

ANGELIKI POULYMENAKOU

Curriculum Vitae

July 2023

Academic Qualifications

PhD in Information Systems, London School of Economics and Political Science, 1995. Thesis title: *A Contingency Approach to Knowledge Acquisition - Critical Factors for Knowledge Based Systems Development*.

MSc in Analysis, Design and Management of Information Systems, London School of Economics and Political Science, 1987.

First Degree in Mathematics, University of Athens, 1985.

Awards related to academic studies

Foreign and Commonwealth Scholarship (1989-90), British Council, Athens. Awarded for PhD research (one of 10 selected out of 220 for that year's intake)

Presentation of PhD in-progress research in Doctoral Consortium in Information Systems (12th International Conference on Information Systems (ICIS), New York, December 13-15, 1991). The research was one of 5 selected out of 40 to represent the UK for that year's intake.

Best Conference paper runner-up prize for *Towards a conceptual framework for studying information systems failure* (with A. Holmes). In the Proceedings of the 3rd European Conference on Information Systems, Athens, Greece, June 1-3, 1995.

Best paper award for *Embedding Security Practices in Contemporary Information Systems Development Approaches*. (With T. Triphonas and E. Kiountouzis). In "Information Management and Computer Security" journal (2001).

Academic experience - Staff appointments

- 2023 –** Professor of Information Systems Management, Department of Management Science and Technology, Athens University of Economics and Business
- 2021 – 2024** Dean of the School of Business, AUEB
- 2009 – 2023** Associate Professor of Information Systems Management, Department of Management Science and Technology, Athens University of Economics and Business
- 2007 – 2009** Senior Research Fellow, Information Systems and Innovation Group, Department of Management, London School of Economics.
- 2002 – 2009** Assistant Professor (tenured) of Information Systems Management, Department of Management Science and Technology, Athens University of Economics and Business
- 1999 – 2002** Lecturer in Information Systems Management, Department of Informatics, Athens University of Economics and Business.
- 1997 – 1999** Adjunct Assistant Professor in the MBA program of the Athens University of Economics and Business.
- 1997 – 1998** Adjunct Assistant Professor, Department of Production Engineering and Management of the Technical University of Crete.
- 1997 – 1999** Adjunct Assistant Professor, Department of Mathematics of the University of the Aegean.

1992 – 1997	Lecturer in Information Systems, Information Systems Department, London School of Economics.
1994 – 1996	Academic coordinator for the course <i>Introduction to Information Systems</i> , Pathway X, University of London External Degree Program (average registrations for the course: 800 students from over 50 countries worldwide)
1991 – 1993	Research Fellow (working in European funded Programs on Information Technology and Systems), Department of Business Computing, City University.
1988 – 1992	Occasional Teacher in under and postgraduate courses, Information Systems Department, London School of Economics.

Publications

Journal Papers

- [1] Avgerou, C.; Masiero, S.; Poulymenakou, A., (2019). *Trusting e-voting amid experiences of electoral malpractice: The case of Indian elections*. Journal of Information Technology, v. 34, n. 3, p. 263-289 ISSN: 0268-3962. DOI: 10.1177/0268396218816199.
- [2] Pouloudi, N.; Poulymenakou, A.; Pramataris, K., (2012). *A profile of information systems research in the Mediterranean region*. European Journal of Information Systems, v. 21, n. 4, p. 345-357 ISSN: 0960-085X. DOI: 10.1057/ejis.2012.31.
- [3] Avgerou, C.; Li, B.; Poulymenakou, A., (2011). *Exploring the Socio-Economic Structures of Internet-Enabled Development: A Study of Grassroots Netpreneurs in China*. The Electronic Journal of Information Systems in Developing Countries, v. 49, n. 4, p. 1–12 ISSN: 1681-4835. DOI: 10.1002/j.1681-4835.2011.tb00348.x.
- [4] Zaharias, P.; Poulymenakou, A., (2009). *Developing a usability evaluation method for e-learning applications: Beyond functional usability*. International Journal of Human-Computer Interaction, v. 25, n. 1, p. 75-98 ISSN: 1044-7318. DOI: 10.1080/10447310802546716.
- [5] Papargyris, A.; Poulymenakou, A., (2009). *The constitution of collective memory in virtual game worlds*. Journal of Virtual Worlds Research, v. 1, n. 3, p. 1–23 ISSN: 1941-8477. DOI: 10.4101/jvwr.v1i3.342.
- [6] Avgerou, C.; Ganzaroli, A.; Poulymenakou, A.; Reinhard, N., (2009). *Interpreting the trustworthiness of government mediated by information and communication technology: Lessons from electronic voting in Brazil*. Information Technology for Development, v. 15, n. 2, p. 133-148 ISSN: 0268-1102. DOI: 10.1002/itdj.20120.
- [7] Nikas, A.; Poulymenakou, A., (2008). *Technology adaptation: Capturing the appropriation dynamics of web-based collaboration support in a project team*. International Journal of e-Collaboration, v. 4, n. 2, p. 1-28 ISSN: 1548-3673. DOI: 10.4018/jec.2008040101.
- [8] Nikas, A.; Poulymenakou, A.; Kriaris, P., (2007). *Investigating antecedents and drivers affecting the adoption of collaboration technologies in the construction industry*. Automation in Construction, v. 16, n. 5, p. 632-641 ISSN: 0926-5805. DOI: 10.1016/j.autcon.2006.10.003.
- [9] Zaharias, P.; Poulymenakou, A., (2006). *Implementing learner-centred design: The interplay between usability and instructional design practices*. Interactive Technology and Smart Education, v. 3, n. 2, p. 87-100 ISSN: 1741-5659. DOI: 10.1108/17415650680000055.
- [10] Papargyris, A.; Poulymenakou, A., (2005). *Learning to fly in persistent digital worlds: The case of massively multiplayer online role playing games*. ACM Siggroup Bulletin, v. 25, n. 1, p. 41–49 ISSN: 2372-7403. DOI: 10.1145/1067699.1067706.
- [11] Poulymenakou, A.; Prasopoulou, E., (2004). *Adopting a lifecycle perspective to explain the transition from technological innovation to alliance management*. Management Decision, v. 42, n. 9, p. 1115-1130 ISSN: 0025-1747. DOI: 10.1108/00251740410565154.

