YOLANDE E. CHAN
Annotated Curriculum Vitae

Dean and James McGill Professor
Desautels Faculty of Management, McGill University
Montreal, QC H3A 1G5, Canada
yolande.chan@mcgill.ca

EDUCATION

1988-92: Ph.D. in Business Administration (MIS), Ivey Business School, Western University, Canada
1982-84: M.Phil. in Management Studies, Oxford University, England
1981-82: S.M. in Electrical Engineering & Computer Science, Massachusetts Institute of Technology, USA
1978-82: S.B. in Electrical Engineering, Massachusetts Institute of Technology, USA

EMPLOYMENT HISTORY

Desautels Faculty of Management, McGill University, 2021 – present

DEAN AND JAMES MCGILL PROFESSOR: The dean administers the affairs of the Faculty, to a high standard, and exercises effective governance and management oversight, including advancing areas such as teaching, research, financial management, fundraising, performance management of staff, environmental health and safety, management of space, and, of great priority, recruitment of outstanding students and professors of high calibre and with provision of effective support to them. Equity, Diversity and Inclusion (EDI) is a key strategic priority.

Smith School of Business, Queen's University, 2021 - present

E. MARIE SHANTZ CHAIR OF MIS EMERITUS: Status maintained at the university because of contributions to the business school and university community for over 30 years.

Smith School of Business, Queen's University, 2017 - 2021

ASSOCIATE DEAN (RESEARCH & PHD-MSC PROGRAMS): The associate dean plays two roles – promoting faculty and student research at Smith School while also directing the School's PhD and MSc programs.

Queen's University, 2013 - 2016

ASSOCIATE VICE-PRINCIPAL (RESEARCH): Appointed to advance the social sciences and humanities research priorities and themes emerging from the 2012 Queen's Strategic Research Plan. In addition, fostered undergraduate research, research data management, and the launch of a data, analytics and computing (DAC) research group at Queen's.

Smith School of Business, Queen's University, 2006 - 2011

DIRECTOR, THE MONIESON CENTRE: The Monieson Centre, located within Smith School of Business, facilitates evidence-based research on knowledge in organizations and the economy. The Director is responsible for the research centre's strategy and operations. While serving as Director, collaborated with business executives, community leaders and academics at Queen's and around the world, studying issues of critical importance to management today. See www.business.queensu.ca/knowledge.

Smith School of Business, Queen's University, 2003 - 2021

FULL PROFESSOR: Taught and conducted research on information technology (IT) strategy and alignment, knowledge strategy, information privacy, digital capabilities, and digital innovation.

Smith School of Business, Queen's University, 1991 - 2003

ASSISTANT and ASSOCIATE PROFESSOR: Joined Smith School of Business in July 1991. Conducted research on IT strategy, digital innovation, alignment and business performance impacts, and on knowledge management. Also conducted research on health information networks, information privacy and security. Taught knowledge management, IT strategy, and research methods. Tenured and promoted to Associate Professor in July 1998. Promoted to Full Professor in July 2003.

Accenture (formerly Andersen Consulting), 1984 - 1988

SENIOR MANAGEMENT CONSULTANT: Gained a wide variety of information systems planning, design, installation, and review skills. Received promotion to Manager. Key clients included the Bank of Montreal, Dellcrest Children's Centre, Sony of Canada Ltd., Texaco Canada Inc., and the Toronto Hospital.

HONOURS AND AWARDS

2023:   Recipient of the LEO Award, Association for Information Systems (AIS). Recognizes distinguished scholars who have made a global impact on the field of information systems. They have made exceptional and sustained global contributions in the field throughout their careers. Recipient of the AIS SIGLEAD Outstanding Leadership Award for dedication and commitment to the AIS Special Interest Group on IS Leadership
Appointed as Editor in Chief, *Journal of Strategic Information Systems*

2022:   Appointed to the Government of Canada Advisory Panel on the Federal Research Support System
Keynote Speaker, IEEE Montreal

2021:   Awarded a James McGill Professorship, McGill University
Awarded an E. Marie Shantz Chair in MIS, Queen's University
Appointed as Co-Editor in Chief, *Journal of Strategic Information Systems*
Recipient of the Association for Information Systems (AIS) Technology Vision Award which recognizes those who have contributed to the technology vision for the association.

2019:   Distinguished Service Award, Queen's University
Award for Excellence in Graduate Supervision, Queen's University
Distinguished Member Cum Laude Designation, Association for Information Systems
Appointed to the Board of Directors, Federation for the Humanities and Social Sciences

2018:   Nominee, Queen's University Award for Excellence in Graduate Supervision

2017:   Distinguished Plenary Speaker, Information Systems Division, Administrative Sciences Association of Canada (ASAC) Conference
Nominee, Queen's University Award for Excellence in Graduate Supervision

2016:   Appointed as a Cambridge Digital Innovation Fellow, Cambridge University
Nominee, Queen's University Award for Excellence in Graduate Supervision

2015:   Designated as a Senior Member, IEEE
Inducted into the Campion College Hall of Fame

2014:   Recipient of the Association for Information Systems (AIS) Fellow Award which recognizes professors who have made outstanding international research, teaching and/or service contributions to the field of information systems

Recipient of the Best Paper Award for the ASAC Conference, MIS Division (with D. Oppong-Tawiah)
Nominee, Queen's University Award for Excellence in Graduate Supervision

2012:   Recipient of the Best Submission (Poster) Award for the International Conference for Interprofessional Education and Collaborative Practice (with R. Brander and M. Paterson)

2011:   Designated as an E. Marie Shantz Professor of Management Information Systems (MIS)

2010:   Appointed to serve on the Principal's Academic Plan Writing Team, Queen's University
Recipient of the Rob Shea Research Award, Canadian Association of Career Educators & Employers (with J. Massey, P. Smith and S. Field)

2009:   Panelist, Principal's Installation Symposium, Queen's University

2008:   Recipient of the Association for Information Systems (AIS) Outstanding Volunteer Award
Designated as an E. Marie Shantz Faculty Fellow of MIS
Invited to provide the keynote lecture to launch the 150th anniversary celebrations of ICHS

2006:   Appointed as Secretary of the Association for Information Systems (2006-2009)

2005:   Designated as an E. Marie Shantz Research Fellow

2004:   Recipient of the Best Paper Award for the Association for Information Systems Americas Conference (AMCIS) Healthcare Track (with A. Dekker and D. Ramsden)
Entered in the *International Who's Who* Directory

2003:   Nominee for the 2002-2003 Commerce Professor Student Life Award

2001:   Recipient of the 2000-2001 Commerce Teaching Excellence Award — an award to recognize the Commerce professor who best exemplifies excellence in teaching
Entered in the *Who's Who in Canadian Business* Directory

2000:   Inaugural recipient of the New Researcher Achievement Award (with M. Busch) — an award presented annually to a Smith School of Business faculty member in recognition of outstanding early contributions to research
Nominee for the 2000-2001 Frank Knox Award for Excellence in Teaching — the highest Queen's University campus-wide teaching award

1999:   Recipient of the Best Paper Award for the Association for Information Systems Americas Conference (AMCIS), Information Systems Strategy and Implementation Track
Entered in the *Who's Who of Canadian Women* Directory

1998:   Finalist in the *Canada's Top 40 Under 40* Competition
Entered in the *Canadian Who's Who* Directory

1994:   Recipient of the 1993-1994 Commerce Professor Student Life Award — awarded to the professor who has contributed most to the student life of the graduating class over their four-year term in the Bachelor of Commerce program
Nominee for the 1993-1994 Commerce Teaching Excellence Award at Smith School of Business — to recognize outstanding contributions to teaching throughout the academic year

1993:   Winner of the International Conference on Information Systems Doctoral Dissertation Competition for the best doctoral dissertation in the information systems field in 1992-1993 (tied with L. Loh)

Winner of the Society for Information Management Advanced Practices Council 1993 Research Competition

Recipient of the MIS Division Honourable Mention Award for the Administrative Sciences Association of Canada conference (with S. Huff)

1991:   Queen's National Scholar — a faculty appointment to enrich teaching and research. The main selection criterion is academic excellence

Winner of the 1991 Marketing Science Institute Competition for Research on Managing Information to Improve Competitiveness (with S. Huff, D. Copeland, D. Barclay, and A. Morrison)

1990:   Winner of the 1990 U.S. Center for Telecommunications Management Dissertation Proposal Competition

1982:   Rhodes Scholarship (Jamaica & Hertford)

PUBLICATIONS

Refereed Journal Articles

Ahuja, Suchit, Yolande E. Chan, and Rashmi Krishnamurthy. "Responsible Innovation with Digital Platforms: Cases in India and Canada." *Information Systems Journal* 33, no. 1 (2023): 76-129.

Lumor, Truth, Mirja Pulkkinen, Yolande E. Chan, and Ari Hirvonen. Exploring the Renewal of IT-enabled Resources from a Structural Perspective. *Communications of the AIS* 53 (2023).

Fedorowicz, Jane, Fay Cobb Payton, Yolande E. Chan, Yong Jin Kim and Dov Te'eni. "DEI in the IS Discipline: What can we do Better." Editorial in the *Journal of Strategic Information Systems* 32, no. 2 (2023).

Sadreddin, Arman, and Yolande E. Chan. "Pathways to Developing Information Technology-Enabled Capabilities in Born-Digital New Ventures." *International Journal of Information Management* 68 (2023).

Sadreddin, Arman, Farzam Boroomand, and Yolande E. Chan. "Digital Product Architecture and Customer Agility: Evidence from New Digital Ventures." *Communications of the AIS* 52 (2023).

Nevo, Saggi, and Yolande E. Chan. "Assessing a Manuscript's State of Readiness on its Journey towards Publication." Editorial in the *Journal of Strategic Information Systems* 32, no. 1 (2023).

Levallet, Nadège, and Yolande Chan. "Uncovering a New Form of Digitally-enabled Agility: An Improvisational Perspective." *European Journal of Information Systems* 31, no. 6 (2022): 681–708.

Chan, Yolande E., Rashmi Krishnamurthy, and Arman Sadreddin. "Digitally-enabled University Incubation Processes." *Technovation* 118 (2022).

Li, Ting, Yolande E. Chan, and Nadège Levallet. "Leveraging Digital Resources for Strategic Advantage: Lessons Learned from Instacart." *MIS Quarterly Executive* 21, no. 3 (2022): 227-239.

Boroomand, Farzam and Yolande E. Chan. "Digital Absorptive Capacity: Developing an Instrument." *Knowledge Management Research & Practice,* published online October 2022.

Ghawe, Ali, and Yolande Chan. "Implementing Disruptive Technologies: What have we Learned?" *Communications of the AIS* 50 (2022).

Levallet, Nadège, James S. Denford, and Yolande E. Chan. "Following the MAP (Methods, Approaches, Perspectives) in IS Research." *Information Systems Research* 32, no. 1 (2021): 130-146. Recipient of the #thisISresearch #podcast 2021 Innovative Research Approach Award.

Chan, Yolande E., Rashmi Krishnamurthy, and Ali S. Ghawe. "Information Technology Alignment and Innovation: 30 Years of Intersecting Research." *Foundations and Trends in Information Systems* 5, no. 3 (2021): 231-352. Recipient of the journal's 2021 Best Paper Award.

Beath, C.M., Y. Chan, R.M. Davison, A. Dennis, and J. Recker. "Editorial Board Diversity at the Basket of Eight Journals: A Report to the College of Senior Scholars." *Communications of the AIS* 48 (2021): 236-247.

Von Briel, Frederik, Jan Recker, Lisen Selander, Sirkka L. Jarvenpaa, Philipp Hukal, Youngjin Yoo, Julian Lehmann, Yolande Chan, Hannes Rothe, Paul Alpar, Daniel Fürstenau, and Bastian Wurm. "Researching Digital Entrepreneurship: Current Issues and Suggestions for Future Directions." *Communications of the AIS* 48 (2021): 284-304.

Ahuja, Suchit, Arman Sadreddin, and Yolande E. Chan. "Readily Available Technologies for Building Community Resilience." *Journal of Community Informatics* 17 (2021): 3-25.

Jenkin, Tracy A., David B. Skillicorn, and Yolande E. Chan. "Novel Information Discovery and Collaborative Filtering to Support Group Creativity." *The Data Base for Advances in Information Systems,* 51, no. 4 (2020): 40-67.

Chan, Yolande E., Rashmi Krishnamurthy, and Craig Desjardins. "Technology-Driven Innovation in Small Firms." *MISQ Executive* 19, no. 1 (2020): 39-55.

Li, Ting, and Yolande E. Chan. "Dynamic Information Technology Capability: Concept Definition and Framework Development." *Journal of Strategic Information Systems* 28, no. 4 (2019).

Jenkin, Tracy A., Yolande E. Chan, and Rajiv Sabherwal. "Mutual Understanding in Information Systems Development: Changes Within and Across Projects." *MIS Quarterly* 43, no. 2 (2019): 649-671.

Moeini-Aghkariz, Mohammad, Yasser Rahrovani, and Yolande E. Chan. "The Practical Relevance of IS Strategy Research: A Review of the Past 10 Years of JSIS." *Journal of Strategic Information Systems* 28, no. 2 (2019): 196-217. *A JSIS 2019 Best Paper Runner-Up.*

Levallet, Nadège, and Yolande E. Chan. "Organizational Knowledge Retention and Knowledge Loss." *Journal of Knowledge Management* 23, no. 1 (2019): 176-199.

Chan, Yolande E., James S. Denford, and Junjun Wang. "The Co-evolution of IT and Knowledge with Agility in Micro and Small Enterprises." *Journal of Information & Knowledge Management* 18, no. 3 (2019).

Liebowitz, Jay, Yolande Chan, Tracy Jenkin, Dylan Spicker, Joanna Paliszkiewicz, and Fabio Babiloni. "If Numbers Could "Feel": How Well Do Executives Trust Their Intuition?" *VINE Journal of Information and Knowledge Management Systems* 49, no. 4 (2019): 531-545.

Chan, Yolande E., and Conor J.T. Farrington. "Community-based Research: Engaging Universities in Technology-related Knowledge Exchanges." *Information and Organization* 28, no. 3 (2018): 129-139.

Levallet, Nadège, and Yolande E. Chan. "Using Digital Capabilities to Unleash the Power of Strategic Improvisation." *MIS Quarterly Executive* 17, no. 1 (2018): 1-21.

Chua, Cecil Eng Huang, Jason Bennett Thatcher, Fred Niederman, Yolande E. Chan, and Elizabeth J. Davidson. "ICIS 2017 Panel Report: Break Your Shackles! Emancipating Information Systems from the Tyranny of Peer Review." *Communications of the Association for Information Systems* 23 (2018).

