Framework Revisited : Mobile Technology and Management Control in Home Care. *Information, Communication and Society*, 19(2), 160-177.
6. Sørnum, H., Andersen, K., & Clemmensen, T. (2013). Website quality in government: Exploring the webmaster's perception and explanation of website quality. *Transforming Government People Process and Policy* 7(3), 322-341.
7. Sørnum, H., Andersen, K., & Vatrapu, R. (2012). Public Websites and Human-Computer Interaction: An Empirical Study of Measurement of Website Quality and User Satisfaction. *Behaviour & Information Technology*, 31(7), 697-706.
8. Andersen, Kim Normann ; Medaglia, Rony ; Zinner Henriksen, Helle (2012). Social media in public health care: Impact domain propositions. *Government Information Quarterly*, 29 (4), 462-469.
9. Sørnum, Hanne ; Medaglia, Rony ; Andersen, Kim Normann ; Scott, Murray ; DeLone, William (2012). Perceptions of Information System Success in the Public Sector : Webmasters at the Steering Wheel?. *Transforming Government: People, Process and Policy*, 6 (3), 239-257. EXCELLENCE AWARD FROM EMERALD
10. Andersen, K.N, R. Medaglia, (2010). 'Virus Outbreak: Online GP Consultations Escalating Health Care Costs', *Communications of the AIS*, 27
11. Andersen, K.N., Medaglia, R., Vatrapu, R., Henriksen, H.Z., & Gauld, R. (2011). The Forgotten Promise of E-Government Maturity: Assessing Responsiveness in the Digital Public Sector. *Government Information Quarterly*, 28(4), 439-445.
12. Andersen, K.N., H.Z. Henriksen, R. Medaglia, J.N. Danziger, M. Enemærke, M.K. Sannarnes (2010). 'Fads and Facts of E-Government: A Review of Impacts of E-government (2003-2009)', *The International Journal of Public Administration*, 33(11), 564-579 (ISSN 0190-0692).
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