- [12] Zaharias, P.; Poulymenakou, A., (2003). *Identifying training needs for ict skills enhancement in south-Eastern Europe: implications for designing web-based training courses*. Educational Technology and Society, v. 6, n. 1, p. 50–54 ISSN: 1436-4522. DOI: 10.1007/0-387-23572-8_39.
- [13] Samiotis, K.; Poulymenakou, A.; Doukidis, G., (2003). *Understanding knowledge management interventions: Evidence from supporting (E-)banking activities*. Knowledge and Process Management, v. 10, n. 3, p. 175-182 ISSN: 1099-1441. DOI: 10.1002/kpm.175.
- [14] Poulymenakou, A.; Tsironis, L., (2003). *Quality and electronic commerce: A partnership for growth*. TQM Magazine, v. 15, n. 3, p. 137-151 ISSN: 0954-478X. DOI: 10.1108/09544780310469244.
- [15] Zaharias, P.; Vasslopoulou, K.; Poulymenakou, A., (2002). *Designing on-line learning courses: Implications for usability*. Scientific Journal on Applied Information Technology, v. 1, n. 1.
- [16] Spanos, Y. E.; Prastacos, G. P.; Poulymenakou, A., (2002). *The relationship between information and communication technologies adoption and management*. Information and Management, v. 39, n. 8, p. 659-675 ISSN: 0378-7206. DOI: 10.1016/S0378-7206(01)00141-0.
- [17] Samiotis, K.; Poulymenakou, A., (2002). *Knowledge Management in e-Banking: A competence-based perspective*. Journal of Computer Information Systems, v. 42, n. 5 SPEC. ISS., p. 102-109 ISSN: 0887-4417. DOI: 10.1080/08874417.2002.11647614.
- [18] Pramadari, K.; Papakiriakopoulos, D.; Poulimenakou, A.; Doukidis, G. I., (2002). *New forms of CPFR: Daily collaboration at store level*. ECR Journal, v. 2, n. 2, p. 38–43
- [19] Papazafeiropoulou, A.; Pouloudi, A.; Poulymenakou, A., (2002). *Electronic commerce competitiveness in the public sector: The importance of stakeholder involvement*. International Journal of Services, Technology and Management, v. 3, n. 1, p. 82-95 ISSN: 1460-6720. DOI: 10.1504/IJSTM.2002.001618.
- [20] Lytras, M. D.; Pouloudi, A.; Poulymenakou, A., (2002). *Knowledge management convergence – expanding learning frontiers*. Journal of Knowledge Management, v. 6, n. 1, p. 40-51 ISSN: 1367-3270. DOI: 10.1108/13673270210417682.
- [21] Lytras, M. D.; Pouloudi, A.; Poulymenakou, A., (2002). *A framework for technology convergence in learning and working*. Educational Technology and Society, v. 5, n. 2, p. 99-106 ISSN: 1436-4522.
- [22] Lytras, M.; Pouloudi, N.; Poulymenakou, A., (2002). *Dynamic E-Learning Settings Through Advanced Semantics: The Value Justification of a Knowledge Management Oriented Metadata Schema*. International Journal on E-Learning, v. 1, n. 4, ISSN: 1537-2456.
- [23] Tryfonas, T.; Kiountouzis, E.; Poulymenakou, A., (2001). *Embedding security practices in contemporary information systems development approaches*. Information Management and Computer Security, v. 9, n. 4, p. 183-197 ISSN: 0968-5227. DOI: 10.1108/09685220110401254.
- [24] Poulymenakou, A.; Drakos, W.; Papazafeiropoulou, A.; Doukidis, G.; Others. (1998). *Towards new web application development practices*. Australasian Journal of Information Systems, v. 6, n. 1, ISSN: 1449-8618. DOI: 10.3127/ajis.v6i1.333.
- [25] Poulymenakou, A.; Serafeimidis, V., (1997). *The Role of Evaluation in Dealing with Information Systems Failure: Conceptual Explorations*. Failure and Lessons Learned in Information Technology Management, v. 1, n. 3, p. 167-177 ISSN: 1088-128X. DOI: 10.3727/108812897792292203.
- [26] Poulymenakou, A.; Holmes, A., (1996). *A contingency framework for the investigation of information systems failure*. European Journal of Information Systems, v. 5, n. 1, p. 34-46 ISSN: 0960-085X. DOI: 10.1057/ejis.1996.10.
- [27] Avgerou, C.; Cornford, T.; Poulymenakou, A., (1995). *The challenge of BPR to the information systems profession*. New Technology, Work and Employment, v. 10, n. 2, p. 132-141 ISSN: 0268-1072. DOI: 10.1111/j.1468-005X.1995.tb00012.x.

[28] Whitley, E. A.; Poulymenakou, A.; Cornford, T., (1992). *The Spring Model for Knowledge-Based Systems Analysis: A Case Study*. ACM SIGMIS Data base, v. 23, n. 2, p. 1-5 ISSN: 0095-0033. DOI: 10.1145/141342.141343.

[29] Poulymenakou, A.; Cornford, T.; Whitley, E. A., (1992). *Knowledge acquisition for organisational problem solving: Developing expert systems and beyond*. Expert Systems With Applications, v. 5, n. 1-2, p. 121-130 ISSN: 0957-4174. DOI: 10.1016/0957-4174(92)90101-W.

Books

[1] Poulymenakou, A., (Ed) (2018), *Doctoral studies in Management Science and Technology 2013-2018*, v.3. Athens, Greece. p.414, ISBN 978-618-83313-3-4.

[2] Poulymenakou, A. Papargyris, A (Eds.) (2009) *Images of Virtuality: Conceptualizations and Applications in Everyday Life*. An IFIP WG9.5 "Virtuality and Society" International Workshop, Athens University of Economics and Business, Greece, p.170, ISBN 978-960-931263-9

[3] Klein, S.; Poulymenakou, A., (Eds) (2006), *Managing Dynamic Networks: Organizational Perspectives of Technology Enabled Inter-firm Collaboration*. Springer Berlin Heidelberg, ISBN: 978-3-540-25367-9. DOI: 10.1007/3-540-32884-X.

[4] Korpela, M.; Montealegre, R.; Poulymenakou, A., (Eds) (2003), *Organizational Information Systems in the Context of Globalization*. Springer Science+Business Media New York, ISBN: 978-1-4757-6109-2. DOI: 10.1007/978-0-387-35695-2.

[5] Poulymenakou, A., (1994), *Introduction to information systems : BSc (Economics) Degree*. University of London External Programme, London, UK, ISBN: 0718711904.

Book Chapters

[1] Poulymenakou, A.; Talanti, I.; Kostaki, A., (2022), *Digital-Education (in Greek)*. In: Doukidis, G. I. and Bardaki, C. (Ed.). *Strategy and Governance for the next day (Following the COVID-19 pandemic)*: I. Sideris Publications.

[2] Kostaki, A.; Poulymenakou, A., (2022), *Operational Risk Management (in Greek)*. In: Doukidis, G. I. and Bardaki, C. (Ed.). *Strategy and Governance for the next day (Following the COVID-19 pandemic)*: I. Sideris Publications.

[3] Poulymenakou, A.; Kostaki, A., (2019), *ERP systems: Business Value and Emerging Trends (in Greek)*. In: Doukidis, G. I. (Ed.). *The Digital Future: Transformation, Strategy, Governance, Technologies*: I. Sideris Publications.

[4] Nikas, A.; Poulymenakou, A., (2010), *Capturing the Appropriation Dynamics of Web-Based Collaboration Support in Project Team's Work Context*. In: Kock, N. (Ed.). *Interdisciplinary Perspectives on E-Collaboration: Emerging Trends and Applications*: IGI Global, p.95–116.

[5] Zaharias, P.; Poulymenakou, A., (2008), *Design Guidelines for Asynchronous E-Learning Applications*. In: Kidd, T. T. (Ed.). *Handbook of Research on Instructional Systems and Technology*: IGI Global, p.741-751.

[6] Papargyris, A.; Poulymenakou, A., (2008), *Playing together in cyberspace: Collective action and shared meaning constitution in virtual worlds*. In: Panteli, N. and Chiasson, M. (Ed.). *Exploring Virtuality Within and beyond Organizations: Social, Global and Local Dimensions*: Palgrave Macmillan UK, p.213–240.

[7] Borotis, S.; Zaharias, P.; Poulymenakou, A., (2008), *Critical success factors for e-learning adoption*. In: Kidd, T. T. (Ed.). *Handbook of Research on Instructional Systems and Technology*: IGI Global, p.498–513.

- [8] Prasopoulou, E.; Poulymenakou, A.; Pouloudi, N., (2006), *Unraveling the virtual university the case of emaster postgraduate programme*. In: (Ed.): Springer Berlin Heidelberg, p.259-279.
- [9] Prasopoulou, E.; Poulymenakou, A., (2006), *Organizing principles for inter-firm networks*. In: (Ed.): Springer Berlin Heidelberg, p.283-308.
- [10] Poulymenakou, A.; Klein, S., (2006), *Networks as orchestrations: Management in IT-enabled inter-firm collaborations*. In: (Ed.): Springer Berlin Heidelberg, p.3-15.
- [11] Nikas, N.; Poulymenakou, A., (2006), *Examining the emerging dynamics of an information infrastructure the case of introducing a web-based collaboration platform in the construction industry*. In: (Ed.): Springer Berlin Heidelberg, p.239-258.
- [12] Zaharias, P.; Poulymenakou, A., (2005), *Implementing the Learner-Centered Design Paradigm for Web-Based Training Curricula*. In: (Ed.). E-Training Practices for Professional Organizations. New York, NY, USA: Springer v.167, p.325-332. (IFIP Advances in Information and Communication Technology). ISBN 978-1-4020-7756-2.
- [13] Poulymenakou, A. K.; Borotis, S. A., (2005), *Adoption of Enterprise Resource Planning Systems in Greece*. In: Bozanis, P. and Houstis, E. N. (Ed.). Advances in Informatics: Springer Berlin Heidelberg, v.3746 in Lecture Notes in Computer Science, p.559–570. (Lecture Notes in Computer Science).
- [14] Klein, S.; Poulymenakou, A.; Riemer, K.; Papakiriakopoulos, D.; Gogolin, M.; Nikas, A., (2005), *IOIS and Interfirm Networks-Interdependents and Managerial Challenges*. In: Eom, S. B. (Ed.). Inter-organizational Information Systems in the Internet Age: IGI Global, p.170–213.
- [15] Nikas, A.; Poulymenakou, A., (2004), *Networked business organisations: an actionable research framework*. In: Doukidis, G.; Mylonopoulos, N., et al (Ed.). Social and Economic Transformation in the Digital Era: IGI Global, p.235–255.
- [16] Samiotis, K.; Poulymenakou, A., (2003), *The Learning Enactment of Process Knowledge: An Approach Anchored on Work Practices*. In: Hlupic, V. (Ed.). Knowledge and Business Process Management: IGI Global, p.99–117.
- [17] Korpela, M.; Montealegre, R.; Poulymenakou, A., (2003), *Perspectives and Challenges of Organizational Information Systems in the Context of Globalization*. In: (Ed.). Organizational Information Systems in the Context of Globalization: Springer US, p.1–15.
- [18] Pramataris, K. C.; Vrechopoulos, A. P.; Mylonopoulos, N.; Papamichail, G.; Poulymenakou, A., (2000), *Personalised Services and Promotions in Internet Retailing*. In: Stanford-Smith, B. and Kidd, P. T. (Ed.). E-business: Key Issues, Applications and Technologies: IOS Press, p.796–802.
- [19] Miliotis, P.; Poulymenakou, A.; Doukidis, G., (1998), *The shift towards electronic commerce: Market transformation and employment impact*. In: Nikolaou, C. and Stephanidis, C. (Ed.): Springer Verlag, v.1513, p.857-872.
- [20] Poulymenakou, A., (1994), *An Introduction to Project Management*. In: Forti, A. (Ed.). Manual for Training in Research and Innovation Management, p.10–34.
- [21] Cowderoy, A. J. C.; Jenkins, J. O.; Poulymenakou, A., (1994), *The MERMAID Project*. In: Geriner, P. T.; Gullledge, T. R., et al (Ed.). Software Engineering Economics and Declining Budgets: Springer Berlin Heidelberg, p.61-68.