Ahuja, Suchit, and Yolande E. Chan. "Resource Orchestration for IT-Enabled Innovation." *Kindai Management Review* 5 (2017): 77-95.

Chan, Yolande E., James S. Denford, and Joyce J. Jin. "Competing through Knowledge and Information Systems Strategies: A Study of Small and Medium-Sized Firms." *Journal of Information & Knowledge Management* 15, no. 3 (2016): 1-37.

Cram, W. Alec, M. Kathryn Brohman, Yolande E. Chan, and R. Brent Gallupe. "Information Systems Control Alignment: Complementary and Conflicting Systems Development Controls." *Information & Management* 53, no. 2 (March 2016): 183-196.

Oppong-Tawiah, Divinus, and Yolande E. Chan. "The Influence of IT and Knowledge Capabilities on the Survival of University IT Startups." *International Journal of Technoentrepreneurship* 3, no. 2 (2016): 150-172.

Greenaway, Kathleen E., Chan, Yolande E., and Robert E. Crossler. "Company Information Privacy Orientation: A Conceptual Framework." *Information Systems Journal* 25, no. 6 (November 2015): 579–606.

Wilson, Rosemary, Lenora Duhn, Paola Gonzalez, Susan Hall, Yolande E. Chan, and Elizabeth G. VanDenKerkhof. "Wireless Communication in Clinical Environments with Unique Needs." *Journal for Healthcare Quality* 36, no. 6 (2014): 24-32.

Rahrovani, Yasser, Yolande E. Chan, and Alain Pinsonneault. "Determinants of IS Planning Comprehensiveness." *Communications of the AIS* 34, no. 59 (March 2014): 1133-1155.

Khodakarami, Farnoosh, and Yolande E. Chan. "Exploring the Role of Customer Relationship Management (CRM) Systems in Customer Knowledge Creation." *Information & Management* 51, no. 1 (January 2014): 27-42.

Jenkin, Tracy A., Yolande E. Chan, David B. Skillicorn, and Keith W. Rogers. "Individual Exploration, Sensemaking and Innovation: A Design for the Discovery of Novel Information." *Decision Sciences* 44, no. 6 (December 2013): 1021-1057.

Greenaway, Kathleen E., and Yolande E. Chan. "Designing a Customer Information Privacy Program Aligned with Organizational Priorities." *MIS Quarterly Executive* 12, no. 13 (September 2013): 137-150.

Khodakarami, Farnoosh, and Yolande E. Chan. "An Investigation of Factors Affecting Marketing Information Systems' Use." *Journal of Marketing Development and Competitiveness* 7, no. 2 (May 2013): 115-121.

Galliers, Robert D., Sirkka L. Jarvenpaa, Yolande E. Chan, and Kalle Lyytinen. "Strategic Information Systems: Reflections and Prospectives" Editorial. *Journal of Strategic Information Systems* 21, no. 2 (June 2012): 85-90.

McLaren, Tim S., Milena M. Head, Yufei Yuan and Yolande E. Chan. "A Design Theory for Measuring Fit between a Firm's Competitive Strategies and Information Systems Capabilities." *MIS Quarterly* 35, no. 4 (December 2011): 909-929 and A1-A10.

Komporozos-Athanasiou, Aris, Michael Barrett, Eivor Oborn, and Yolande E. Chan. "Policy-making as a Struggle for Meaning: Disentangling Knowledge Translation Across International Health Contexts." *Knowledge Management Research & Practice* 9, no. 3 (September 2011): 215-227.

Denford, James S., and Yolande E. Chan. "Knowledge Strategy Typologies: Defining Dimensions and Relationships." *Knowledge Management Research & Practice* 9, no. 2 (June 2011): 102-119. Selected by *KMRP* in May 2012 as one of the top articles published by the journal.

Jenkin, Tracy A., and Yolande E. Chan. "IS Project Alignment: A Process Perspective." *Journal of Information Technology* 25, no. 1 (March 2010): 35-55.

Chan, Yolande E., and Blaize H. Reich. "IT Alignment: What have we Learned?" *Journal of Information Technology* 22, no. 4 (December 2007): 297-315.

Chan, Yolande E., and Blaize H. Reich. "IT Alignment: An Annotated Bibliography" *Journal of Information Technology* 22, no. 4 (December 2007): 316-396.

Nevo, Dorit, and Yolande E. Chan. "A Temporal Approach to Expectations and Desires from Knowledge Management Systems." *Decision Support Systems* 44, no. 1 (November 2007): 298-312.

Nevo, Dorit, and Yolande E. Chan. "A Delphi Study of Knowledge Management Systems: Scope and Requirements." *Information & Management* 44, no. 6 (September 2007): 583-597.

Chan, Yolande E., Niraj Bhargava, and Christopher T. Street. "Having Arrived: The Homogeneity of High-Growth Small Firms." *Journal of Small Business Management* 44, no. 3 (July 2006): 426-440.

Chan, Yolande E., Rajiv Sabherwal, and Jason Thatcher. "Antecedents of Strategic IS Alignment: An Empirical Investigation." *IEEE Transactions on Engineering Management* 53, no. 1 (February 2006): 27-47.

Wightman, Doug H., Lucas G. Jurkovic, and Yolande E. Chan. "Technology to Facilitate Ethical Action: A Proposed Design." *AI & Society* 19, no. 3 (September 2005): 250-264.

Chan, Yolande E., Mary J. Culnan, Kathleen E. Greenaway, Gary Laden, Toby Levin, and H. Jeff Smith. "Information Privacy: Management, Marketplace, and Legal Challenges." *Communications of the AIS* 16, article 12 (August 2005): 270-298.

Greenaway, Kathleen E., and Yolande E. Chan. "Firms' Information Privacy Behaviors: Competing Theoretical Explanations." *Journal of the Association for Information Systems* 6, no. 6, Article 7 (June 2005): 171-198.

Chan, Yolande E., Anna R. Dekker, and David J. Ramsden. "Diffusing Healthcare Knowledge: A Case Study of the Care Delivery Network." *Communications of the AIS* 15, no. 13 (February 2005): 225-241.

Ford, Dianne P., and Yolande E. Chan. "Knowledge Sharing in a Multi-Cultural Setting: A Case Study." *Knowledge Management Research & Practice* 1, no. 1 (June 2003): 11-17.

Mills, S. Keith, Rico S. Yao, and Yolande E. Chan. "Privacy in Canadian Health Networks: Challenges and Opportunities." *Leadership in Health Services* 16, no. 1 (February 2003): 1-10.

Chan, Yolande E. "Why Haven't We Mastered Alignment?: The Importance of the Informal Organization Structure." *MIS Quarterly Executive* 1, no. 2 (June 2002): 97-112.

Sabherwal, Rajiv, and Yolande E. Chan. "Alignment Between Business and IS Strategies: A Study of Prospectors, Analyzers, and Defenders." *Information Systems Research* 12, no. 1 (March 2001): 11-33.

Chan, Yolande E. "IT Value—The Great Divide between Qualitative and Quantitative, and Individual and Organizational, Measures." *Journal of Management Information Systems* 16, no. 4 (Spring 2000): 225-261.

Gray, Peter H., and Yolande E. Chan. "Integrating Knowledge Management Practices Through a Problem-Solving Framework." *Communications of the AIS* 4, no. 12 (November 2000).

Chan, Yolande E. "Creating Canada's First Privatized MBA Program." *Academy of Management Executive* 13, no. 2 (May 1999): 100-105.

Volkoff, Olga, Yolande E. Chan, and E.F. Peter Newson. "Leading the Development and Implementation of Collaborative Interorganizational Systems." *Information & Management* 35, no. 2 (January 1999): 63-75.

Chan, Yolande E., Sid L. Huff, and Duncan G. Copeland. "Assessing Realized Information Systems Strategy." *Journal of Strategic Information Systems* 6, no. 4 (December 1998): 273-298.

Chan, Yolande E., Sid L. Huff, Donald W. Barclay, and Duncan G. Copeland. "Business Strategic Orientation, Information Systems Strategic Orientation, and Strategic Alignment." *Information Systems Research* 8, no. 2 (June 1997): 125-150.

Chan, Yolande E., and Veda C. Storey. "The Use of Spreadsheets in Organizations: Determinants and Consequences." *Information & Management* 31, no. 3 (December 1996): 119-134.

Chan, Yolande E., and Sid L. Huff. "Strategy: An Information Systems Research Perspective." *Journal of Strategic Information Systems* 1, no. 4 (September 1992): 191-204.

Other Monieson Centre-Related Refereed Journal Articles

Chan, Yolande E., Rashmi Krishnamurthy, Janelle Mann, and Rajiv Sabherwal. "Knowledge Sharing, Knowledge Seeking, and Emotions: A Longitudinal Study of Hospital Restructuring Decision-Making." *Knowledge and Process Management* 30, no. 2 (October 2022): 148-162.

Chan, Yolande E., Rashmi Krishnamurthy, Janelle Mann, and Rajiv Sabherwal. "Public Participation in Policy Making: Evidence from a Citizen Advisory Panel." *Public Performance & Management Review* 45, no. 6 (2022): 1308-1345.

Knutsen, Wenjue L. and Yolande E. Chan. "The Phenomenon of Staff Volunteering: How Far Can You Stretch the Psychological Contract in a Nonprofit Organization?" *Voluntas: International Journal of Voluntary and Nonprofit Organizations* 26, no. 3 (June 2015): 962-983.

Benecki, Leslie A., John S. Andrew, and Yolande E. Chan. "Evaluating the Feasibility of an Affordable Housing and Community Centre: A Case Study from Rural Ontario." *Journal of Rural and Community Development* 9, no. 2 (May 2014): 67-80.

Massey, Jennifer, Sean Field, and Yolande Chan. "Partnering for Economic Development: How Town-Gown Relations Impact Local Economic Development in Small and Medium Cities." *The Canadian Journal of Higher Education* 44, no. 2 (2014): 152-169.

Brander, Rosemary A., Margo L. Paterson, and Yolande E. Chan. "Using a Common Vision of Partners in Care to Enhance Hospital Relationships." *Journal of Research in Interprofessional Practice and Education* 3, no. 2 (August 2013): 1-25.

Chan, Yolande E., and Leslie A. Benecki. "Evaluating the Success of a Hospital's Community Engagement Process." *Healthcare Management Forum* 26, no. 1 (Spring 2013): 20-25.

Brander, Rosemary A., Margo L. Paterson, and Yolande E. Chan. "Fostering Change in Organizational Culture using a Critical Ethnographic Approach." *The Qualitative Report* 17, no. 45 (November 2012): 1-27.

Massey, Jennifer, Yolande Chan, Sean Field, and Paul Smith. "The Role of Career Services in Facilitating Local Economic Growth – Opening Doors to Students' Understanding of Local Opportunities." *Canadian Journal of Career Development* 10, no. 1 (February 2011). Selected to be reprinted in the 2012 CJCD celebratory 10th anniversary book.

Practitioner Targeted Journal Articles

Murphy, Pamela R., and Yolande E. Chan. "The CFO Competency Map." *CPA Magazine*, March 2014.

Dixon, Jeff and Yolande Chan. "The Creative Economy – An Opportunity for Rural Revitalization." *The Economic Development Journal of Canada*, November 2011.

Caldwell, Wayne, Jennifer Ball, Yolande Chan, Jeff Dixon, Harold Flaming, Suzanne Ainley, and Sara Thomson, "Key Research Interests in Rural Ontario." *Ontario Planning Journal* 25, no. 6 (November-December 2010): 12.

Chan, Yolande E., Keith Mills, and Rico Yao. "Thinking Outside the Toolbox." *Canadian Healthcare Manager* 10, no. 3 (June 2003): 49-53.

Saunders, Chad, and Yolande E. Chan. "Rapid-Growth Firms: The Challenge of Managing Information Technology." *Ivey Business Journal* (January-February 2002): 62-67. A podcast of the article was developed by *Ivey Business Journal* in 2006-7.

Smith, Heather, and Yolande Chan. "Practitioner's Guide to IS Performance Measurement: An APC Sponsored Research Project." *SIM Delivers* 1, no. 1 (April 1996): 1-4.

Chan, Yolande. "Business and Information Systems Strategy, Structure and Alignment: An APC-Sponsored Study." *SIM NETWORK* (February 1996): 15-16.

Chan, Yolande E., and Sid L. Huff. "Strategic Information Systems Alignment." *Business Quarterly* (now *Ivey Business Journal*, August 1993): 51-55.

Huff, Sid L., and Yolande E. Chan. "Competing With IT: More Than One Way To Win." *Canadian Information Processing* (April-May 1991): 22-24, 30.

Refereed Books and Book Chapters

Ahuja, Suchit, Yolande E. Chan, and Arman Sadreddin. "Digital Platforms for Inclusive Micro-Entrepreneurship: Transforming the Lives of Waste Management Workers in India." In *Handbook of Digital Entrepreneurship: The Transformation of Enterprise*, edited by W. Lamine, S. Jack, A. Fayolle and D. Audtresch, De Gruyter, 2024.

Sadreddin, Arman, Suchit Ahuja, and Yolande E. Chan. "University Entrepreneurial Ecosystems: Exploring Digitalization in University Incubators." In *Handbook of Digital Entrepreneurship: The Transformation of Enterprise*, edited by W. Lamine, S. Jack, A. Fayolle and D. Audtresch, De Gruyter, 2024.

Ahuja, Suchit, and Yolande E. Chan. "Digital Innovation in Small Firms in Rural Canada." In *Rural Entrepreneurship and Innovation in the Digital Era*, edited by S. Lokuge and D. Sedera, IGI Global, 2020.

Ahuja, Suchit, and Yolande E. Chan. "Frugal Innovation and Digitalization: A Platform Ecosystem Perspective." In *Frugal Innovation: A Cross Global Research Companion*, edited by A. McMurray and G. de Waal, Routledge Publishers, 2019.

Liebowitz, Jay, Yolande Chan, Tracy Jenkin, Dylan Spicker, Joanna Paliszkiewicz, and Fabio Babiloni (eds.). "How Well Do Executives Trust Their Intuition." Taylor & Francis, 2019.

Chan, Yolande E., Tracy Jenkin, and Dylan Spicker. "Gender, Experience, Industry Sector, Title, and Country: Playing a Role in Intuition." In *How Well Do Executives Trust Their Intuition,* edited by Jay Liebowitz, Yolande Chan, Tracy Jenkin, Dylan Spicker, Joanna Paliszkiewicz, and Fabio Babiloni, Taylor & Francis, 2019.

Levallet, Nadège and Yolande E. Chan. "Knowledge Loss and Retention: The Paradoxical Role of IT" in *Success and Failures of Knowledge Management,* edited by Jay Liebowitz, Elsevier, 2016.