International conference papers accepted based on full paper review

- [1] Chamakiotis, P.; Poulymenakou, A., (2018), *Refugees on-the-go: virtuality for resilience in a hybrid setting*. LAEMOS - Latin American and European Meeting on Organization Studies. Buenos Aires, Argentina, March 22-24.
- [2] Borotis, S.; Poulymenakou, A., (2009), *E-learning acceptance in workplace training: The case of a Greek bank*. ECIS, 17th European Conference on Information Systems. Verona, Italy, June 6-8.

- [3] Papargyris, A.; Poulymenakou, A., (2008), *The construction of Collective Memory in Massively Multiplayer Online Game Communities*. IFIP WG 9.5 International Working Conference on Virtuality and Society:Massive Virtual Communities, July. Leuphana University Lüneburg, Germany
- [4] Panteli, N.; Chiasson, M.; Yan, L.; Poulymenakou, A.; Papargyris, A., (2007), *Exploring the nature of virtuality: An interplay of global and local interactions*. IFIP International Federation of Information Processing Working Groups 8.2 on Information Systems and Organizations and 9.5 on Virtuality and Society. Portland, Oregon, USA, July 29-31. DOI: 10.1007/978-0-387-73025-7_26.
- [5] Nikas, A.; Poulymenakou, A., (2007), *Delineating Collaboration Intensity Dimensions in Project-Teams*. Academy of Management Conference. Philadelphia, PA, USA, August 3-8.
- [6] Borotis, S. A.; Poulymenakou, A. K., (2007), *Examining employees' acceptance of e-Learning: An application of the theory of Planned Behavior*. IASTED Web-Based Education (WBE), 6th, International Conference. Chamonix, France, March 14-16.
- [7] Avgerou, C.; Ganzaroli, A.; Poulymenakou, A.; Reinhard, N., (2007), *ICT and citizens' trust in government: lessons from electronic voting in Brazil*. IFIP WG 9.4 9th International Conference on Social Implications of Computers in Developing Countries. Sao Paulo, Brazil, May. DOI: 10.1.1.154.3126.
- [8] Poulymenakou, A.; Moraiti, A.; Bisbiki, E., (2005), *When Instruction Meets Design: Embedding Instructional Theory Elements into eLearning*. IFIP TC13 10th International Conference on Human-Computer Interaction (Interact 2005), Workshop "WS9 eLearning and Human-Computer Interaction: Exploring Design Synergies for more Effective Learning Experiences". Rome, Italy, September 13.
- [9] Poulymenakou, A.; Moraiti, A.; Bisbiki, E., (2005), *When instruction meets interface design: A framework for asynchronous elearning interface design guideline*. ICODL 3rd International Conference on Open and Distance Learning (Applications of Pedagogy and Technology). Patra, Greece, November 11 – 13.
- [10] Nikas, A.; Poulymenakou, A., (2005), *Impacts of web-based collaboration in managerial control and work practices: the case of introducing a web-based collaboration platform in a construction consortium*. IRMA, 16th International Conference of Information Resources Management Association. San Diego, California, USA, May 15-18. DOI: 10.4018/978-1-59140-822-2.ch002.
- [11] Borotis, S. A.; Poulymenakou, A. K.; Karamanis, V. A., (2005), *Embedding eLearning in corporate training: Lessons from a case study*. IASTED Web-Based Education (WBE), 4th, International Conference. Grindelwald, Switzerland February 21-23.
- [12] Zaharias, P.; Vassilopoulou, K.; Poulymenakou, A., (2004), *Designing affective-oriented e-learning courses: An empirical study exploring quantitative relations between usability attributes and motivation to learn*. ED-MEDIA 2004–World Conference on Educational Multimedia, Hypermedia & Telecommunications. Lugano, Switzerland, June 21-26.
- [13] Papargyris, A.; Poulymenakou, A., (2004), *Learning opportunities in massively multiplayer online role playing games player communities*. CHI '04 Workshop: Social Learning Through Gaming. Vienna, Austria, April 26.
- [14] Karamanis, V.; Zaharias, P.; Poulymenakou, A., (2004), *Instructional strategy for designing e-learning courses for adult learners*. ED-MEDIA 2004–World Conference on Educational Multimedia, Hypermedia & Telecommunications. Lugano, Switzerland, June.
- [15] Borotis, S.; Poulymenakou, A., (2004), *E-learning readiness components: Key issues to consider before adopting e-learning interventions*. E-Learn: World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education. Washington, DC, USA
- [16] Zaharias, P.; Poulymenakou, A., (2003), *Implementing the Learner-Centered Design Paradigm for Web-Based Training Curricula*. IFIP TC3 / WG3.3 5th Working Conference on eTRAIN Practices for Professional Organizations (eTrain 2003). Pori, Finland, July 7-11.

- [17] Samiotis, K.; Poulymenakou, A., (2003), *Debriefing knowledge management interventions: the role of technological design and organisational fit*. IFIP (WG 8.2 and WG 9.4) - IS Perspectives and Challenges in the Context of Globalisation. Athens, Greece, June 15-17.
- [18] Papargyris, A.; Poulymenakou, A., (2003), *Evolving knowledge: An exploration of affinities between knowledge management and communities of practice*. ECKM, 4th European Conference on Knowledge Management. MCIL Oriel College, Oxford University, Oxford, UK, September 18-19.
- [19] Vassilopoulou, K.; Pouloudi, A.; Patronidou, S.; Poulymenakou, A., (2002), *E-Business models: A Proposed Framework*. eBusiness and eWork - Conference and Exhibition (e-2002). Prague, Czech Republic, October 16-18. DOI: 10.1.1.6.3143.
- [20] Spanos, Y. E.; Prastacos, G. P.; Poulymenakou, A., (2002). *The relationship between information and communication technologies adoption and management*. Information & Management, v. 39, n. 8, p. 659-675 ISSN: 0378-7206. DOI: 10.1016/S0378-7206(01)00141-0.
- [21] Samiotis, K.; Poulymenakou, A., (2002), *Using a practice-based perspective to inform the design of knowledge management systems : evidence from supporting (e-)banking activities*. ECIS, 10th European Conference on Information Systems. Gdansk, Poland, June 6-8.
- [22] Pouloudi, A.; Poulymenakou, A.; Lytras, M., (2002), *Applying qualitative research in e-learning. Discussion and findings from three case studies. Investigating the quality of e-learning*. ED-MEDIA 2002–World Conference on Educational Multimedia, Hypermedia & Telecommunications. Denver, Colorado, USA, June 24-29.
- [23] Papargyris, A.; Poulymenakou, A.; Samiotis, K., (2002), *Knowledge Processes Embedded in Task Structures: Implications for the Design of a Technical and Organisational Solution*. PAKM, 4th International Conference on Practical Aspects of Knowledge Management. Vienna, Austria, December 2-3. DOI: 10.1007/3-540-36277-0_38.
- [24] Papakiriakopoulos, D.; Poulymenakou, A.; Doukidis, G., (2001), *Building e-business models: an analytical framework and development guidelines*. Bled electronic commerce conference (14th). Bled, Slovenia, June 25 - 26.
- [25] Spanos, Y.; Prastacos, G. P.; Poulymenakou, A., (2000), *The impact of information and communication technologies on firm structure: Evidence from an economy in transition*. IEEE International Conference on Management of Innovation and Technology (ICMIT). Singapore, November 12-15. DOI: 10.1109/ICMIT.2000.916756.
- [26] Papazafeiropoulou, A.; Pouloudi, A.; Poulymenakou, A., (1999), *Use of Stakeholder analysis for Electronic Commerce Applications in the Public Sector: Different Development Scenarios*. ECIS, 7th European Conference on Information Systems. Copenhagen, Denmark, June 23-25.
- [27] Themistocleous, M.; Poulymenskou, A., (1998), *Developing electronic stores: some critical considerations for practice*. DEXA, Database and Expert Systems Applications, 9th International Workshop. Vienna, Austria: IEEE: 667-672 p.
- [28] Themistocleous, M.; Poulymenakou, A. K.; Laopodis, V., (1998), *Electronic Commerce in the Public Sector: Towards a Framework for Consideration*. Bled Electronic Commerce 11th International Conference. Bled, Slovenia: 537--551 p.
- [29] Themistocleous, M.; Poulymenakou, A. K.; Laopodis, V., (1998), *Electronic Commerce in the Public Sector: Towards a Framework for Consideration*. Bled Electronic Commerce 11th International Conference. Bled, Slovenia, June.
- [30] Terpsidis, I.; Doukidis, G.; Zarogianni, V.; Manikas, K.; Poulymenakou, A.; Milliotis, P., (1998), *The Role of Information Systems within Efficient Consumer Response (ECR): Towards a Maturity Model of Engagement*. Bled Electronic Commerce 11th International Conference. Bled, Slovenia, June.
- [31] Poulymenakou, A. (1992), *A contingency approach to knowledge acquisition: Critical factors for knowledge based systems development*. Proceedings of the 3rd Annual Symposium of The International

Association of Knowledge Engineers (IEEE/ACM SigBIT), Washington DC, Nov. 16-19, pp 99-115, ISBN 0-938801-06-6

[32] Whitley, E. A.; Poulymenakou, A.; Cornford, T., (1991), *The spring model for knowledge based systems analysis: A case study involving small and medium sized enterprises*. IEEE/ACM International Conference on Developing and Managing Expert System Programs. Washington, DC, USA, Sept. 30 - Oct. 2. DOI: 10.1109/DMESP.1991.171707.

[33] Poulymenakou, A.; Cornford, T.; Whitley, E. A., (1990), *Knowledge acquisition to facilitate organizational problem solving*. ACM SIGBDP conference on Trends and directions in expert systems. Orlando Florida USA, Oct. 30 - Nov. 2. DOI: 10.1145/97709.97724.

[34] Poulymenakou, A.; Cornford, T.; Whitley, E. A., (1990), *Pragmatic considerations for effective knowledge acquisition: The case of business expert systems*. ACM SIGBDP conference on Trends and directions in expert systems. Orlando Florida USA, Oct. 30 - Nov. 2. DOI: 10.1145/97709.97727.

International conference papers accepted based on review of abstract

[1] Papargyris, A.; Poulymenakou, A., (2006), *A Study on how participants in Persistent Virtual Environments interpret and constitute the meanings of their actions*. International Federation for Information Processing Working Group 9.5. LSE, UK, June 16.

[2] Papargyris, A.; Poulymenakou, A., (2006), *Collective action in Persistent Virtual Worlds - A video poster*. 5th International Workshop on Phenomenology, Organisation, and Technology. University of Amsterdam, Amsterdam, Netherlands, September 21-23.

[3] Samiotis, K.; Poulymenakou, A., (2005), *Adopting knowledge management: how managers perceive its intervention affordances*. 6th European Conference on Organizational Knowledge, Learning, and Capabilities (OKLC'06). Bentley College, Waltham, Massachusetts, USA, March 18.

[4] Papargyris, A.; Poulymenakou, A., (2005), *Exploring conceptions of context in persistent virtual environments - social construction and the negotiation of meaning*. The Virtual - a room without borders?, September 15-16.

[5] Borotis, S. A.; Karamanis, V. A.; Poulymenakou, A. K., (2005), *Empowering Workplace eLearning Program Design: The Key Role of Training Needs Assessment*. Human-Computer Interaction (HCI) International. Las Vegas, Nevada, USA, July 22-27.

[6] Prasopoulou, E.; Poulymenakou, A., (2003), *A network life cycle perspective on managing an inter-organizational network*. eChallenges e2003. Bologna, Italy, October 22-24.

[7] Zaharias, P.; Poulymenakou, A.; Ramfos, A., (2002), *Developing e-learning services for the enhancement of ICT skills in enlargement European countries*. eBusiness and eWork 2002 - Conference and Exhibition (e-2002). Prague, Czech Republic, October 16-18.

[8] Samiotis, K.; Poulymenakou, A.; Doukidis, G., (2002), *Organisational Reflections on the Introduction of Knowledge Management Systems: Evidence from Supporting (E-) Banking Activities*. 3rd European Conference on Organisational Knowledge, Learning, and Capabilities. ALBA, Athens, Greece, April 6.

[9] Zaharias, P.; Samiotis, K.; Poulymenakou, A., (2001), *Learning in knowledge-incentive organizations: methods and tools for enabling organizational learning processes*. 7th International Conference on Concurrent Enterprising. Bremen, Germany, June 27-29.

[10] Zaharias, P.; Poulymenakou, A.; Samiotis, K., (2001), *Web-based testing: providing learners with customized feedback and instructors with a powerful tool for constructing tests*. 9th International Conference on Human-Computer Interaction (HCI) International 2001. New Orleans, Louisiana, USA, August 9.

[11] Zaharias, P.; Poulymenakou, A.; Samiotis, K., (2001), *Interactive and multimedia interfaces for knowledge management and learning systems: enabling self and work-based learning*. 9th

International Conference on Human-Computer Interaction (HCI) International 2001. New Orleans, Louisiana, USA, August 8.

[12] Samiotis, K.; Poulymenakou, A.; Zaharias, P., (2001), *Learning on Process Knowledge: A Technological and Methodological Proposition*. eBusiness and eWork 2001 (EMMSEC 2001), Conference and Exhibition. Venice, Italy, October 17-19.

[13] Pramataris, K. C.; Vrechopoulos, A. P.; Mylonopoulos, N.; Papamichail, G.; Poulymenakou, A., (2000), *Personalised services and promotions in internet retailing*. eBusiness and eWork 2000 Conference. Madrid, Spain, October 18-20.

[14] Poulymenakou, A.; Cornford, T., (1996), *Studying information systems at the organisational level: interpreting technology*. CAISE'96 (Conference in Advanced Information Systems Engineering) Invited Workshop on Requirements Engineering, organised. Heraklion, Crete, Greece, May 20.

[15] Poulymenakou, A.; Cornford, T., (1996), *Studying information systems at the organisational level: interpreting technology*. AMCIS Americas Conference on Information Systems by Association for Information Systems (AIS). Phoenix, Arizona, USA, August 16-18.

National conference papers accepted based on full paper review

[1] Talanti, I.; Poulymenakou, A.; Paraskeva, F., (2010), *Workplace E-learning: Exploring Factors Affecting Perceived Transfer of Training*. PCI 14th Panhellenic Conference in Informatics of the Greek Computer Society. Tripoli, Greece, 2010. DOI: 10.1109/PCI.2010.40.

[2] Talanti, I.; Poulymenakou, A., (2006), *Human Resource Information Systems use in Greece*. 3rd Student Scientific Symposium of Management Science and Technology. Athens, Greece, May 14.

[3] Karamanis, V.; Zaharias, P.; Poulymenakou, A., (2003), *Developing the New Web-based Training Environments: Towards an Instructional-based Learning Object Strategy*. PCI 9th Panhellenic Conference in Informatics of the Greek Computer Society. Thessaloniki, Greece, November 21-23.