Gonzalez, Paola A. and Yolande E. Chan. "Exploring Physicians' Resistance to Using Mobile Devices: A Hospital Case Study." In *Business Technologies in Contemporary Organizations: Adoption, Assimilation, and Institutionalization*, edited by Abrar Haider, IGI Global, October 2014.

Chan, Yolande E. and Blaize Horner Reich. "Rethinking Business-IT Alignment." In *Rethinking Management Information Systems* (second edition), edited by Wendy Currie and Robert Galliers, Oxford University Press, 2011, pp. 346-372.

Zureik, Elia, with L. Lynda Harling Stalker, Emily Smith, David Lyon and Yolande E. Chan (eds.). "Surveillance, Privacy and the Globalization of Personal Information: International Comparisons." McGill-Queen's University Press, 2010.

Chan, Yolande E. "Introduction: Consumers and Workers." In *Surveillance, Privacy and the Globalization of Personal Information: International Comparisons*, edited by Zureik, Stalker, Smith, Lyon and Chan, McGill-Queen's University Press, 2010, pp. 291-294.

Ip, Frederick, and Yolande E. Chan. "Information Systems Security: A Survey of Canadian Executives." In *Computer Security, Privacy and Politics: Current Issues, Challenges and Solutions*, edited by Ramesh Subramanian, Idea Group Publishing, March 2008.

Chan, Yolande E., Anna R. Dekker, and David J. Ramsden. "Diffusing Healthcare Knowledge: A Case Study of the Care Delivery Network." 2007 reprint in the Global Text Project (http://globaltext.org) Information Systems text, edited by Rick Watson with David Bray as section editor.

Chan, Yolande E. "IT Value—The Great Divide between Qualitative and Quantitative, and Individual and Organizational, Measures." In *Exploring Information Systems Research Approaches*, edited by Robert Galliers, Lynne Markus and Sue Newell, Butterworth-Heinemann, 2004.

Chan, Yolande E. "Competing through Information Privacy." In *Competing in the Information Age*, edited by Jerry Luftman, Oxford University Press, 2003.

Malara, Yann B., and Yolande E. Chan. "The Formation and Stagnation of a Healthcare Network." In *The European Group of Public Administration (EGPA) Yearbook*, edited by A. Salminen, W.J.M. van der Donk and E.H. Klijn, 2002.

Chan, Yolande E., and David J. Ramsden. "Understanding Health Information Networks in Canada." In *Strategies for Healthcare Information Systems*, edited by Ton Spil and Robert Stegwee, Hershey, PA: Idea Group Publishing, 2001, pp. 143-163.

Chan, Yolande E. "Information Systems Strategy, Structure and Alignment." In *Strategic Information Technology: Opportunities for Competitive Advantage,* edited by Raymond Papp, Hershey, PA: Idea Group Publishing, 2001, pp. 56-81.

Chan, Yolande E., and Anne-Marie Croteau. Editors, *Proceedings of the IS Division*, Administrative Sciences Association of Canada Conference, Montreal, July 2000.

Huff, Sid L., and Yolande E. Chan. "Aligning Information Systems Strategy with Business Strategy." In *Managing for Success,* edited by Monica Fleck, Toronto: HarperCollins Publishers, 1999, pp. 43-47.

Chan, Yolande E. "Going the Extra Mile." In *Scaling the Ivory Tower: Stories from Women in Business School Faculties,* edited by Dianne Cyr and Blaize Horner Reich, Westport, CT: Praeger Publishers, 1996, pp. 3-17.

National Academy of Public Administration Panel (panel members: C. Morgan Kinghorn (chair), Wayne F. Anderson, Duane P. Andrews, Yolande E. Chan, and David S.C. Chu). *Information Management Performance Measures—Developing Performance Measures and Management Controls for Migration Systems, Data Standards, and Process Improvements in the Department of Defense.* Washington, DC: National Academy of Public Administration, January 1996.

Chan, Yolande, and Heather Smith. *Practitioner's Guide to IS Performance Measurement.* Chicago, Illinois: Society for Information Management, 1995.

Chan, Yolande E., and Sid L. Huff. "The Development of Instruments to Assess Information Systems and Business Unit Strategy and Performance." In *Research in Strategic Management and Information Technology*, edited by J. Henderson and N. Venkatraman, JAI Press, 1994, pp. 145-184.

Other Monieson Centre-Related Refereed Books and Book Chapters

Chan, Yolande E. and Jeff A. Dixon. "The Creative Economy – A Rural Revitalization Opportunity." *Taking the Next Steps: Sustainability Planning, Participating and Public Policy in Rural Canada*, edited by Lars Hallstrom, University of Alberta Press, 2015.

Chan, Yolande E., Jeff A. Dixon, and Christine R. Dukelow. "Revitaliser les économies rurales: Un guide pour les praticiens." French translation of "Revitalizing Rural Economies: A Guide for Practitioners" (translation by Patrick St-Amand), The Monieson Centre, March 2015. Available online.

Chan, Yolande E., Jeff A. Dixon, and Christine R. Dukelow. "Revitalizing Rural Economies: A Guide for Practitioners." McGill-Queen's University Press, November 2013.

Massey, J., Y. Chan, S. Field, and P. Smith. "The Role of Career Services in Facilitating Local Economic Growth – Opening Doors to Students' Understanding of Local Opportunities." In *A Multi-Sectoral Approach to Career Development: A Decade of Canadian Research* edited by Robert Shea and Rhonda Joy, *Canadian Journal of Career Development*, February 2012, pp. 565-588. This is a reprint of the authors' *CJCD* 2011 article in the 10th anniversary book compiling "the most thought-provoking and ground-breaking articles to appear in the *CJCD*".

Oborn, Eivor, Michael Barrett, Aris Komporozos-Athanasiou, and Yolande E. Chan. "Discourse in Health Care Policy: Comparing UK and Canada." In *The Reform of Healthcare: Shaping, Adapting and Resisting Policy Developments*, edited by Helen Dickinson and Russell Mannion, Palgrave Macmillan, January 2012, pp. 109-121.

Refereed Conference Proceedings

Ahuja, Suchit, and Yolande E. Chan. "Digital Public Infrastructure for Social Impact at Scale." TREO paper in the *Proceedings of the International Conference on Information Systems*, Hyderabad, India, December 2023.

Jewer, Jennifer, Nick van der Meulen, Nadège Levallet, and Yolande E. Chan. "Governance of Digital Transformation: A Qualitative Meta-Analysis." Paper in the *Proceedings of the Paper Development*

Workshop of the AIS Special Interest Group on Digital Innovation, Transformation, and Entrepreneurship (SIG-DITE) at the University of Miami Herbert Business School, Florida, November 2023.

Ahuja, Suchit, Yolande Chan, and Arman Sadreddin. "Innovating within Institutional Voids: A Digital Health Platform in India." Paper in the *Proceedings of the Hawaii International Conference on System Sciences* (HICSS), Hawaii, January 2023

Li, Ting, Yi Zou, and Yolande E. Chan. "Digital Affordances and Digital Capabilities: Evidence from Six AI Startups." Paper in the *Proceedings of the International Conference on Information Systems*, Copenhagen, Denmark, December 2022.

Egbunonu, Patrick, and Yolande E. Chan. "Digital Entrepreneurship: Start-Ups' Adoption of Digital Technologies." Extended Abstract in the Proceedings of the Creative Spark Berlin Paper Development Workshop on "Resilience and Digital Entrepreneurship", Berlin, Germany, November 2021.

Egbunonu, Patrick, and Yolande Chan. "Digital Technologies and Start-Ups: An IS Literature Review." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada*, held virtually, June 2021.

Ahuja, Suchit and Yolande E. Chan. "From Waste to Inclusive Growth: A Digital Platform for 'Ragpickers' in India." Paper in the *Proceedings of the International Conference on Information Systems*, held virtually, December 2020.

Ahuja, Suchit and Yolande E. Chan. "Digital Platforms for Inclusive Micro-Entrepreneurship: Empowering Waste Management Workers in India" Paper in the *Proceedings of the Canadian Council for Small Business and Entrepreneurship (CCSBE) Conference*, held virtually, October 2020.

Levallet, Nadège, and Yolande E. Chan. "Digitally-enabled Organizational Improvisation Capability and Strategic Agility." Paper in the European Journal of Information Systems Agility Special Issue Workshop, *Americas Conference on Information Systems,* held virtually, August 2020.

Sadreddin, Arman, and Yolande E. Chan. "Patterns of Capability Building in New Ventures: The Role of Digital Technology Affordances." Paper in the *Proceedings of the 30th DIGIT Pre-ICIS Workshop*, Munich, Germany, December 2019.

Sadreddin, Arman, and Yolande E. Chan. "Actualizing Digital Affordances in New Ventures." Paper in the *Proceedings of the Paper Development Workshop* of the AIS Special Interest Group on Digital Innovation, Transformation, and Entrepreneurship (SIG-DITE) at ICIS, Munich, Germany, December 2019.

Chan, Yolande, Suchit Ahuja, Farzam Boroomand, and Arman Sadreddin. "Technology Affordances in Digital Innovation Research: Quo Vadis?" Paper in the *Proceedings of the Association for Information Systems Americas Conference* (AMCIS*)*, Cancún, México, August 2019.

Ahuja, Suchit, Yolande E. Chan, and Stephanie B.M. Cadeddu. "Frugal Digital Innovation: An Ecosystem View." Paper in the *Proceedings of the R&D Management Conference*, Paris, France, June 2019.

Li, Ting (Carol), Shamel Addas, and Yolande E. Chan. "Is Sociomateriality a Viable Lens for IS Research? A Scoping Review" Paper (abstract published) in the *Proceedings of the 46th Administrative Sciences Association of Canada Conference*, Toronto, May 2018.

Dixon, Jeffrey, Kathryn Brohman, and Yolande Chan. "Dynamic Ambidexterity: Exploiting Exploration for Business Success in the Digital Age." Paper in the *Proceedings of the International Conference on Information Systems Conference*, Seoul, South Korea, December 2017.

Levallet, Nadège, and Yolande E. Chan. "Strategic Improvisation Capability: A Research Framework." Paper (abstract provided) in the *Proceedings of the Administrative Sciences Association of Canada (ASAC) Conference*, Montreal, May-June 2017.

Sadreddin, Arman, and Yolande E. Chan. "Development of an Information Technology Infrastructure (ITI) Measurement Tool." Paper accepted for presentation at the Annual Conference of the Administrative Sciences Association of Canada (ASAC), Montreal, May-June 2017.

Ahuja, Suchit, and Yolande E. Chan. "Digital Innovation: A Frugal Ecosystem Perspective." Paper in the *Proceedings of the International Conference on Information Systems* ("Digital Innovation at the Crossroads" mini-track), Dublin, Ireland, December 2016.

Li, Ting (Carol), and Yolande E. Chan. "Developing an Instrument to Measure Firm-wide Dynamic IT Capability." Research-in-progress paper in the *Proceedings of the International Conference on Information Systems* ("Methodological and Philosophical Foundations of IS" mini-track), Dublin, Ireland, December 2016.

Ahuja, Suchit, and Yolande E. Chan. "The Enabling Role of IT in Frugal Innovation." Paper accepted for the Journal of the Association for Information Systems (JAIS) Theory Development Workshop at the 37th *International Conference on Information Systems*, Dublin, Ireland, December 2016.

Ahuja, Suchit, Yolande E. Chan, and James S. Denford. "IT-enabled Innovation and Improvisation in Canadian SMEs: A Qualitative Comparative Analysis." Paper in the *Proceedings of the 22nd Americas Conference on Information Systems* ("Impact of IT on Strategic Innovation & Competitive Advantage" mini-track), San Diego, California, August 2016.

Levallet, Nadège, and Yolande E. Chan. "IT Capabilities and Strategic Improvisation: A Multi-method Investigation." Paper in the *Proceedings of the 22nd Americas Conference on Information Systems* ("IT-Enabled Information Management Capability" mini-track), San Diego, California, August 2016.

Levallet, Nadège, and Yolande E. Chan. "IT Capabilities and Strategic Improvisation: A Tale of Two Complementary Methods." Paper accepted for the "Set-Theoretic Methods: Qualitative Comparative Analysis (QCA) for IS Research" Workshop at the 22nd *Americas Conference on Information Systems*, San Diego, California, August 2016.

Ahuja, Suchit, and Yolande E. Chan. "Digital Platforms for Innovation in Frugal Ecosystems." Paper in the *Proceedings of the 76th Academy of Management Conference* ("Organizational Communications and Information Systems" track), Anaheim, California, August 2016.

Ahuja, Suchit, and Yolande E. Chan. "Resource Orchestration in IT-enabled Innovation: An Important Missing Link." Paper in the *Proceedings of the 4th International Conference on Innovation and Entrepreneurship*, Toronto, Canada, April 2016.

Chan, Yolande E., and Suchit Ahuja. "Digital Ecodynamics in Small Firms: Using Information Technology to Compete." Paper in the *Proceedings of the International Conference on Information Systems* ("Practice-oriented Research" track), Fort Worth, Texas, December 2015.

Levallet, Nadège, and Yolande E. Chan. "Using IT to Unleash the Power of Strategic Improvisation." Paper in the *Proceedings of the International Conference on Information Systems* ("Practice-oriented Research" track), Fort Worth, Texas, December 2015.

Wang, Junjun, Yolande E. Chan, and James S. Denford. "The Influence of IT and Knowledge on Firm Agility and Performance." Paper in the *Proceedings of the 21st Americas Conference on Information Systems* ("Strategic Agility through Innovative Knowledge Management" track), Puerto Rico, August 2015.

Ahuja, Suchit, and Yolande E. Chan. "Configurations of IT-enabled Strategy and Innovation in Canadian SMEs." Presented at the 10th Annual Qualitative Comparative Analysis Professional Development Workshop, Academy of Management Conference, Vancouver, B.C., August 2015.

Denford, James S., and Yolande E. Chan. "Strategic Alignment versus Ambidexterity: Complexity in IS, Business and Knowledge Strategy." Presented at the 10th Annual Qualitative Comparative Analysis Professional Development Workshop, Academy of Management Conference, Vancouver, B.C., August 2015.

Jenkin, Tracy A., Yolande E. Chan, Rajiv Sabherwal, and Keith Rogers. "Ambition, Action and Alignment in IS Projects." Presented at the 10th Annual Qualitative Comparative Analysis Professional Development Workshop, Academy of Management Conference, Vancouver, B.C., August 2015.

Ahuja, Suchit, and Yolande E. Chan. "IT Security Governance: A Framework based on ISO 38500." Paper in the *Proceedings of the International Conference on Information Resources Management* (Conf-IRM), Ottawa, May 2015.