[4] Poulymenakou, A.; Serafeimidis, V., (1995), *Unlocking the secrets of information systems failures: The key role of evaluation*. PCI 5th Panhellenic Conference in Informatics of the Greek Computer Society. Athens, Greece, December 8-10.

[5] Poulymenakou, A., (1991), *A contingency approach to knowledge acquisition: a review of critical success factors to knowledge-based systems development*. PCI 3rd Panhellenic Conference in Informatics of the Greek Computer Society, "Information Technology in the Nineties". Athens, Greece, May.

[6] Poulymenakou, A.; Doukidis, G., (1988), *Towards an Integrated Approach of Knowledge Acquisition Theory and Practice*. PCI 2nd Panhellenic Conference in Informatics of the Greek Computer Society. Thessaloniki, Greece, November 4-6

Other Publications

[1] Poulymenakou, A.; Borotis, S., (2008), *Predictions for 2008*: Association for Computing Machinery (ACM), eLearn Magazine.

[2] Poulymenakou, A.; Talanti, I., (2007), *HR Technologies and Human Resource Management in Greece*: HR Professional, March (in Greek)

[3] Poulymenakou, A.; Borotis, S., (2007), *Predictions for 2007*: Association for Computing Machinery (ACM), eLearn Magazine.

[4] Poulymenakou, A.; Prasopoulou, E., (2003), *Using a network management agenda To shape the management agenda Of a organizational network under development*. Working Paper Series ELTRUN AUEB

- [5] Poulymenakou, A., (2001), *The Internet and Technology Transfer*. INNO Studies - 99 - 07, Innovation and SMEs Program. Brussels – Luxembourg, October.
- [6] Doukidis, G.; Poulymenakou, A.; Georgopoulos, N.; Motsios, T., (2001), *eBusiness in Large Greek Companies: issues and anticipations*. (Book in Greek)
- [7] G.Doukidis; Poulymenakou, A.; Themistocleous, M.; Terpsidis, I., (1998), *The Impact of Electronic Commerce on Employment in the European commerce sector*. Commission of the European Communities Report, DG Employment.
- [8] Cornford, T.; Whitley, E. A.; Poulymenakou, A., (1991), *Knowledge acquisition for SMESPRIT : A knowledge based system to advise small and medium sized enterprises about their use of information technology*. London School of Economics and Political Science

PhD Student Supervision

- [1] Kostaki, A., (in progress), *The role of ICTs in Operational Risk Management*. Department of Management Science and Technology, Athens University of Economics and Business.
- [2] Talanti, I., (2020), *Transfer of learning in digital environments: establishing the role of instructional design in the context of continuing professional education and development*. Department of Management Science and Technology, Athens University of Economics and Business, DOI: 10.12681/eadd/48387.
- [3] Papargyris, A., (2010), *The constitution of collective memory in massive multiplayer on-line game virtual communities: conceptual foundations and design implications for collective memory systems*. Department of Management Science and Technology, Athens University of Economics and Business, DOI: 10.12681/eadd/21257.
- [4] Borotis, S., (2009), *Information systems adoption in human resource development interventions: factors affecting intention to use technology-supported learning in authentic work contexts*. Department of Management Science and Technology, Athens University of Economics and Business, DOI: 10.12681/eadd/27059.
- [5] Nikas, A., (2007), *The adoption of collaborative technologies in project teams: Exploring the influence of collaboration intensity on individuals' attitudes regarding collaborative technology adoption*. Department of Management Science and Technology, Athens University of Economics and Business,
- [6] Zacharias, P., (2004), *A Usability Evaluation Method for E-Learning Courses*. Department of Management Science and Technology, Athens University of Economics and Business, DOI: 10.12681/eadd/17562.
- [7] Samiotis, K., (2004), *The role of "affordances" perception in IT Innovation adoption: The case of Knowledge Management*. Department of Management Science and Technology, Athens University of Economics and Business,

PhD Student Member of Advisory Committee

- [1] Mysirlaki, S., (2019), *Investigating virtual teams in massively multiplayer online games (MMOGs): an integrated model for virtual team effectiveness*. Department of Digital Systems, University of Piraeus, DOI: 10.12681/eadd/45841.
- [2] Kefala, A., (2019), *Quality of learner experience in technology-enhanced learning: a reference layered framework, model instantiation guidelines and empirical Investigation*. Department of Informatics, Athens University of Economics and Business, DOI: 10.12681/eadd/47339.

[3] Giannopoulos, A., (2019), *Exploitation of IT research results and the creation of innovation in the context of collaborative transport R&D projects*. Department of Management Science and Technology, Athens University of Economics and Business, DOI: 10.12681/eadd/45719.

[4] Prasopoulou, E., (2009), *The interplay of ICT innovation with state administrative tradition: evidence from the greek taxation information system (TAXIS)*. Department of Management Science and Technology, Athens University of Economics and Business, DOI: 10.12681/eadd/28281.

[5] Karyda, M., (2005), *Information System Security Management - Organizational issues of development, implementation and integration of security policies*. Department of Informations, Athens University of Economics and Business, DOI: 10.12681/eadd/13739.

[6] Tryfonas, T., (2003), *The contribution of organisational images of information system security to the implementation of secure information systems*. Department of Informatics, Athens University of Economics and Business, DOI: 10.12681/eadd/13649.

MSc Dissertations Supervision

London School of Economics (1992-1996): 30

Athens University of Economics and Business, Department of Informatics (1999-2003): 20

Athens University of Economics and Business, Department of Management Science and Technology (2003 – today): 60

Editorial Board Memberships

- Information Technology and People (2004 – 2010)
- Journal of Strategic Information Systems (since 2005) [ABS 3]
- Information and Management (2012 – 2015) [ABS 3]
- Journal of Information Technology (since 2012) [ABS 4]
- Special Issue Co-editor: European Journal of Information Systems – Information Systems Research in the Mediterranean Region (2012)

International Conferences

Chair and Proceedings Editor

2009 Conference co-chair and proceedings co-editor, IFIP WG9.5 (Virtuality and Society) Conference on “Images of Virtuality”, Athens.

2009 Program Chair and proceedings co-editor, Mediterranean Conference on Information Systems, Athens.

2003 Organizing Chair, Program co-chair, and proceedings co-editor, IFIP WG8.2 (Information Systems in Organizations) and WG9.4 (Information Technology in Developing Countries) joint Conference on “Information Systems and Globalization”, hosted by Athens University of Economics and Business.

Associate Editor, Program Committee Member and Reviewer

- Associate Editor: International Conference on Information Systems (ICIS) 2005, 2019, 2020.
- Associate Editor: European Conference on Information Systems (ECIS) 2005.
- International Federation for Information Processing (IFIP), WG 8.2 (Information Systems in Organizations) Conference, 2001, 2004, 2005, 2006.
- European Conference in Information Systems (ECIS) 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2007.
- International Conference in Information Systems (ICIS) 1997, 1998, 2002, 2005.
- International Federation for Information Processing (IFIP), WG 9.4 (Information Systems in Developing Countries) Conference, 1998, 2011.

Doctoral Consortia

- Faculty Member of the Doctoral Consortium in the European Conference on Information Systems (ECIS) (1997,1998, 1999, 2001, 2014).
- Faculty Member of the Doctoral Consortium in the Mediterranean Conference on Information Systems (MCIS) (2014, 2015, 2016, 2017).
- Faculty member of CEMS Doctoral Consortium “Enterprise Networks and ICT”, 2005.
- Faculty member of the UK Doctoral Consortium, 1996.

Reviewer in International Journals

- The Information Society (TIS) Journal
- Journal of Information Technology
- European Journal of Information Systems
- International Journal of Information & Management
- Information & Management
- Strategic Journal of Information Systems
- Omega

Teaching Experience

London School of Economics

MSc in Analysis Design and Management of Information Systems

- Systems Analysis and Design (1992-1996)
- ICTs and Socioeconomic development (1992-1996)
- Impact of Information Systems in Operational Research (1992-1996)

Technical University of Crete

BSc in Production Engineering and Management

- Management Information Systems
- Data Structures

University of the Aegean

BSc in Mathematics

- Analysis and Design of Information Systems

Athens University of Economics and Business

BSc in Informatics

- Management Information Systems (1999 - 2002)
- Decision Support Systems (1999 - 2002)
- Impact of Information Systems (1999)

MSc in Information Systems

- Management of Information Systems (1999 - 2003).
- Analysis and Design of Information Systems (2000 - 2002).