Ahuja, Suchit, and Yolande E. Chan. "The Enabling Role of IT in Frugal Innovation." Paper in the *Proceedings of the International Conference on Information Systems* ("IS Strategy, Structure, and Organizational Impacts" track), New Zealand, December 2014.

Ahuja, Suchit, and Yolande E. Chan. "Beyond Traditional IT-enabled Innovation." Paper in the *Proceedings of the* 20th *Americas Conference on Information Systems* ("Impact of IT on Strategic Innovation and Competitive Advantage" mini-track), Savannah, Georgia, August 2014.

Oppong-Tawiah, Divinus, and Yolande E. Chan. "A Dynamic Capabilities Framework for IT-Enabled University Startups." Paper in the *Proceedings of the Administrative Sciences Association of Canada (ASAC) Conference*, Muskoka, Ontario, May 2014. Recipient of the MIS Division Best Paper Award.

Guo, Ligeng, and Yolande E. Chan. "The Relationship between Knowledge Management and Customer Relationship Management: A Review." Paper presented at the Administrative Sciences Association of Canada (ASAC) Conference, Muskoka, Ontario, May 2014.

Chan, Yolande E., and Nadège Levallet. "IT Capabilities – Quo Vadis?" Paper in the *Proceedings of the Annual International Conference on Information Systems* ("E-Business and Competitive Strategy" track), Milan, Italy, December 2013.

Levallet, Nadège and Yolande E. Chan. "The Role of Information Systems in Organizational Improvisation: A Perspective based on Two Complementary Theories." Paper in the *Proceedings of the* 19th *Americas Conference on Information Systems* ("IS Strategy Implementation" mini-track), Chicago, August 2013.

Gonzalez, Paola A., and Yolande E. Chan. "Overcoming Healthcare Professionals' Resistance to Using Wireless Technology." Paper in the *Proceedings of the* 19th *Americas Conference on Information Systems* ("User Resistance to Information Technology" mini-track), Chicago, August 2013.

Gonzalez, Paola A., Yolande E. Chan, and David H. Goldstein. "Exploring the Use of Mobile Devices for Knowledge Sharing in Healthcare: A Hospital Case Study." Paper in the *Proceedings of the* 19th *Americas Conference on Information Systems* ("Successful and Sustainable Mobile Health Solutions" mini-track), Chicago, August 2013.

Chan, Yolande E. and Nadège Levallet. "Information Technology in Startups – Follow, Fuse, Lead or Weave?" Paper in the *Proceedings of the Digitization in Business Models and Entrepreneurship Pre-ECIS Workshop*, European Conference on Information Systems (ECIS), Utrecht, the Netherlands, June 2013.

Levallet, Nadège and Yolande E. Chan. "Organizational Knowledge: Transfer and Retention." Paper in the *Proceedings of the Administrative Sciences Association of Canada (ASAC) Conference*, Calgary, June 2013.

Wilson R.A., L. Duhn, P. Gonzalez, Y. Chan, S. Hall, and E.G. VanDenKerkof. "Wireless Communication Device Implementation in Environments with Unique Needs: Results from an Adult Intensive Care Unit." Abstract in the *Book of Abstracts of the Canadian Nursing Informatics Association (CNIA) Conference, in partnership with the International Federation of Health Information Management Association (IFHIMA) Congress*, Montreal, May 2013.

Wilson, Rosemary, Susan Hall, Lenora Duhn, Paola Gonzalez, Yolande Chan, and Elizabeth VanDenKerkhof. "Wireless Communication Device Implementation in Environments with Unique Needs: Results from an Adult Intensive Care Unit in Canada." Abstract in the *Proceedings of the 8th Biennial Joanna Briggs International Colloquium*, Chiang Mai, Thailand, November 2012.

Khodakarami, Farnoosh, and Yolande Chan. "An Investigation of Factors Affecting Marketing Information Systems' Use." Abstract accepted for the Academy of Marketing Science Annual Conference, New Orleans, May 2012.

Cram, Alec, Kathryn Brohman, Brent Gallupe and Yolande Chan. "Exploring Information Systems Control Alignment in Organizations: Research in Progress." Paper in the *Proceedings of the International Conference on Information Systems*, Shanghai, China, December 2011.

Jenkin, Tracy, David Skillicorn, and Yolande Chan. "Novel Idea Generation, Collaborative Filtering, and Group Innovation Processes." Paper in the *Proceedings of the International Conference on Information Systems*, Shanghai, China, December 2011.

Rahrovani, Yasser, Yolande Chan, and Alain Pinsonneault. "Integrating Two Competing IS Planning Approaches." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada*, Montreal, July 2011.

Khodakarami, Farnoosh, and Yolande E. Chan. "Evaluating the Success of Customer Relationship Management Systems." Paper in the *Proceedings of the International Conference on Information Management and Evaluation*, Toronto, April 2011.

Denford, James S., and Yolande E. Chan. "The Strategic Alignment of Knowledge-Based Enterprises: The Development of an Instrument." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada*, Regina, May 2010.

Denford, James S., and Yolande E. Chan. "Alignment and Misalignment in Knowledge-Based Enterprises." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada*, Niagara Falls, June 2009.

Denford, James S., and Yolande E. Chan. "Reconciling IS Alignment Approaches." Paper in the *Proceedings of the Association for Information Systems Americas Conference* (AMCIS*)*, Keystone, Colorado, August 2007.

Denford, James S., and Yolande E. Chan. "A Comparison of Two Competing Knowledge Strategy Typologies." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada*, Ottawa, June 2007.

Jenkin, Tracy A., Yolande E. Chan, and David Skillicorn. "Novel-Knowledge Discovery: Challenges and Design Theory." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada*, Ottawa, June 2007.

Chan, Yolande E. "Managing Privacy and Security in the Marketplace." Paper in the *Proceedings of the Privacy Survey Research Workshop*, Globalization of Personal Data Project, Queen's University, Kingston, November 2006.

Jenkin, Tracy A., and Yolande E. Chan. "Knowledge Discovery for Competitive Intelligence: Organizational Processes and Constraints." Paper in the *Proceedings of the Association for Information Systems Americas Conference* (AMCIS), Acapulco, Mexico, August 2006.

Singh, Satyendra, Yolande E. Chan, and James D. McKeen. "Knowledge Management Capability and Organizational Performance: A Theoretical Foundation." Paper in the *Proceedings of the International Conference on Organizational Learning, Knowledge and Capabilities*, Warwick, United Kingdom, March 2006.

O'Reilly, Norman J., Yolande E. Chan, and Peter C. Knight. "Charting a Course for Knowledge Management Research: Insights from a Knowledge Café." Paper in the *Proceedings of the International Conference on Intellectual Capital, Knowledge Management and Organizational Learning*, Dubai, United Arab Emirates, November 2005.

Chan, Yolande E. "Evaluating the Knowledge Strategies and Systems of High-Tech Canadian Firms." Paper in the *Proceedings of the International Conference on Intellectual Capital, Knowledge Management and Organizational Learning*, Toronto, October 2004.

Chan, Yolande E., Anna R. Dekker, and David J. Ramsden. "Diffusing Healthcare Innovations: A Case Study of the Care Delivery Network." Paper in the *Proceedings of the Association for Information Systems Americas Conference* (AMCIS), New York, August 2004. Recipient of the best paper award for the *Healthcare* track.

Bhargava, Niraj, Yolande Chan, and Anna Dekker, "Convergence and Divergence between Knowledge and Know-how in High Growth Enterprise." Paper in the *Proceedings of the 19th Annual Conference of the Canadian Council for Small Business and Entrepreneurship*, Halifax, Nova Scotia, November 2002.

Greenaway, Kathleen E., Peggy H. Cunningham, and Yolande E. Chan. "Privacy Orientation: A Competing Values Explanation of Why Organizations Vary in their Treatment of Customer Information." Winner of the Best Student Paper Award at the 2002 American Marketing Association, Marketing and Public Policy Conference, Atlanta, Georgia, May 2002.

Saunders, Chad, and Yolande E. Chan. "An Investigation of the Management Challenges Faced by Rapid Growth Enterprises." Paper in the *Proceedings of the 18th Annual Conference of the Canadian Council for Small Business and Entrepreneurship*, Quebec City, October 2001.

Malara, Yann B., and Yolande E. Chan. "Social Cognition and Social Ordering in a Health Information Network." Paper in the *Proceedings of the European Group of Public Administration (EGPA) Conference* ("Public Administration in Networks" track), Finland, September 2001.

Malara, Yann B., and Yolande E. Chan. "Social Cognition and Social Ordering Examined Within the Context of a Health Network." Paper in the *Proceedings of the Surveillance Categories, Risk, and Social Ordering Workshop*, Department of Sociology, Queen's University, Kingston, Ontario, May 2001.

Chan, Yolande E., and Kathleen E. Greenaway. "An Experiment in Non-Traditional Instruction—Evaluating a Corporate Sponsored, Combined Faculty Undergraduate Course." Paper in the *Proceedings of the Information Resources Management Association (IRMA) International Conference*, Toronto, May 2001.

Chan, Yolande E. "IS Strategic and Structural Alignment: Eight Case Studies." Paper in the *Proceedings of the Association for Information Systems 1999 Americas Conference* (AMCIS), Milwaukee, Wisconsin,

August 1999, pp. 390-392. Recipient of the <u>Best Paper Award</u> for the Information Systems Strategy and Implementation conference track.

Gray, Peter H., and Yolande E. Chan. "A Typology of Knowledge Management Practices and Processes." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada,* New Brunswick, June 1999, pp. 1-10.

Greenaway, Kathleen E., and Yolande E. Chan. "The Uncertainty of Success: In Search of the Drivers of CIO Longevity." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada,* New Brunswick, June 1999, pp. 45-56.

Chan, Yolande E. "IT Value—The Great Divide between Qualitative and Quantitative, and Individual and Organizational, Measures." Paper in the *Proceedings of the Fifth European Conference on the Evaluation of Information Technology*, edited by A. Brown and D. Remenyi, Reading, UK, November 1998, pp. 35-54.

Chan, Yolande E. "Investigating Business and Information Systems Structure, Alignment and Performance." Paper in the *Proceedings of the 1998 Information Resources Management Association (IRMA) International Conference*, Boston, May 1998, pp. 632.

Reich, Blaize H., Yolande E. Chan, Genevieve Bassellier, and Izak Benbasat. "Investigating IT Competence in Business Managers." Paper written for and presented at the *1997 SIM Workshop on Current Perspectives on Information and Technology Management*, Atlanta, December 1997.

Parent, Michael, and Yolande E. Chan. "Paradigm Found: The Application of Organizational Economics to MIS." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada*, Halifax, June 1994, pp. 153-163.

Chan, Yolande E., and Sid L. Huff. "Investigating Information Systems Strategic Alignment." Paper in the *Proceedings of the International Conference on Information Systems*, Orlando, Dec. 1993, pp. 345-363.

Chan, Yolande E., and Sid L. Huff. "Assessing Information Systems Strategy." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada*, Lake Louise, June 1993, pp. 176-193. Recipient of the MIS Division <u>Honourable Mention Award</u>.

Chan, Yolande, Sid L. Huff, and Donald W. Barclay. "Frameworks for Identifying Strategic Information Systems Opportunities—A Critique." Paper in the *Proceedings of the Annual Conference of the Administrative Sciences Association of Canada*, Whistler, June 1990, pp. 49-59.

Other Monieson Centre-Related Papers and Abstracts in Refereed Conference Proceedings

Brander, Rosemary A., Margo L. Paterson, and Yolande E. Chan. "Collaborative Care – Applying Change in a Canadian Hospital." Abstract in the *Proceedings of the Canadian Physiotherapy Association National Congress*, Montreal, Quebec, May 2013.

Brander, Rosemary A., Margo L. Paterson, and Yolande E. Chan. "Fostering Change in Organizational Culture using a Critical Ethnographic Approach." Abstract in the *Proceedings of the 4th Annual Qualitative Report Conference (TQR4)*, Fort Lauderdale, Florida, January 2013. Invited presentation.

Brander, Rosemary A., Margo L. Paterson, and Yolande E. Chan. "Collaborative Care: Examining Perspectives for Application and Change within a Canadian Hospital." Abstract in the *Proceedings of the 6th International Conference for Interprofessional Education and Collaborative Practice*, Kobe, Japan, October 2012. Recipient of the Best Poster Award.

Brander, Rosemary A., Margo L. Paterson, and Yolande E. Chan. "Collaborative Care: A Shared Conceptual Model and Innovations for Change." Abstract in the *Proceedings of the Emerging Priorities in Aging Conference*, Kingston, Ontario, October 2012.

Knutsen, Wenjue L., and Yolande E. Chan. "Beyond Volunteering: The Phenomenon of "Casual Volunteering" in Nonprofit Organizations." Paper in the *Proceedings of the Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA) Conference*, Toronto, November 2011.

Brander, Rosemary, Margo Paterson, Yolande Chan, and Maurio Ruffolo. "Impacting Change in Customer Service in a Public Hospital." Abstract in the *Proceedings of the National Canadian Physiotherapy Association Conference*, Whistler, British Columbia, July 2011.

Brander, Rosemary, Margo Paterson, Yolande Chan, and Maurio Ruffolo. "Customer Service: Impacting Cultural Change in a Public Hospital." Abstract in the *Proceedings of the Ontario Physiotherapy Association Conference*, Ottawa. April 2011.

Brander, Rosemary, Margo Paterson, Yolande Chan, and Maurio Ruffolo. "Considering the Culture of Customer Service in a Public Hospital." Abstract in the *Proceedings of the Interprofessional Education Ontario Conference*, Toronto, January 2011.

Massey, Jennifer, Paul Smith and Yolande Chan and Sean Field. "The Role of Career Services in Facilitating Local Economic Growth – Opening Doors to Students' Understanding of Local Opportunities." Abstract in the *Proceedings of the National Conference of the Canadian Association of Career Educators & Employers*, Halifax, June 2010. Invited presentation. The paper received the 2010 Rob Shea Research Award.

Brander, Rosemary, Margo Paterson, Yolande Chan, and Maurio Ruffolo. "Considering the Culture of Customer Service in the Public Health Sector." Abstract in the *Proceedings of the Canadian Physiotherapy Association National Congress*, St. John's, Newfoundland, July 2010.

Brander, Rosemary, Margo Paterson, Yolande Chan, and Maurio Ruffolo. "Considering the Culture of Customer Service in a Public Hospital." Synopsis in the *Proceedings of the CIHR Student Health Research Forum: Symposium on Infectious Disease and Global Health*, Winnipeg, Manitoba, June 2010.

Barrett, Michael, Eivor Oborn, Aris Komporozos-Athanasiou, and Yolande Chan. "Translation Strategies for Service Innovation: An Idealogical Discourse Analysis." Paper in the *Proceedings of the Organisational Behaviour in Health Care Conference*, Birmingham, UK, April 2010.