BSc in Management Science and Technology

- Networks and Internet in the Business Environment (2005 – 2009)
- Analysis and Modelling of Business Processes and Systems (2003 – today)
- E-Learning and Knowledge Management (2003 – today)
- Management of Information Systems (2004 – today)

iMBA – (International Master of Business Administration)

- Management of Information Systems (1998 – today)

- Change Management in the Age of E-Business (2001 – 2002)

MBA – (Master of Business Administration)

- Management of Information Systems (1997 – 2001)
- Technology Management (2015 – 2019)

Executive MBA – (Executive Master of Business Administration)

- Business Processes and Systems (1998 – 2004)
- Management of Information Systems (2004 – 2019)

MSc in Human Resource Management

- Human Resources Information System (2004 – 2014)
- Human Resources Information System Lab (2015 – today)

MSc in Business Analytics

- Information Systems and Business Process Management (2013 – today)

MSc in Management Science and Technology

- Theories and Management of Information Systems (2019 – today)
- Business Process Management (2015 – today)
- Digital Platforms, Networks, and Innovation (2015 – today)

Doctoral Programs in Management Science and Technology

- Induction Seminar on Research Methodologies – Qualitative Research Methodologies and Case Study Research (2013 – today)

Centre for Lifelong Learning AUEB

- Human Resources Information System (2016 – today)
- Business Process Management (2017 – today)

Hellenic Management Association - Henley MBA program

- Strategic Information Management and Systems (1996-1999)

Administrative Experience

2021 – today	Dean of the School of Business, AUEB.
2021 – today	Director of the ISTLab laboratory of the Department of Management Science and Technology, AUEB.
2020 – today	Official Representative of the AUEB School of Business for the AACSB accreditation. Preparation and submission of the Eligibility Application documents.
2019 – 2020	Responsible for the accreditation of the Department of Management Science and Technology, AUEB by the Hellenic Authority for Higher Education (HAHE). Preparation of the Internal Quality Assurance Report. The undergraduate study program of the department is the first and only accredited program in its field in Greece.
2018 – 2021	Member of the Council of the Lifelong Learning Centre of AUEB.
2015 – today	Member of the Academic Committee of the MSc in Business Analytics, AUEB.
2015 – 2018	Member of the Executive committee of the E-Learning Unit of AUEB.
2013 – today	Academic coordinator of the Global SAP University Alliances and Universities Competence Centres for AUEB.
2013 – today	Member of the Doctoral Studies Committee of the Department of Management Science and Technology, Coordinator of Induction Seminars on Research Methodologies, AUEB.

2013 – 2015	Coordinator of the design, development and implementation of the E-Learning Lifelong Learning Program of AUEB.
2013 – 2015	Coordinator for the development of innovative digital services in AUEB for teaching using interactive case studies and digital business games.
2013	Co-author of the Internal Quality Evaluation Report and coordinator of the external evaluation process of the Department of Management Science and Technology, AUEB.
2013	Coordinator and developer of three Open Courses for the Department of Management Science and Technology, AUEB.
2012 – 2019	Coordinator of the Internal Quality Assurance Team, Department of Management Science and Technology, AUEB.
2007 – today	Coordinator of the Research Group ISTLab-OIS (Organizational Information Systems) in the ISTLab laboratory of the Department of Management Science and Technology, AUEB.
2003 – today	Member of the Executive Committee of the MSc in Human Resource Management, AUEB.
2003 – 2007	Deputy Director and Coordinator of the research group ISTLab-OIS (Organizational Information Systems) of the ELTRUN Research Laboratory of the Department of Management Science and Technology, AUEB.
2003 – 2011	Responsible for the timetable of teaching and examinations, Department of Management Science and Technology, AUEB.
2003 – today	Coordinator of the e-learning platform (EDUPORTAL) Committee, Department of Management Science and Technology, AUEB. EDUPORTAL supports the BSc in Management Science and Technology, the MSc in Business Analytics, the MSc in Management Science and Technology and the MBA International programs
2001 – today	Representative of the Department of Informatics in the Senate of AUEB.
2000 – 2006	Representative of the Department of Informatics in the Strategic Planning Committee of AUEB
2000 – 2003	Deputy director of the Laboratory of Artificial Intelligence and Decision Support Systems, Department of Informatics, AUEB.
1999	Member of the Committee for dealing with the issue of Y2K, Department of Informatics, AUEB.
1997 – 2000	Member of the Academic Committee of the MSc in Business Administration, AUEB.
1995 – 1996	Director of MSc in Information Systems Development, Department of Information Systems, London School of Economics. Responsible for the selection of candidate students, for the structure and operation of the study program, as well as for academic progress issues.
1995 – 1999	External Examiner for MSc in Cognitive Science and Intelligent Systems, Harrow School of Computing, University of Westminster. Responsible for the Quality Control of the written examinations and their preparation in accordance with the specifications and requirements of the specific curriculum.

R&D Projects

EU funded

- GR digiGOV-innoHUB (The Innovation Hub for Digital Governance and Digital Public Services Acceleration). European Digital Innovation Hubs Program (2022-2025). Scientific Coordinator for AUEB. The GR digiGOV-innoHUB will augment the development of new generation of Public Services for the Central Administration, the Local Governments, and the productive sectors of the economy, utilizing advanced Digital Technologies (AI, mobile Internet, 5G, HPC, IoT, Cloud, etc) and entrepreneurial actors, facilitating the growth of an innovation ecosystem for the development of e-government as a digital Transformation platform. In collaboration with GRNET S.A., University of West Attica, Information Society SA, University Of Crete, National Telecommunications and Post Commission, International Hellenic University, Institute of Communication and Computer Systems,

National Technical University of Athens, University of Macedonia, ATHENA - Research and Innovation Centre, Ionian University, National Centre for Public Administration and Local Government, Greek Computer Society, University of the Aegean, Greek Free and Open-Source Software Company.

- BEST (Benchmarking Policies and Initiatives in Support of e-Learning for Enterprises in Europe) (2006-2007). Scientific coordinator for AUEB.
- DOMINO (Dynamic Organizational Management for Inter-firm Network Orchestrations. IST 2000-29545) (2001-2003). Scientific coordinator for the project consortium. In collaboration with Copenhagen Business School, University of Saint Gallen, University of Muenster, DIOS A/S (DK), EXODUS AE (EL), NAMICS AG (DE), PROJECT ONLINE AE (EL), ECR SCHWEIZ (CH)
DOMINO focused on the issue of dynamic organizational forms in relation to strategy, structure, processes and human resources. The aim of the project was the formulation of guidelines that would support the management of these new business schemes and to provide management policies and practices for the development of e-business in Europe. The project produced two frameworks explaining the organizational transformation of single companies to intercompany constellations. Demonstrable results addressed the development of new strategy and management capabilities, capacity for research and development, and the diffusion of innovation.
- TRAIN-SEE (Training in Information Technologies in South-eastern Europe. IST 2000-28181) (2002-2003). Scientific coordinator for AUEB.
The goal of TrainSEE was to develop a digital professional training environment for the development of skills in the Technology and Information Management area, based on generic skills profiles and concentrated on skills deficiencies in Southeast Europe. AUEB conducted the training needs assessment for Public Service Organizations in Southeast Europe, was responsible for the delivery of the educational material in an appropriate form and assisted in the evaluation and analysis of learner usability of the educational content. The project's industrial partners were Hellenic Public Power Company, PETROM Romania and Bulgarian Telecommunication Company.
- MODEL (Multimedia for Open and Dynamic Executives Learning. IST 1999-12181 (1999-2002). Scientific coordinator for AUEB.
The project aimed at developing an integrated environment for Knowledge Management, comprising a software platform and managerial guidelines for knowledge management adoption. The project designed, implemented and validated the usefulness of Knowledge Management tools in order to create learning modules, based on interactive case studies which included dynamic knowledge profiles, as a means to enhance the dissemination of knowledge and support intensive knowledge work within organizations.
- The Impact of e-commerce on employment in the commerce sector in Europe. A study commissioned by the Commission of the European Community, DG Employment and The European Confederation of Independent Trade Unions (1999).
- ACTIVE (Innovative marketing and e-commerce sales interventions in the retail sector - Business to consumer applications using intelligent agent technologies). ESPRIT 4 (1998-1999). Responsible for the development of the methodological framework for business strategy analysis and requirements for AUEB. Developed case studies on the impact of ECR (Efficient Consumer Response) on the structure, processes and operation of information technology in the Greek retail sector. In collaboration with Intrasoft (EL) and MIT Media Lab.
- GOAL (Generic, Object-oriented multi-Application tool for Large inter-organizational projects). ESPRIT 3, No. 6283 (1992-1993). Representative of City University, London - Senior Research Fellow on requirements elicitation for risk analysis in telecommunications program management support environments.
- MERMAID (Metrification and Resource Modelling AID). Cost and effort assessment models based on proportion and experience. ESPRIT 2, No. 2046 (1991-92). Knowledge acquisition researcher on cost assessment and effort in IT projects. In collaboration with PA consulting group London, Cap Gemini Grenoble, National Centre for IT, UK. City University, London.
- smESPRIT (A small and medium enterprises Expert System for Planning and Reporting on Information Technology). ESPRIT 2, No.5639 (1990-1991). Knowledge Acquisition Task Leader and

deliverables coordinator for the design and implementation of a research approach to the recovery of knowledge on information technology management in SMEs.

- PIMS (Project Integrated Management System), ESPRIT, No.814, (1988-1989). Knowledge acquisition researcher on rules and heuristics-based project management for IT projects. In collaboration with PA consulting group London, Cap Gemini Grenoble, National Centre for IT, UK. Department of Social Psychology, London School of Economics

Nationally funded

- DERN (Digital Enterprise Research Network) (2007-2008) (GSRT). Scientific coordinator for AUEB.
- PROMETHEUS (Developing a methodology for analysing the needs of knowledge-intensive organizations, 01ED552) with Alpha Bank (EL). Scientific coordinator for AUEB. (2007)
The research project aimed to develop a methodology with which knowledge-intensive organizations will be able to record and analyse in a systematic way their needs (needs assessment) at the level of learning and knowledge (which are considered key factors of competitiveness in the context of the new economy), training and development of its staff, and of the corresponding processes of learning and knowledge management. The project recommended specific strategies for the use of digital technologies and the development of organizational practices for e-Learning and Knowledge Management.
- Training Needs Assessment and e-learning (PENED Program 99ED 542) (2003-2007) (GSRT). Scientific coordinator for AUEB
- Design Patterns for e-learning systems (PENED Program) (2000-2001) (GSRT). Scientific coordinator for AUEB.
The research project aimed at improving the quality of professional training and learning using digital platforms and the diffusion of such practices in the Greek software industry. The project delivered: Design standards for the usability of digital training programs and a digital instructional design methodology suitable for professional development courses.
- eClassify (Enterprise intellectual capital management system with automatic file categorization support) (New Methods of Work Program, N.M./9, GSRT) (2003-2005). Scientific coordinator for AUEB. In collaboration with BPM SA (EL), EXODUS (SA), Institute for Language Systems Processing (EL) and Piraeus Bank (EL).
The scope of the project was the creation of an integrated environment for the creation and management of corporate Intranets with the main aim of managing the intellectual capital of the company using Knowledge Management systems.
- ELEVATE (E-Learning and Human Resource Development), GSRT (2003- 2005). Scientific coordinator for AUEB. In collaboration with Piraeus Bank (EL), Geniki Bank (EL) and EXODUS SA (EL).
The objective of the project was the creation of a dynamic integrated environment for employee training and learning, which combined knowledge management applications, e-Learning and Web Mining), capable to contribute to skills' developments and sustainable value of learning in large organizations.
- HERMITAGE (Hellenic Enterprise Resource Management and Information Technology Advancement Network in Greek Enterprises, GSRT). (1999-2001). ERP adoption in Greek enterprises. Networks of excellence Program. (6 academic and 14 industrial partners). Scientific coordinator for AUEB.
HERMITAGE aimed at developing a framework for the development and exchange of knowledge regarding business and technological strategies in the field of business resource management.
- E-commerce in the Retail Sector (EPET II Program, GSRT) (1998-2000). Scientific coordinator for AUEB. The project concerned the research and development of an integrated e-Commerce environment for retail. Within the framework of the project, a Business of Business (B2B) platform was developed with the ability to exchange multiple EDI messages (ordering, invoicing and inventory) and an integrated online store.
- CERTIFICATION (Certification of continuing education and qualification programs - Certification of vocational training in e-learning programs.) (1998-2000). Scientific coordinator for AUEB. In collaboration with Athens University of Economics and Business, University of Macedonia, Technical

University of Crete, New Greek TV (EL), EMI Enterprise Consulting SA (EL), EOMMEX (EL), GSEVEE (EL), EXTREME MEDIA SOLUTIONS SA (EL), G. SKROUBELOS & ASSOC. (EL).

The aim of the project was to develop standards for the certification of vocational skills acquisition through digital vocational training programs. Standards were developed based on related UK vocational certification experience, which was transferred and applied by the project's industrial partners.

- XEXO (No Barriers Education Environment) (1998-1999). Project Coordinator for AUEB. Responsible for educational program management, digital instructional design, and educational content for business process modelling. The aim of the project was to design and develop a multi-model digital learning environment in the areas of e-commerce, Business Process Modelling and Health and Safety Management. In collaboration with University of Macedonia and Technical University of Crete.

Industry Projects

- eu-LISA (European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice). Scientific Advisor for the cultural change and transition to eu-LISA 2.0 operational model. (2021)
- Interamerican Group. Scientific Advisor for the Business Information Plan (Phase 2 of Agile Transformation) to inform the Strategic Enterprise Architecture and IT Governance Plan 2021-2023. (2021)
- Hellenic Natural Gas Co. and Interamerican Insurance Group – Expert Advisor of Quality Information Systems and SAP Benchmarking study in collaboration with Software Improvement Group (NL), (2013)
- Hellenic American Educational Foundation – Member of the Steering Committee and Scientific Advisory Panel to the president for the development of the Informatics Centre of the Institution. Study on embedding technology in teaching and learning: Requirement analysis, professional development, and stages of innovation. Design and implementation of innovative teaching practices using digital narration techniques. (2010-2013)
- CosmoOne SA – EDUCOMMERCE: Design and development of online educational and informational interactive content on e-procurement in the public sector. (2010) CompareONE: Design and development of an e-learning program for the e-bid management service of the CosmoOne e-procurement platform. (2007)
- Alpha Bank – Institution of Digital Instruction Practices. Development and Implementation of interactive case studies for employee training on Mortgage Management and on Investments and Investment Products. Survey of factors affecting employees' adoption of e-Learning. (2008)
- Piraeus Bank - Knowledge Management Practices for Business Process Management. (2005) - Knowledge Capital Strategy and Enterprise Content Management Platform.
- National Bank of Greece – e-Learning Design Development and Implementation for Anti-Money Laundering (AML) (10.000 trainees) and Mortgages (500 trainees). The first two e-Courses of the Bank. Consulting services regarding the successful adoption of e-learning by the organization. (2004).
- Hellenic Aerospace Industry – Organisational restructuring and business alignment plan in the context of the business process re-engineering and Integrated Information System implementation program. (1999)
- Eldorado Gold in Chalkidiki – Training strategy, instructional design and video training courses implementation for Health and Safety Management. (1998)
- Hellenic Mathematical Society – Expert Report on the required architecture, and e-learning technology implementation and adoption strategy for secondary education mathematics teachers in Greece (1998).
- National Mexican Petroleum Company (PEMEX) - Recommendations on the development of a quality assurance programme for the Enterprise Resource Planning and management information system for the SAP implementation project – implications for the redesign of business processes. In collaboration with London School of Economics (1996).