Brander, Rosemary, Margo Paterson, Yolande Chan, and Maurio Ruffolo. "Exploring the Culture of Customer Service with Health Professionals in a Public Hospital." Abstract in the *Proceedings of the Ontario Physiotherapy Conference,* Toronto, March 2010.

Research Reports

Chan, Yolande, Madelaine Jacobs, Jeff Dixon, and Norm Ragetlie. *The Impact of Academic Knowledge Mobilization in Rural Economic Development*. Final Report provided by The Monieson Centre to the Rural Secretariat, Agriculture and Agri-Food Canada, Government of Canada, July 2013.

Caldwell, Wayne, Jennifer Ball, Yolande Chan, Suzanne Ainley, Jeff Dixon, Harold Flaming, and Erik Lockhart. *Rural Research Priorities.* Research Report provided by the University of Guelph's School of Environmental Design and Rural Development, The Monieson Centre and The Ontario Rural Council (now the Rural Ontario Institute) to the Ontario Ministry of Agriculture, Food and Rural Affairs, May 2010.

Chan, Yolande, and Blaize Horner Reich. *Information Technology Competence Summary Report.* Research Report provided to organizations participating in an IT competence study, and to participants in IT executive development programs at Queen's University, Simon Fraser University, and Western University, June 1998.

HEC and Queen's MIS Research Teams (team members: H. Barki, G. Pare, S. Rivard, M. Vezina, F. Ethier, C. Lamoureux, H. Smith, J. McKeen, P. Todd, M. Parent, Y. Chan, B. Gallupe, and L. Wagar). *The Impact of IT on Employees and the Organization, Part II.* Research Report provided to the Canada Post Corporation, July 1996.

HEC and Queen's MIS Research Teams (team members: C. Bernier, A. Pinsonneault, S. Rivard, C. Lamoureux, H. Smith, P. Todd, J. McKeen, M. Parent, Y. Chan, B. Gallupe, and S. Crocker). *The Impact of IT on Employees and the Organization, Part I.* Research Report provided to the Canada Post Corporation, June 1995.

Chan, Yolande. *Business and Information Systems Strategy, Structure, and Alignment.* Research Report provided to the Society for Information Management (SIM) Advanced Practices Council (APC), June 1995.

Chan, Yolande, Joanne Stewart, and Richard Simm. *Business and Information Systems Strategic and Structural Alignment*. Research Report provided to the Society for Information Management (SIM) Advanced Practices Council (APC), May 1994.

Chan, Yolande, Joanne Stewart, and Richard Simm. *Information Systems Effectiveness Metrics*. Research Report provided to the Society for Information Management (SIM) Advanced Practices Council (APC), January 1994.

Chan, Yolande E. *Assessing the Strategic Value of Company Information Systems*. Research Report provided to the Center for Telecommunications Management, School of Business Administration, University of Southern California, 1993.

Interviews, News Articles, and Other Thought Leadership Contributions

Ahuja, Suchit, Yolande E. Chan, and Umesh Rathod. "Importance of digital public infrastructure-driven platforms in achieving social impact at scale." *Forbes India*, October 18, 2023.

Ahuja, Suchit, and Yolande Chan. "Leveraging digital platforms for public good: Stories of positive impact from India." *The Conversation*, March 14, 2023.

Interviewed by Selma Shennib in "International Women's Day Interview with Dean Yolande E. Chan." *McGill Reporter*, https://reporter.mcgill.ca/international-womens-day-interview-with-dean-yolande-e-chan, accessed March 7, 2023.

Interviewed by Bill Brownstein in "McGill's First Black dean wants to give out keys to once locked doors." *Montreal Gazette*, https://montrealgazette.com/opinion/columnists/brownstein-mcgills-first-black-dean-wants-to-give-out-keys-to-once-locked-doors, accessed February 10, 2023.

Interviewed by Isabelle Massé in "La doyenne des affaires." *La Presse*, https://www.lapresse.ca/affaires/2022-03-19/entrevue-avec-yolande-e-chan/la-doyenne-des-affaires.php, accessed March 21, 2022.

Featured by Nelly Rosario in "Yolande Brown Chan." MIT Black History Project, https://www.blackhistory.mit.edu/archive/yolande-brown-chan, accessed December 30, 2021.

Highlighted by Richard Deschamps in "The Future of Retail: Retail Innovation Lab at Bensadoun School of Retail Management Officially Inaugurated by Quebec Minister." *McGill Reporter*, November 8, 2021.

Featured by Ron Fanfair in "Yolande Chan appointed Dean of McGill's Desautels Faculty of Management." *Share* (Canadian ethnic newspaper), https://www.ronfanfair.com/home/2021/11/5/tzi5ayaahd5r3vgu2zauef4ssrsqz2, accessed November 5, 2021.

Interviewed and recorded by Robyn Fadden, "Navigating Digital Ecosystems & Transforming Strategy with Yolande Chan." *Delve* podcast episode and article, https://delve.mcgill.ca/listen/navigating-digital-ecosystems-and-transforming-strategy-with-yolande-chan/, November 4, 2021.

Quoted by Jennifer Lewington in "Business schools have committed to becoming more inclusive. But has anything actually changed?" *The Globe and Mail*, October 27, 2021.

Featured with Tracy Jenkin and David Skillicorn by Alan Morantz in *How Technology Can Power Group Innovation*, Smith Business Insight, https://smith.queensu.ca/insight/content/How-Technology-Can-Power-Group-Innovation.php, accessed October 25, 2021.

Interview with Yolande Chan featured by the McGill Office of the Provost and Vice-Principal (Academic) for the National Day for Truth and Reconciliation, https://www.mcgill.ca/indigenous/article/national-day-truth-and-reconciliation/yoland-chan, accessed September 30, 2021.

Featured by Lisa Leander and Ruchi Watson in "Academic Leadership Already Lacked Women Representation Pre-Pandemic. Now What?" *Harvard Business Publishing Education Perspectives*, March 8, 2021. Reprinted and recirculated by *The Faculty Lounge Newsletter – Harvard University,* March 23, 2021.

Chan, Yolande, Arman Sadreddin, and Suchit Ahuja. "Digital technologies will help build resilient communities after the coronavirus pandemic." *The Conversation*, September 28, 2020. Posted also on September 20, 2020 on *PreventionWeb*, a knowledge sharing platform managed by the UN Office for Disaster Risk Reduction.

Ahuja, Suchit, Yolande Chan, and Arman Sadreddin. "Lightweight Digital Tech Can Do Heavy Lifting When Disaster Strikes." Smith Business Insight, https://smith.queensu.ca/insight/content/lightweight-digital-tech-can-do-heavy-lifting-when-disaster-strikes.php, accessed July 17, 2020.

Chan, Yolande, Rashmi Krishnamurthy, and Craig Desjardins. "Mighty Tools that Small Businesses Overlook." Smith Business Insight, https://smith.queensu.ca/insight/content/mighty-tools-that-small-businesses-overlook.php, accessed June 1, 2020.

Interviewed and recorded by Sophia D. Bryan, creator of the Driven Woman Podcast series, "Leadership Journeys of Jamaican Oxford Alumni," February 4, 2020.

Quoted by Anthony A. Davis in "Gut instinct vs. big data: When analytics can't replace human intuition," *The Globe and Mail*, January 27, 2020.

Featured with Tracy Jenkin by Alan Morantz in *Is Your Project Team on the Same Page?*, Smith Business Insight, https://smith.queensu.ca/insight/content/is-your-project-team-on-the-same-page.php, accessed December 10, 2019.

Featured in *How to Use Your Intuition Strategically*, Smith Business Insight, https://smith.queensu.ca/insight/videos/how_to_use_your_intuition_strategically, accessed May 22, 2019.

Featured with Tracy Jenkin by Alan Morantz in *Why You Should Trust Your Spider Sense*, Smith Business Insight, https://smith.queensu.ca/insight/articles/why_you_should_trust_your_spider_sense, accessed April 2, 2019.

Featured with Jay Liebowitz, Tracy Jenkin, Dylan Spicker, Joanna Paliszkiewicz, and Fabio Babiloni by Melanie Nolen in "New Research Says CEOs Should Follow Their Intuition," https://chiefexecutive.net/new-research-says-ceos-should-follow-their-intuition/, accessed January 8, 2019.

Featured by Hailey Eisen in "Four tips for using technology the right way to help your startup," *Women of Influence*, https://www.womenofinfluence.ca/2018/11/29/four-tips-for-using-technology-to-help-your-startup-succeed/, accessed November 29, 2018.

Quoted by David Israelson in "World-class windows: Maker of huge panes of architectural glass takes outsized risk on tech," *The Globe and Mail*, August 28, 2018.

Highlighted with Nadège Levallet by Alan Morantz in *Why Business Strategists Need a Night at the Improv*, Smith Business Insight, https://smith.queensu.ca/insight/articles/why_business_strategists_need_a_night_at _the_improv, accessed March 20, 2018.

Quoted by David Israelson in "What to do when your company reaches the size tipping point," *The Globe and Mail*, February 19, 2018.

Profiled in *From One Kingston to Another*, Smith Magazine, https://smith.queensu.ca/magazine/summer-2017/profiles/one-kingston-another, Summer 2017 issue, accessed July 20, 2017.

Highlighted by JC Kenny in the Kingston Report in a discussion on diversity initiatives at Queen's and the Principal's Implementation Committee on Racism, Diversity and Inclusion. Ontario Morning from CBC Radio, http://www.cbc.ca/listen/shows/ontario-morning-from-cbc-radio/episodes (at 25 minutes and 45 seconds into the broadcast), accessed May 4, 2017.

Highlighted with Suchit Ahuja by Alan Morantz in *Constraints as Competitive Edge*, Smith Business Insight, https://smith.queensu.ca/insight/articles/constraint_as_competitive_edge/, accessed January 31, 2017.

Featured in *Inside Kingston: Stories Celebrating People's Lives & Passions,* a Quarry Heritage Book authored by former CBC Radio writer/broadcaster, Patricia Henderson, September 2015.

Featured by Andrew Carroll in "Strengthening the Research Culture," *Queen's Gazette*, July 17, 2015.

Highlighted with Leslie Benecki by Alan Morantz in Hospital Budgeting by Community: A Citizens' Advisory Panel helps Northumber*land Hills Hospital make some Painful Decisions*, Smith Business Insight, https://smith.queensu.ca/insight/articles/hospital_budgeting_by_community/, accessed March 31, 2014.

Donger, Elizabeth. "Profile with Yolande Chan." The Rhodes Project, http://rhodesproject.com/yolande-chan-profile/, accessed December 1, 2013.

Highlighted with Tracy Jenkin and David Skillicorn in *Research Brief: Searching for a Google that goes off on a Tangent*, Smith Business Insight, https://smith.queensu.ca/insight/articles/research_brief_searching_ for_a_google_that_goes_off_on_a_tangent/, accessed May 29, 2013.

Quoted by Budd Hall and Crystal Tremblay in *Learning From SSHRC Funded Partnerships,* a publication for SSHRC by the Centre for Public Sector Studies at the University of Victoria, BC, May 2012.

Featured by Debra Fieguth in "Marketplace Missionaries: Entrepreneurs and Christian Thinkers Examine how their Faith Relates to Business," *Faith Today*, May/June 2012, page 24.

Featured in "Federal Government Supports Collaborative Research Partnerships," Queen's News Centre, October 5, 2011.

Featured by Cory Firth in "Good News from Eastern Ontario" in the Ontario East Economic Development Commission News, April 18, 2011.

Featured by Heather Denise in "Queen's University Connects Students with Local Employers," *Kingston Herald*, January 28, 2011.

Featured in "Connecting Students and Graduates with Kingston Employers," *Queen's News Centre*, January 27, 2011.

Buttrick, Alice. "Yolande and Michael Chan: The Intersection of Two Rhodes." The Rhodes Project, http://www.rhodesproject.com, accessed November 11, 2010.

Featured in an article on the Smith School - PELA CFDC Business Plan Competition, "Enter the Dragon's Den," *The Journal, Queen's University*, November 9, 2010, page 4.

Featured in an article on the Smith School - PELA CFDC Business Plan Competition, "Project Offers $150,000 Interest-Free Loans," *The Kingston Whig-Standard*, October 19, 2010, page 3.

Featured in an article on the Smith School - PELA CFDC Business Plan Competition, "Unique Opportunity for Young Entrepreneurs will Boost Local Economies," *Queen's News Centre*, October 18, 2010.

Featured in "Boosting Rural Economies" in "Research for Real Life," SSHRC Annual Report 2009-10.

Quoted by Joyce Cassin in "NHH Process gets Good Reviews," *Northumberland Today*, September 9, 2010.

Interviewed by Don Alexander on WPBS-TV Live, Watertown, USA, September 8, 2010.

Discussed in "Five Queen's Professors & Almost 100 Students Awarded Funds," *Kingston Herald*, September 8, 2010.

Discussed in "SSHRC Funding given to Five Professors, Almost 100 Students," *Queen's News Centre*, September 3, 2010.

Featured in articles on the Academic Writing Team, *Queen's News Centre*, March 10, 2010; May 17, 2010; June 28, 2010; July 5, 2010; July 14, 2010; August 12, 2010; August 23, 2010; and September 9, 2010.

Interviewed by Harold Eastman for Queen's Vice-Principal (Research) news communication, July 2010.

Interviewed by Kathy Wood to assist with the creation of a Queen's Research video sponsored by the Vice-Principal (Research) Office, March-April 2010.

Chan, Yolande E., and Jeff A. Dixon. "Investing in a Creative Economy." *The Financial Post*, February 2, 2010, page FP7, accompanied by an online chat with readers.

Interviewed by Mark Kerr in "Lectures to Examine Impact of Creative Economy on Eastern Ontario," *Kingston EMC News*, January 28, 2010, pages 10 and 24.

Interviewed by John Levatte in "New Smiths Falls Economic Board Receives KIS Information," *Smiths Falls EMC News*, January 29, 2009.

Interviewed by Melissa DeSousa in "Queen's to Host Careers Day: University Hopes to Persuade Graduates to Work in Kingston," *The Whig-Standard*, January 28, 2009.

Quoted by Ian Elliot in "Students Key to Recovery: City must take Steps to Retain Post-Secondary Graduates," *The Whig-Standard*, December 5, 2008.

Highlighted in the *AIS Volunteer Spotlight*, the Association for Information Systems, October-November 2008.

Interviewed by Fiona Isaacson in "Academics Research Economic Development," *The Peterborough Examiner*, October 30, 2008.

Interviewed by Frank Armstrong in "Customer Data can be Retailing Gold Mine," *Business Edge* 7, no. 25, December 14, 2007.