- Texaco, Shell Royal Dutch, British Petroleum, and Mobil UK - Value of information study for the oil exploration and exploitation industry. Information and knowledge requirements modelling combining heterogeneous data sources for prospect evaluation. London School of Economics (1995).
- Drug usage assessment and management study for the Centre for Drug Evaluation and Research (CDER), part of the U.S. Food and Drug Administration (FDA). London School of Economics and Political Science. (1995 - 1996)

Government Projects and Committees

- Adjunct Member of the Council of the Diplomatic Academy of the Hellenic Ministry for Foreign Affairs. (2021-today)
- Academic Member of the Cross-Ministerial Committee for the Human Capital Management System of the Hellenic State. (2012)
- Information Society SA (EL) Scientific Coordinator of the inter-governmental study on requirements analysis and specifications for the shared e-learning service for the Public Sector (2008 - 2009)
- Study on: "The impact of e-Government on the citizen's trust in government", on the cases of the Brazilian E-voting, E-Tax and E-procurement Systems in collaboration with the Information Systems and Innovation Group, Department of Management, London School of Economics and Political Science (LSE). Funded by the Inter-American Development Bank. (2004).
- Ministry of Development, General Secretariat for Industry, Member of the coordinating committee of the Greek e-business forum. (2001-2007).
Coordinator of the Work Groups: (IB2) Knowledge Management Systems for Advanced E-Business: Technological Capabilities, Opportunities and Outlook (2007), (K5) Identity Management in Digital Services Governance (2006), (H2) e-Learning Impact in the Work Place (2005), (E3) Electronic Payments: Challenges and Prospects (2004), (C2) New Communication Technologies and Remote Work: Current state and Prospects in Greece (2002), (B2) E-marketplaces: Requirements and Directions for government policy (2002).
- Ministry of Development, General Secretariat for Research and Technology. Member of the Evaluation Committee (Law 2601/98) of business investment plans of private sector enterprises on advanced information technologies (2001).
- Ministry of Development, General Secretariat for Trade. Member of the Committee for monitoring and acceptance of the study on requirements analysis and specifications of the Hellenic Public E-procurement System (Contract 3964/2001).
- Ministry of Development, General Secretariat for Trade. Member of the Scientific Panel of the National E-Commerce Committee (1999 - 2001).
- Hellenic Ministry of Labour and Social Security. Directorate-General for Information Society. Member of Expert Panel for the preparation of the Strategic Action Plan for Employment in the Information Society (in collaboration with Lambrakis Research Foundation (2000-01).
- Hellenic Ministry of Culture. Special Secretariat for the Information Society. Member of the Expert Panel for the preparation of the Strategic Action Plan for the digital exploitation of Greek cultural Content. Participation in an expert group (2000).
- Hellenic Parliament. Select Standing Committee on Technology Assessment. Rapporteur on policies for Employment Opportunities in the Information Society (1999).
- Skills Development Seminar Organiser on "Management of Software Development Projects" in the framework of the Hellenic Government Integrated Mediterranean Programme subsidized by the European Community (1988).
- Ministry of Education of Cyprus. Member of the Evaluation Council for the certification of post-secondary and higher education studies on Business and Technology (1997).
- General Secretariat Research and Technology. Business Development Plans Evaluator for Co-funding by the Greek State (1997).

European Union and International Organizations – Projects and Appointments

- European Commission, DG Enterprise. “Benchmarking Policies and Initiatives in Support of e-Learning for Enterprises in Europe”. Tender No DG ENTR 05/073. (2006-2007).
- Interamerican Development Bank. Member of the International Panel of Experts for the Adoption of e-government systems in Latin America (2004).
- European Commission, DG Information Society. Appointed Rapporteur on overall outcomes and contributions of 5th Framework Program on IST and SocioEconomic Research for the cluster of 20 funded projects in the area of “Industrial Organisation” (2002).
- Commission of the European Communities, DG Enterprise. Rapporteur and adviser on the impact of Electronic Commerce on Employment (1998 -1999)
- Commission of the European Communities. DG Research. Proposal evaluator for R&D projects in the Information Societies and Technologies program. (1998 – 1999).
- Commission of the European Communities. DG Research. Member of the Scientific Advisory Panel for the formulation of the strategic priorities for the work program on Electronic Commerce and New Methods of Work, 5th Framework Program for the Information Society (1998).
- Eurocommerce (Confederation of Commerce and Chambers of Industry of the European Union) and Eurofiet (Confederation National Federations of Trade Workers in the European Union) with the support of DG Employment, Commission of the European Communities. Coordinator of the development of a dialogue framework on the impact of E-Commerce in Employment. Scientific coordinator of the Pan-European Study on Electronic Commerce and Employment. Research on the impact of electronic commerce on the job profiles and structure of employment in the retail sector, and the changes on the inter- and intra-firm collaboration related to human resources. The study was published as an official working paper on the Social Dialogue by DG Employment, CEC, in 4 Languages (1998).
- United Nations Development Organization (UNIDO). Skills development program design and training on Project Management for high- and mid-level government officials in Russian Federation and Hungary. (1992-1993).

Invited Talks, Conference Panels and Workshops

- Academic faculty member (by invitation) in the workshop on the impact of digital infrastructures on industry innovation. Stanford Design School and SAP Palo Alto Research Labs (2016).
- Invited Speaker on digital transformation models in skills development based on the SAP platform. Annual meeting of Academic Coordinators of SAP Global Alliances and University Competence Centres, Karlsruhe Institute of Technology, Germany (2016).
- Invited Speaker on Entrepreneurship and Digital Innovation. University of International Business and Economics - Beijing, China (2013).
- Invited Speaker on Research Methodologies for the Organisational and Social Study of Information Technologies. Renmin University of China – Beijing, China (2010).
- World Forum for Information Technology, New Delhi, India. This conference (by invitation only) was conducted with the participation of government high level officials and industrial leaders on the developments and prospects of e-government services on government and industry (2009).
- Invited speaker - cc:eGov International Workshop: Designing efficient and effective e-public services. Organization: ECOTEC Research and Consulting Ltd and the Tavistock Institute on behalf of the Information Society and Media Directorate-General, European Commission, In collaboration with the Greek Observatory for the Information Society (2007).
- Session chair and Rapporteur: Open Research Forum on PhD research in Social Study of IT, London School of Economics (2007).
- Session chair and Rapporteur: Inaugural Conference of IFIP Working Group 9.5 on Virtuality, London School of Economics (2006).
- Closing Panel Discussant (with J. Kallinikos and S. Zuboff): Open Research Forum on PhD research in Social Study of IT, London School of Economics (2006).
- Social Study of IT annual conference (in memory of C. Ciborra), London School of Economics (2006).

- Session chair and Rapporteur: Inaugural Conference of IFIP Working Group 9.5 on Virtuality, London School of Economics (2006).
- Session chair and Rapporteur: Human Computer Interaction International Conference, Las Vegas (2005).
- World Forum for Information Technology, Botswana. Invited Panellist on ICT innovation and government. This conference (by invitation only) was conducted with the participation of Heads of State and Ministers on the prospects of information technology for socio-economic development and produced policy recommendations for the United Nations World Summit on IT (2005).
- Invited speaker – E-Learning Research in the workplace: Design, evaluation and implications. Staff and research students' colloquium, Department of Information Systems, University of Pretoria, South Africa (2005).
- Keynote Speaker – Impact of electronic commerce on employment Annual workshop of national representatives of employers and workers in trade area from 25 European States within the framework of the European Social Dialogue, with the participation of DG5 and DG23 of the European Commission, hosted by the Athens Chamber of Commerce and Industry(1998).
- Invited speaker - Organizational Capabilities in Dynamic Value Constellations, Commission of the European Communities, Directorate-General for Research, 5th Framework Program for the Information Society (1998).
- Invited Tutorial - Information Systems Implementation. IFIP International Conference of Information Systems in Developing Countries (WG 9.4) (1998).
- Invited presentation - "The Study of Information Systems at the Organizational Level: Interpreting Technology". Workshop on requirement analysis, CAISE'96 (Conference in Advanced Information Systems Engineering) (1996).
- Organizer and Rapporteur - Minitrack on Information Systems as a Social Science: Implications for Research Methodology in 2nd Americas Conference of the Association for Information Systems (1996).
- Organizer and Chair - Panel discussion "Whatever happened to System Analysis?" in the 3rd European Congress of Information Systems (1995).
- Invited Speaker - A Framework for Project Management: Concepts, Activities and Information Technology Support. In colloquium on "Research and Innovation Management" organised by the Hungarian Chamber of Innovation and the International Organisation for the Development of Industry (1993).
- Invited Speaker - Project Management for and with Information Technology. Part of the Seminar organized by the Russian Academy of Sciences and the International Organization for the Development of Industry (1992).

Research Papers Under Development

[1] *The Impact of Digital Instructional Design on the Transfer of Training in Autonomous Professional Learners* (to be submitted to Academy of Management on education and Learning)

[2] *Explaining the effects of the absence of social presence in purely digital higher education in the COVID-19 period* (to be submitted to Educational Research)

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