Interviewed by Frank Armstrong in "The Price of Loyalty," *The Whig-Standard*, November 26, 2007.

Chan, Yolande E. "The Lowdown on Privacy and Security Threats." Interviewed by Harvey Schachter for *Queen's Leaders Forum,* no. 12, February 2007.

Interviewed by Larry Scanlon in "Someone to Watch Over Me," *Queen's Alumni Review* 78, no. 4 (Fall 2004), pages 12-16.

Interviewed by Jonathan Barrett in "How does Personal Data get Used? Queen's-led Study to Find," *The Kingston Whig-Standard,* November 17, 2003, page 1.

Referenced by Nancy Dorrance in "Post-9/11 Surveillance Crosses Borders, Categorizes 'Ordinary People,'" *Queen's Gazette*, November 17, 2003, page 8.

Chan, Yolande. "Is Your Palm Pilot an Open Book?" *Queen's Gazette*, May 20, 2003, page 5.

Chan, Yolande E., and Sid L. Huff. "Aligning Information Systems Strategy with Business Strategy." *The Globe and Mail*, November 14, 1997, page C2.

Latta, Allyson. "A Working Balance: Yolande Chan." *Inquiry* 18 (1993-94), pages 30-31, 40.

Working Papers

Komporozos-Athanasiou, Aris, Eivor Oborn, Michael Barrett and Yolande Chan. "Policy-Making as a Struggle for Meaning: Disentangling Knowledge Translation across International Health Contexts." Working Paper Series SoMWP–1005. London: School of Management, Royal Holloway, University of London (2010).

Dong, Linying, and Yolande E. Chan. "Looking Back and Looking Forward: A Review of Twenty Years of MIS Research on Privacy." Monieson Centre Working Paper No. WP0408. Kingston: Smith School of Business, Queen's University (2008).

Ip, Frederick, and Yolande E. Chan. "The Costs of Information Security Breaches: Case Studies and a Survey." Working Paper Series, No. WP2005-03. Kingston: School of Business, Queen's University (2005).

Chan, Yolande E. "Competing Through Information Privacy in the Knowledge Age." Working Paper Series, No. WP2003-06, Queen's Centre for Knowledge-Based Enterprises (2003).

Chan, Yolande E. *Aligning Business and Information Systems: The Importance of Informal Organization Structure.* Working Paper Series, No. WP01-02. Kingston: School of Business, Queen's University (2001).

Chan, Yolande E. *Information Systems Strategy, Structure, and Alignment.* Working Paper Series, No. WP99-03. Kingston: School of Business, Queen's University (1999).

Glew, Richard J., R. Brent Gallupe, and Yolande E. Chan. *Information Technology Terms for Managers—A Glossary of Technical Terms and Acronyms for Business Decision-Makers.* Working Paper Series, No. WP98-05. Kingston: School of Business, Queen's University (1998).

Bund, Paula, and Yolande E. Chan. *Assessing Human Resource and Information Technology Strategies in the Canadian Restructuring Experience.* Working Paper Series, No. WP96-07. Kingston: School of Business, Queen's University (1996).

Chan, Yolande E., Sid L. Huff, Duncan G. Copeland, and Donald W. Barclay. *Business Strategic Orientation, Information Systems Strategic Orientation, and Strategic Alignment.* Working Paper Series, No. 96-119. Cambridge, Massachusetts: Marketing Science Institute (December 1996).

Chan, Yolande, Sid L. Huff, and Clancy Marchak. *Discovering Strategic Information Systems Opportunities—A Seminar Process.* Working Paper Series, No. WP90-13. London: Ivey Business School, Western University (September 1990).

Teaching Cases and Case Studies

Jenkin, Tracy A., Yolande E. Chan, and David B. Skillicorn. "Case Study: Novel Knowledge Discovery on the Web." In *Knowledge Management Challenges, Solutions and Technologies* by I. Becerra-Fernandez and R. Sabherwal. M.E. Sharpe, Inc., 2nd Edition, 2010.

Chan, Yolande E., and Richard J. Simm. "Systems Analysis and Design at Stratford General Hospital." In Chapter 2 of *Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 61-78.

Chan, Yolande E., and Richard J. Simm. "Systems Analysis and Design at Stratford General Hospital—Teaching Notes." In Chapter 2 of *Instructor's Manual to Accompany Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 28-43.

Fertuck, Len, Yolande E. Chan, and Richard J. Simm. "Systems Analysis and Design at Trundles Restaurant." In Chapter 3 of *Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 135-141.

Fertuck, Len, Yolande E. Chan, and Richard J. Simm. "Systems Analysis and Design at Trundles Restaurant—Teaching Notes." In Chapter 3 of *Instructor's Manual to Accompany Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 92-111.

Fertuck, Len, Yolande E. Chan, and Sherry L. Jack. "Ms. Ehree Hospital." In Chapter 3 of *Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 141-156.

Fertuck, Len, Yolande E. Chan, and Sherry L. Jack. "Ms. Ehree Hospital—Teaching Notes." In Chapter 3 of *Instructor's Manual to Accompany Systems Development Case Studies*, edited by M. Gordon Hunter. Boston, MA: McGraw-Hill, 1998, pp. 112-132.

Chan, Yolande E. (and directed by S.L. Huff). "St. Thomas Psychiatric Hospital: A Strategic Planning Framework." In *Activities and Readings in Information Systems* (first edition), edited by Steven R. Gordon and Judith R. Gordon, pages A23-A28. Orlando, Florida: Dryden Press, 1996.

Simm, Richard J., and Yolande E. Chan. *Systems Analysis and Design at Stratford General Hospital.* Case No. 9-95-E001. London: Ivey Business School, Western University (1995).

Simm, Richard J., and Yolande E. Chan. *Systems Analysis and Design at Stratford General Hospital: Assignments and Solutions.* Case No. 8-95-E01. London: Ivey Business School, Western University (1995).

Simm, Richard J., and Yolande E. Chan. *Systems Analysis and Design at Trundles Restaurant*. Revised and expanded version of *Cooking with Cal Oreez* prepared by Len Fertuck, Wm. C. Brown Publishers, 1992. Released for publication by, and use at, Queen's University School of Business by Irwin Publishers, 1994.

Jack, Sherry L., and Yolande E. Chan. *Ms. Ehree Hospital—An Adaptation*. Revised and expanded version of *Ms. Ehree Hospital* prepared by Len Fertuck, Wm. C. Brown Publishers, 1992. Released for publication by, and use at, Queen's University School of Business by Irwin Publishers, 1994.

Chan, Yolande. *St. Thomas Psychiatric Hospital—A Strategic Planning Framework*. Case No. 9-89-E010 (directed by S.L. Huff). London: Ivey Business School, Western University (1989).

Chan, Yolande. *St. Thomas Psychiatric Hospital—A Strategic Planning Framework: Teaching Note*. Case No. 8-89-E010. London: Ivey Business School, Western University (1989).

Chan, Yolande. *St. Thomas Psychiatric Hospital—Planning A Systems Architecture*. Case No. 9-89-E008 (directed by S.L. Huff). London: Ivey Business School, Western University (1989).

Chan, Yolande. *St. Thomas Psychiatric Hospital—Planning A Systems Architecture: Teaching Note*. Case No. 8-89-E008. London: Ivey Business School, Western University (1989).

Chan, Yolande E. *St. Thomas Psychiatric Hospital*. Case No. 9-89-E014 (directed by S.L. Huff). London: Ivey Business School, Western University (1988).

UNPUBLISHED MANUSCRIPTS

Chan, Yolande E. "Business Strategy, Information Systems Strategy, and Strategic Fit: Measurement and Performance Impacts." Doctoral thesis. London, Ontario: Western University, 1992. (Co-winner of the 1992-1993 International Conference on Information Systems Doctoral Dissertation Competition.)

Chan, Yolande E. "The Organization of Field Service Systems." M.Phil. thesis. Oxford: Hertford College, Oxford University, 1984.

Brown, Yolande E. "Integrated Circuit Cross-Section Modeling." M.Sc. thesis. Cambridge, MA: Massachusetts Institute of Technology, 1982.

Brown, Yolande E. "RVLSI Wafer Yield Dependencies." B.Sc. thesis. Cambridge, MA: Massachusetts Institute of Technology, 1981.

GRANTS[1]

2023: The Network for Oral and Bone Health Research ($40,000 for 2023) with Elham Emami (PI) and other co-applicants. "Integrating Equity, Diversity, and Inclusion into the Lifecycle of AI for Health and Oral Health."

2022: Social Sciences and Humanities Research Council of Canada Insight Development Grant ($45,188 for 2022-2024) with Jennifer Jewer (PI) and Nick van der Meulen. "Dynamic Capabilities for Digital Transformation: The Role of Information Technology Governance."

---

[1] Chan is the principal investigator (PI) unless otherwise stated.

2022:   Social Sciences and Humanities Research Council of Canada Insight Development Grant ($68,677 for 2022-2024) with Arman Sadreddin (PI) and Suchit Ahuja. "Watering The Grassroots: Technologies for Low-Resource Community Impact."

2020:   Social Sciences and Humanities Research Council of Canada Partnership Grant ($2,446,979 for 2020-2026), with Wendy Cukier (PI) and other co-applicants. "Inclusive Innovation and Entrepreneurship Network, IIE-Net."

2019:   Social Sciences and Humanities Research Council of Canada Partnership Grant (Stage 1; $20,000 for 2019-2020) with Wendy Cukier (PI) and other co-applicants. "Inclusive Innovation and Entrepreneurship Network, IIE-Net."

2017:   Social Sciences and Humanities Research Council of Canada Insight Grant ($194,398 for 2017-2022) with collaborator, Michael Barrett. "Digital Innovation in University Incubators and Startups."

2016:   Queen's University Principal's Development Fund (Visiting Scholars Grant, $2,079).

2015:   Social Sciences and Humanities Research Council of Canada Insight Development Grant ($59,875 for 2015-2018). "Exploring IT-enabled Frugal Innovation."

2014-15:   Queen's University and Smith School of Business Grants ($5,000 for 2015-2016 and $3,500 for 2014). "Social Sciences and Humanities Research Council of Canada Grant Proposal Preparation."

2012:   Social Sciences and Humanities Research Council of Canada Insight Development Grant ($33,848 for 2012-2015) with co-applicant, Craig Desjardins. "Digital Technology Strategy and Business Innovation."

2011:   Social Sciences and Humanities Research Council of Canada Partnership Development Grant ($228,640 for 2011-2015) with co-applicants Andrew, Blay-Palmer, Borowec, Chen, Dacin, de Bettignies, Desjardins, Donald, Hambly Odame, Hunter, Ivus, Packalen, Pant, Plourde, Ragetlie, Raver, Stolarick, Thiele, and Viswanathan. "Research Partnerships to Revitalize Rural Economies."

           Agriculture and Agri-Food Canada (Rural Secretariat) Community Development Program Application ($199,200 for 2011-2013). "The Impact of Academic Knowledge Mobilization in Rural Economic Development."

           Economic Developers Council of Ontario ($60,975 for 2011-2012) with co-applicants Alison Blay-Palmer, Chialin Chen, Tina Dacin, Linda Dyer, Kelley Packalen and Veikko Thiele. "Research to Revitalize Rural Economies."

           Social Sciences and Humanities Research Council of Canada Public Outreach Grant – Canadian Environmental Issues ($79,700 for 2011-2012) with Alison Blay-Palmer (PI) and other collaborators. "Building Regional Food Hubs in Ontario: Fostering Linked-up Thinking and Practice through Sustainable Food Systems."

           OMAFRA Mobilizing Agri-Food and Rural Research Knowledge, Knowledge Translation and Transfer Program ($64,885 for 2011-2012) with Alison-Blay Palmer (PI) and other collaborators. "Developing Regional Food Hubs: Applying Knowledge to Increase Local Food Purchasing through Local Food Linkages and Value Chains."

           Smith School of Business Faculty Development Fund Grant ($5,000).

2010:   Social Sciences and Humanities Research Council of Canada Aid to Research Workshops and Conferences ($20,000 for 2010-2011). "The Rural Creative Economy: From Theory to Practice."

          Social Sciences and Humanities Research Council of Canada Public Outreach Grant ($49,922 for 2010-2013). "French Translation of 'Revitalizing Rural Economies by Mobilizing Academic Knowledge' Findings."

2009:   Ontario Ministry of Agriculture, Food and Rural Affairs through the University of Guelph ($94,000 for 2009-2010), with Wayne Caldwell (PI), Harold Flaming and research team members Jennifer Ball and Jeff Dixon. "Identifying Rural Research Priorities through Community Engagement."

          Health Force Ontario Interprofessional Care Grant ($62,080 for 2009-2010), with Marcy Saxe-Braithwaite (PI), Rosemary Brander, Margo Paterson and Yolande Chan. "Changing the Culture of Customer Service for Patients, Families and Health Caregivers: A Learning Process."

2008:   Social Sciences and Humanities Research Council of Canada Knowledge Impact in Society Grant ($298,501 for 2008-2011), with Drs. Blay-Palmer, Donald, Hunter, Raver and Wilson, along with partnering organizations such as PELA CFDC and the Eastern Ontario CFDC Network Inc. "Revitalizing Rural Economies by Mobilizing Academic Knowledge."

          Social Sciences and Humanities Research Council of Canada Community-University Research Alliances Letter of Intent ($20,000 in proposal development funds for 2008), with Drs. Aubert, Blay-Palmer, Borowec, Chen, de Bettignies, Desjardins, Donald, Dostie, Gregory, Hunter, Kotecha, McHale, Packalen, Pazderka, Raver, Rivard, Selkirk, Sephton, Suret, and Wilson, along with partnering organizations such as PELA CFDC and the Eastern Ontario CFDC Network Inc. "Revitalizing Rural Economies through Community-University Partnerships."

          Social Sciences and Humanities Research Council of Canada Strategic Research Grant ($227,095 for 2008-2011), with Betsy Donald (PI), co-investigators Richard Florida and Kevin Stolarick, and collaborator Alison Blay-Palmer. "The Creative Food Economy: A New Menu for Sustainable Economic Development." (Chan Collaborator Focus: Knowledge Transfer)

          Social Sciences and Humanities Research Council of Canada International Opportunities Fund Grant ($24,940 for 2008-2009), with Michael Barrett, Bill Mackillop and Eivor Oborn. "Understanding Institutional Influences on Cancer Care Management." (Chan Focus: Knowledge Diffusion)

2007:   Change Foundation Grant ($100,000 for 2007-2009) with M. Parry, principal investigator, and collaborators, M. Harrison and J. Medves. Submitted by the Nursing Research Council in collaboration with KGH, PCCC, SE Community Care Access Centre, Practice and Research in Nursing Group, Queen's Joanna Briggs Collaboration and The Monieson Centre. "Building a Knowledge-Intense Nursing Workplace Using a Practice Scholarship Program (PSP)."

2006:   Ontario Research Network for Electronic Commerce (ORNEC) Grant for $476,216 with Norm Archer (McMaster), principal investigator, and co-investigators, Ken Deal, Milena Head, Yufei Yuan (McMaster), Yolande Chan (Queen's), Uma Kumar and Vinod Kumar (Carleton). "Defining and Measuring Identity Theft."

2005:   Smith School of Business Fall and Winter D.I. McLeod Research Assistantship ($1,800).

2004:   Privacy Commissioner of Canada (Contributions Program) Grant ($49,970 for 2004-2005). Awarded to The Surveillance Project (David Lyon, principal investigator, and co-investigators

Yolande Chan and Elia Zureik). "Location Technologies: Mobilities, Surveillance, and Privacy."

2003:   Social Sciences and Humanities Research Council of Canada INE Collaborative Research Initiatives Grant ($1.93 million for 2003-2007), with David Lyon (principal investigator) and co-investigator Elia Zureik. "The Globalization of Personal Data."

Social Sciences and Humanities Research Council of Canada INE Standard Research Grant ($79,935 for 2003-2007). "Evaluating the Knowledge Strategies of High-Technology, High-Growth, Small and Medium Sized Enterprises."

Social Sciences and Humanities Research Council of Canada Grant ($30,000) with David Lyon (principal investigator) and Elia Zureik (co-investigator). The SSHRC INE letter of intent (LOI) was approved, and funding was provided to develop the proposal on the "Globalization of Personal Data" (which also was approved later; see above).

2002:   Ontario Research and Development Challenge Fund (ORDCF) Grant for the "Ontario Research Network for E-Commerce" project ($15 million dollars in total, with a third from ORDCF, a third from the private sector and a third from universities). Principal investigator from Queen's (one of four universities): Brent Gallupe. Queen's collaborators: Julian Barling, Marc Busch, Peggy Cunningham, Tina Dacin, Jim McKeen, Douglas Reid, Sandy Staples and myself.

Smith School of Business Research Program ($8,000), Queen's Centre for Knowledge-Based Enterprises ($8,000) and the Queen's Surveillance Project ($6,000) (with Peggy Cunningham and Kathleen Greenaway) for the purpose of holding a Queen's symposium on mobile commerce and information privacy.

Smith School of Business Research Program Grant (with Peggy Cunningham and Jane Webster) for the purpose of bringing Visiting Scholar Kirstie Ball to Smith School of Business ($7,500).

Smith School of Business General Research Grant ($3,000).

Ministry of Enterprise, Opportunity and Innovation, "Leading Growth Firm Series on Creating and Managing Advisory Boards," ($25,000) with Elspeth Murray (principal investigator), Niraj Bhargava, Andrie Nel, and Sandra Olszowka.

Queen's Centre for Enterprise Development Grant ($5,420) with Niraj Bhargava.

Smith School of Business Summer D.I. McLeod Graduate Research Assistantships ($2,988 with Niraj Bhargava, and $1,992 with Peggy Cunningham).

2001:   Queen's Centre for Knowledge-Based Enterprises Grant ($5,000).

Queen's Centre for Knowledge-Based Enterprises Grant ($7,100).

Smith School of Business Fall and Winter D.I. McLeod Graduate Research Assistantship ($900).

Smith School of Business Summer D.I. McLeod Graduate Research Assistantship ($1,993).

Queen's Office of Research Services, Conference Travel Award ($500).

2000:   Nortel Networks Educational Grant ($40,000) to Smith School of Business and Queen's Department of Computing and Information Science. Obtained with the assistance of Tom Anger

and Rick Jackson (Business), and Janice Glasgow, Hossam Hassanein and Henk Meijer (Computing and Information Science).

Nortel Networks Research Grant ($5,000) for a study on IT curriculum innovations to be conducted with the assistance of research associate, Kathleen Greenaway.

Smith School of Business New Researcher Achievement Award ($2,500).

Smith School of Business Fall and Winter D.I. McLeod Graduate Research Assistantship ($1,800).

Smith School of Business Summer D.I. McLeod Graduate Research Assistantship ($1,495).

1999:   Social Sciences and Humanities Research Council of Canada Grant ($360,000 for 1999-2002) with David Lyon (principal investigator) and Robert Pike, Bart Simon, and Elia Zureik (co-investigators).

Ontario Research and Development Challenge Fund Grant ($1,189,522 with matching funds of $1,000,000 from CIBC) with Jim McKeen (principal investigator) and Julian Barling, Brent Gallupe, John Gordon, Darren Meister, Elspeth Murray, Douglas Reid and Sandy Staples (co-investigators). This ORDCF Grant subsequently was managed with the assistance of Niraj Bhargava, Queen's Centre for Enterprise Development (QCED).

Queen's Office of Research Services, Conference Travel Award ($1,000).

Smith School of Business Fall and Winter D.I. McLeod Research Assistantship ($450).

Smith School of Business Summer D.I. McLeod Graduate Research Assistantship ($2,191).

Smith School of Business Summer D.I. McLeod Undergraduate Research Assistantship ($707).

1998:   Care Delivery Network (CDN) Healthcare Research Grant ($5,000).

Smith School of Business Summer D.I. McLeod Research Assistantship ($3,600).

Smith School of Business Fall and Winter D.I. McLeod Research Assistantship ($900).

1997:   Glaxo Wellcome Healthcare Research Grant ($250,000 for July 1997 - September 1997) with Rick Riopelle and Tom MacKenzie (Queen's Health Sciences), Bo Pazderka, John Wilson and John Gordon (Smith School of Business), and Carol Beatty and Caroline Weber (Queen's School of Industrial Relations).

Andersen Consulting computer-assisted software engineering (CASE) laboratory upgrade ($2,000)—obtained with the assistance of Susan Smith and Michael Kirkpatrick of Smith School of Business.

Smith School of Business Fall and Winter D.I. McLeod Research Assistantship ($900).

Smith School of Business Summer D.I. McLeod Research Assistantship ($3,600).

1996:   Social Sciences and Humanities Research Council of Canada Grant ($58,000 for 1996-1999) with Blaize Reich (principal investigator), Izak Benbasat (co-investigator), and Michelle Brown (collaborator).

Smith School of Business Research Program Award ($1,500).

Queen's University Advisory Research Committee Travel Grant ($500).

Smith School of Business Fall and Winter D.I. McLeod Research Assistantship ($900).

1995:   Smith School of Business Summer D.I. McLeod Research Assistantship ($6,300).

1994:   Smith School of Business Summer D.I. McLeod Research Assistantship ($5,250).

1993:   Society for Information Management Advanced Practices Council 1993 Research Grant ($48,400 US for an 18-month period).

Social Sciences and Humanities Research Council of Canada Research Grant ($39,000 for 1993-1996).

Queen's Principal's Development Fund Award to provide support for the development of a systems analysis and design course ($3,750) with Brent Gallupe, Jim McKeen and Peter Todd.

Smith School of Business D.I. McLeod Research Assistantship and Research Grant ($3,020).

1992:   Queen's University Advisory Research Committee Award ($4,917).

Smith School of Business D.I. McLeod Research Assistantship and Research Grant ($8,250).

1991:   Marketing Science Institute Grant ($9,000 US) with Sid Huff, Duncan Copeland, Donald Barclay, and Allen Morrison.

MONIESON CENTRE RESEARCH CONTRACTS

2011:   Ontario Ministry of Government Services (MGS) in partnership with the Ontario Ministries of Agriculture, Food and Rural Affairs (OMAFRA), Economic Development and Trade (MEDT), and Northern Development, Mines and Forestry (MNDMF), with input from the Eastern Ontario Regional Network (EORN). "Developing a Methodology to Assess Broadband Impacts in Eastern Ontario" with Hossam Hassanein, Olena Ivus, Catherine Middleton, and Elspeth Murray, 2011.

Township of Cavan Monaghan, "Official Planning – Impact Analysis" with Wayne Caldwell, 2011.

2010:   Government of Canada Community Adjustment Fund, administered by FedDev Ontario. "The Queen's-PELA CFDC Business Planning Competition," with Craig Desjardins (PI), Elspeth Murray, Kelley Packalen, Scott Carson, and Shannon Goodspeed, 2010-11.

Royal & Sun Alliance Insurance Company of Canada, "Entrepreneurs, Insurance and Business Growth," with Linda Dyer, Scott Erickson, Gordon Hunter, Kelley Packalen, Zeenat Sayeed, and Veikko Thiele, 2010-11.

Renfrew County Community Futures Development Corporation. "Renewable Energy (Biomass) Opportunities," with Vincent Durant, Warren Mabee, Steven Moore, Susan Moore, and Andrew Pollard, 2010-2011.

North Hastings Living and Wellness Centre. "Innovative Investment Models for Sustainable "Green" Housing," with John Andrew, and Leslie Benecki, 2010.

Prince Edward County Community Care for Seniors, "Examining the Provision of For-Profit Services by Non-Profit Organizations," with Wenjue Knutsen, Terry Krupa, Cec Law, and Rosemary Lysaght, 2010.

Empire Life Insurance Company, "Innovation and Social Computing," with Neil Bearse, Scott Erickson, Sidneyeve Matrix, Jim McKeen, Zeenat Sayeed, and Sandy Staples, 2010-11.

2009:   Northumberland Hills Hospital, "Community Engagement Processes and Decision-Making," with Brent Gallupe, Salman Mufti, and Rajiv Sabherwal, 2009-10.

2008:   Institute of Chartered Accountants, "Competencies: From CA to CFO and CEO," with Pamela Murphy, Tom Anger, George Boland, and Carol McKeen, 2008.

2007:   Kingston Economic Development Corporation, "Improving the Retention of Knowledge Workers in the Greater Kingston Area," with Jennifer Massey, John McHale, and Paul Smith, 2007-8.

Prince Edward/Lennox & Addington Community Futures Development Corporation, "Knowledge-Based Rural Economic Development," with Alison Blay-Palmer, Betsy Donald, Gordon Hunter, Jana Raver and Ruth Wilson, 2007-11.

Kingston Community Health Centres, "Knowledge and Information Management," with Leslie Benecki, David Detomasi, David McConomy, and Steve Sykes, 2007-8

PRESENTATIONS

Burton-Jones, Andrew, Yolande Chan, Kieran Conboy, Varun Grover, Nancy Pouloudi, and Suprateek Sarker. "Intellectual Diversity in Information Systems" Panel. International Conference on Information Systems (ICIS), December 2023.

Chan, Yolande, Soumitra Dutta, Christina Soh, and Lee Newman (moderator). "What if business schools should balance multiple purposes?" Panel at the EFMD Conference for Deans and Director Generals, January 2023.

Chan, Yolande, with Karlene Cousins, Jeff Lucas, Hugh Watson, and Maric Boudreau (moderator). "How to Engage Advisory Boards: Best Practices" Panel, Annual General Meeting, College of Academic Leadership, Association for Information Systems, December 2022.

Chan, Yolande. "Technology at our Fingertips: Advancing Communities and Businesses." IEEE Montreal Annual Event, Keynote Speaker, Montreal, Canada, September 2022.

Burton-Jones, Andrew, Yolande Chan, and Carol Saunders. "The Publishing Game: The Editors' Perspective" Panel. Junior Faculty Consortium, Communication, Digital Technology, Organization (CTO) Division, Academy of Management Conference, August 2022.

Burton-Jones, Andrew, Yolande Chan, Patrick Chau, Alok Gupta, Ming-Hui Huang (moderator), and D.J. Wu. "Editors Panel." Pacific Asia Conference on Information Systems (PACIS), July 2022.

Andonova, Veneta, Yolande Chan, Angela Ndunge, and Karen Spens. "Breaking the Glass Ceiling in B-School Education: What's It Going to Take?" Virtual Panel, Women in Business Education's International Women's Day Symposium, March 2022.

Riemenschneider, Cindy (moderator), Monica Adya, Yolande Chan, Anne Massey, and Erica Wagner. "Captains of the Business School/College Vessel: Women Steering through Storms" Panel. 2nd AISWN International Research Workshop on Women, IS and Grand Challenges, ICIS, December 2021.

Chan, Yolande. "Who are your 'People': Identifying and Collaborating with your Research Community." Faculty Roundtable presenter at the virtual Mentorship Event, AIS Doctoral Student Corner, March 2021.

Chan, Yolande (moderator), Suchit Ahuja, James Denford, Ola Henfridsson, and Nadège Levallet, "Digital Innovation and Entrepreneurship: The Challenges of an Ecosystem Perspective." Refereed symposium at the Organizational Communication and Information Systems (OCIS) Division, Academy of Management Conference, August 2020.

Chan, Yolande. "Navigating the Job Market." Faculty Roundtable presenter at the Doctoral Student Corner, Americas Conference on Information Systems (AMCIS), August 2020.

Fedorowicz, Jane (moderator), Yolande Chan, Yong Jin Kim, Fay Cobb Payton, and Dov Te'eni. "Diversity and Inclusion in Academia: Does AIS Have a Problem?" Panel, International Conference on Information Systems (ICIS), Munich, Germany, December 2019.

Chan, Yolande. Facilitator at the "Crossroads between Digital Innovation and Digital Transformation" Professional Development Workshop, International Conference on Information Systems, Munich, Germany, December 2019.

Bassellier, Geneviève (moderator), Yolande Chan, Shaila Miranda, and Sue Newell. "Innovation Adoption, Use, and Diffusion: How Ecosystems Matter." Panel, DIGIT (Diffusion of IT) pre-ICIS Workshop, Munich, Germany, December 2019.

Chan, Yolande. Mentor at the *JAIS-MISQ Executive* Joint Special Issue on Artificial Intelligence in Organizations Workshop, International Conference on Information Systems, Munich, Germany, December 2019.

Loebbecke, Claudia, and Yolande Chan. Organizers of the "Senior Scholars Slam," International Conference on Information Systems, Munich, Germany, December 2019.

Chan, Yolande. "The Job Application and Interview Process." Faculty Roundtable presenter at the Doctoral Student Corner, International Conference on Information Systems, Munich, Germany, December 2019.

Chan, Yolande (moderator), Wojiech Gryc, Brett Huneycutt, and Jason Stanley. "Business and Technology" Panel, Rhodes Scholars Alumni Conference, Victoria University (within the University of Toronto), Toronto, September 2019.

Chan, Yolande, Adriane Randolph, and Donald Wynn. "Obtaining Tenure." Panel, PhD Project Faculty Alumni Meeting, Americas Conference on Information Systems (AMCIS), New Orleans, August 2018.

Chan, Yolande E., Suchit Ahuja, Farzam Boroomand, and Arman Sadreddin. "Digital Affordances and Innovation: What do we Know and Where are we Going?" Presentation at Queen's-HEC Colloquium, Kingston, June 2018.

Chan, Yolande, Chris McKenna, and Rob Moir. "Building and Supporting Research Collaborations." Panel, Canadian Federation of Business School Deans (CFBSD) Associate Deans Research Conference, Toronto, May 2018.

Chan, Yolande, Cecil Chua, Liz Davidson, Fred Niederman, and Jason Thatcher. "Break Your Shackles! Emancipating Information Systems from the Tyranny of Peer Review." Panel, International Conference on Information Systems, Seoul, South Korea, December 2017.

Chan, Yolande. "The Importance of Community-University Knowledge and Technology Exchanges." Research Impact and Contributions to Knowledge (RICK) Conference, Cambridge University, UK, May 2017.

Chan, Yolande, T.P. Liang, and Blaize Reich. "Lessons Learned as a Senior University Administrator." Meeting of the AIS College of Academic Leadership, International Conference on Information Systems, Dublin, Ireland, December 2016.

Chan, Yolande. "Supervising Methodological Innovation: Encouraging Emergent Methods in New Researchers." QCA Professional Development Workshop, Association for Information Systems 2016 Americas Conference (AMCIS), San Diego, August 2016.

Chan, Yolande. "Transitions to Academic Leadership." Presentation prepared for the Professional Development Symposium, Association for Information Systems Americas Conference (AMCIS), San Diego, August 2016.

Chan, Yolande. Entrepreneurship in Business Session Chair. International Conference on Innovation and Entrepreneurship, Toronto, April 2016.

Chan, Yolande, and Suchit Ahuja. "Digital Ecodynamics in Small Firms: Using Information Technology to Compete." International Conference on Information Systems, Fort Worth, Texas, December 2015.

Levallet, Nadège, and Yolande Chan. "Using IT to Unleash the Power of Strategic Improvisation." International Conference on Information Systems, Fort Worth, Texas, December 2015.

Ahuja, Suchit, and Yolande Chan. "Configurations of IT-enabled Strategy and Innovation in Canadian SMEs." QCA Professional Development Workshop, Academy of Management, Vancouver, August 2015.

Denford, James, and Yolande Chan. "Strategic Alignment versus Ambidexterity: Complexity in IS, Business and Knowledge Strategies." QCA Professional Development Workshop, Academy of Management, Vancouver, August 2015.

Jenkin, Tracy, Yolande Chan, Rajiv Sabherwal and Keith Rogers. "Ambition, Actions and Alignment in IS Projects." QCA Professional Development Workshop, Academy of Management, Vancouver, August 2015.

Chan, Yolande. Governing IT for Value Realization Roundtable Facilitator, CIO Symposium. Annual Conference of the International Conference on Information Resources Management (Conf-IRM), Ottawa, May 2015.

Chan, Yolande. Information Security, Privacy, and Risk Management Session Chair. Annual Conference of the International Conference on Information Resources Management (Conf-IRM), Ottawa, May 2015.

Chan, Yolande. "Career Planning - Managing the Next Steps." ICIS Junior Faculty Consortium, Senior Faculty Advisor. International Conference on Information Systems, Orlando, Florida, December 2012.

Chan, Yolande. IS Adoption and Identification Session Chair. Annual Conference of the Administrative Sciences Association of Canada, Montreal, July 2011.

Chan, Yolande, and Wayne Caldwell. "Tapping into Research to Grow Prosperity." Southwest Economic Alliance Assembly, June 2011.

Ragetlie, Norman, Yolande Chan, Erika Bailey, and Wayne Caldwell. "Taking the Pulse of Small Town Ontario: Current Priorities and Emerging Concerns." Rural Ontario Municipal Association Conference, Toronto, Ontario, February 2011.

Chan, Yolande. "University-Community Knowledge Mobilization Partnerships." Innovation 2010, Ottawa, Ontario, December 2010.

Chan, Yolande, and Dan Taylor. Rural Community Sustainability Presentation at the SSHRC-funded "Taking the Next Steps" Conference, Camrose, Alberta, October 2010.

Chan, Yolande, and Jeff Dixon. "Rural Economic Development Priorities: Research Making a Difference." Eastern Ontario Community Futures Development Corporation Network Inc. Workshop, Calabogie, Ontario, October 2010.

Mitchell, Andy, Yolande Chan, Jeff Dixon, and Bob Millard. "Partnering with Educational Institutions." Ontario East Municipal Conference, Kingston, Ontario, September 2010.

Chan, Yolande. "Introduction to The Monieson Centre." Presentation to the Retired Executives Living in Kingston - RELIKs, Kingston, Ontario, June 2010.

Chan, Yolande. "The Role of Universities in a Knowledge-Based Economy." Invited presentation at "Focus 2010 - Are You Ready for a Booming Economy?", The Capital Corridor, Alexandria Bay, New York, June 2010.

Chan, Yolande. "Collaboration and Community in a Global World." Keynote presentation, Conf-IRM, Montego Bay, Jamaica, May 2010.

Chan, Yolande, Craig Desjardins, Betsy Donald and Kevin Stolarick, "The Rural Creative Economy: Agenda for Research." Smith School of Business, Kingston, Ontario, May 2010.

Chan, Yolande. "Economic Development in Rural Communities." Keynote presentation, U-Links Celebration of Research in Haliburton County, Ontario, March 2010.

Chan, Yolande, Craig Desjardins, Jeff Dixon, and Harold Flaming. "Rural Economic Development Priorities: Research Making a Difference." Rural Ontario Municipal Association Conference, Toronto, Ontario, February 2010.

Dixon, Jeff, and Yolande Chan. "How Knowledge Resources can help Address Community Development Issues." Ontario East Municipal Conference, Kingston, Ontario, September 2009.

Chan, Yolande. "A Queen's Example of Successful Knowledge Mobilization - The Knowledge Impact in Society Project." Panel presentation at the Monieson Centre's Conference, *Knowledge Mobilization and Grant Proposal Writing: A Researcher's Guide,* held in Kingston, Ontario, June 2009.

Chan, Yolande. "Introduction to the Knowledge in Society Project." The Monieson Centre's *Knowledge Impact in Society Showcase Event,* Kingston, Ontario, April 2009.

Annis, Robert, Yolande Chan, Ryan Gibson, Robert Greenwood, Ted Lomond (Chair), Bill Reimer and Laura Ryser. "Exploring the Role of Canadian University Research Centres in Knowledge Mobilization, Rural Capacity Building and Community Engagement." Panel at the Knowledge in Motion Conference, Newfoundland, October 2008.

Desjardins, Craig, and Yolande Chan. "Knowledge-Based Economic Development Research." Ontario East Municipal Conference, Kingston, Ontario, September 2008.

Chan, Yolande. "Academia: The Good, Bad and Ugly. Lessons Learned." Invited plenary presentation at the PhD Project Information Systems Doctoral Students Association Conference, AMCIS, Toronto, August 2008.

Benbasat, Izak, Yolande Chan, Dianne Cyr, Michele Dupuis and Blaize Reich. "Obtaining SSHRC and Other Research Grants." Panel at the Annual Conference of the Administrative Sciences Association of Canada, Ottawa, June 2007.

Chan, Yolande. ICIS Women's Breakfast Coordinator. International Conference on Information Systems, Milwaukee, December 2006.

Chan, Yolande. "Managing Privacy and Security in the Marketplace." The Privacy Survey Research Workshop, Globalization of Personal Data Project, Queen's University, Kingston, November 2006.

Chan, Yolande. IS Governance Session Chair. Administrative Sciences Association of Canada, Banff, Alberta, June 2006.

Chan, Yolande. Consumer Data Flows Session Facilitator. Dynamics of Data Flows Conference, Kingston, Ontario, February 2006.

Greenaway, Kathleen, and Yolande Chan. "Consumer Dataflows and Privacy: Examining Privacy Disclosure Statements in Canadian Financial and Retail Sectors." Dynamics of Data Flows Conference, Kingston, Ontario, February 2006.

Greenaway, Kathleen, and Yolande Chan. MIS Privacy Researchers Meeting Coordinators. International Conference on Information Systems, Las Vegas, December 2005.

Chan, Yolande. ICIS Women's Breakfast Coordinator. International Conference on Information Systems, Las Vegas, December 2005.

Chan, Yolande. Theory Development in Knowledge Management Systems Session Chair. International Conference on Information Systems, Las Vegas, December 2005.

Chan, Yolande. 4th Annual Knowledge Management Doctoral Consortium, Faculty Discussant. Queen's University, Kingston, October 30-November 1, 2005.

Chan, Yolande. Theorizing Surveillance Workshop Session Chair. Globalization of Personal Data Project, Queen's University, Kingston, May 2005.

Chan, Yolande. Evolution of the Information Systems Field Session Chair. Administrative Sciences Association of Canada, Toronto, May 2005.

Chan, Yolande. "Evaluating Knowledge Strategies and Systems." Presentation at Queen's-HEC Colloquium, Kingston, May 2005.

Chan, Yolande. "Information Privacy: Management: Proactive vs. Reactive Approaches" Panel Chair. Panelists: Mary J. Culnan, Gary Laden, Toby M. Levin, and H. Jeff Smith. International Conference on Information Systems (ICIS), Washington, D.C., December 2004.

Chan, Yolande. ICIS Junior Faculty Consortium, Senior Faculty Advisor. Washington, D.C., December 2004.

Chan, Yolande. ICIS Women's Breakfast Coordinator. International Conference on Information Systems, Washington, D.C., December 2004.

Chan, Yolande. The International Conference on Intellectual Capital, Knowledge Management and Organizational Learning, Session Chair. Toronto, October 2004.

Chan, Yolande. Biometrics and Databases Session Chair. The State Borders and Border Policing Workshop sponsored by the SSHRC-funded Globalization of Personal Data Project, Queen's University, August 2004.

Chan, Yolande. "What do IT Specialists Know about Managing Change?" Discussant. ASAC Conference, MIS Division, Quebec City, June 2004.

Chan, Yolande. "Privacy in the New Millennium" Panel Chair. ASAC Panel (MIS Division). Panelists: Louis Beaubien (Western University), Kathleen Greenaway (Queen's) and Bill Bonner (University of Calgary). Halifax, Nova Scotia, June 2003.

Chan, Yolande. "Privacy and Mobile Commerce Symposium" Conference Planner (with David Lyon). Kingston, Ontario, May 2003.

Chan, Yolande. "An Investigation of the Management Challenges Faced by Rapid Growth Enterprises." Presentation of a paper co-authored with Chad Saunders. Entrepreneurship Division, ASAC conference, London, Ontario, May 2001.

Chan, Yolande. "An Examination of Non-Traditional Instruction: The Nortel Networks-Sponsored UCC" Panel Chair. ASAC Panel (MIS, Strategy, Entrepreneurship, and Management Education Divisions). Panelists: Kathleen Greenaway (Queen's), Uma Kumar (Carleton), John Pliniussen (Queen's) and Paul Rome (McMaster). London, Ontario, May 2001.

Chan, Yolande. IT Strategy and E-Commerce Session Chair. ASAC Conference, MIS Division, London, Ontario, May 2001.

Chan, Yolande. Management of IT Education Session Chair. Information Resources Management Association (IRMA) International Conference, Toronto, May 2001.

Chan, Yolande. "E-business Curriculum: What Skill Sets do our Students Need?" Two panel presentations with Kathleen Greenaway and Douglas Reid. Information Resources Management Association (IRMA) International Conference, Toronto, May 2001.

Chan, Yolande. Intelligent Transportation Systems and Geodemographic Practice Session Chair. Surveillance Categories, Risk, and Social Ordering Workshop, Department of Sociology, Queen's University, Kingston, Ontario, May 2001.

Chan, Yolande. "Aligning Business and Information Systems: The Importance of Virtual Organization Structure." A presentation at the Academy of Management Conference, Toronto, August 2000.

Chan, Yolande. "The Strategic Consequences of Information Technology Management" Symposium Contributor. Academy of Management Conference, Toronto, August 2000.

Chan, Yolande. "Developing Health Information Networks: Challenges and Solutions" Panel Chair. Administrative Sciences Association of Canada (ASAC-IFSAM) Conference, Montreal, July 2000.

Chan, Yolande. "Taking Stock: What We Have Learned About the Organizational Impacts of Information Technology and What We Still Need to Know" Session Chair. (Guest Speaker: Dr. Dan Robey.) Administrative Sciences Association of Canada (ASAC-IFSAM) Conference, Montreal, July 2000.

Chan, Yolande. "Aligning Technology Investments" Topic Presenter/Resource. Innovators Alliance Conference, Knowledge Café. Toronto, May 2000.

Chan, Yolande. "Using IT to Promote Knowledge Management." An invited plenary presentation made at the 16th annual Jamaica Computer Society conference, Kingston, Jamaica, October 1999. A related

presentation was also made to the JCS Executive Group (an elite group of CIOs and CEOs). A radio interview on knowledge management and its implications for developing nations was also given.

Chan, Yolande. "IS Strategic and Structural Alignment: Eight Case Studies." A presentation at the Association for Information Systems 1999 Americas Conference (AMCIS), Milwaukee, Wisconsin, August 1999.

Chan, Yolande. "MIS Research" Discussant. Administrative Sciences Association of Canada Conference, St. John, New Brunswick, June 1999.

Chan, Yolande. "IT Value - The Great Divide between Qualitative and Quantitative, and Individual and Organizational, Measures." A presentation at the Fifth European Conference on the Evaluation of Information Technology, Reading, U.K., November 1998.

Chan, Yolande. "Investigating Business and Information Systems Structure, Alignment and Performance." A presentation at the Information Resources Management Association (IRMA) International Conference, Boston, Massachusetts, May 1998.

Chan, Yolande. "Going Beyond the Firm: Non-traditional Organizational Structures" Session Chair. International Conference on Information Systems, Atlanta, Georgia, December 1997.

Chan, Yolande. "Profiting from the Experiences of Junior Faculty" Panelist. Women's Breakfast, International Conference on Information Systems, Atlanta, Georgia, December 1997.

Chan, Yolande. "Measurement Issues in Information Systems Research." A panelist with Genevieve Bassellier and Blaize Reich at the Administrative Sciences Association of Canada Conference, St. John's, Newfoundland, May-June, 1997. The panel was moderated by Izak Benbasat.

Chan, Yolande. "Women in Business School Faculty." A presentation at the Women's Breakfast, International Conference on Information Systems, Cleveland, Ohio, December 1996.

Chan, Yolande. "Aligning Information Technology with Business Strategy." A presentation to the Executive Group at the 13th Annual Conference of the Jamaica Computer Society, Montego Bay, Jamaica, October 1996.

Chan, Yolande. "Aligning Business and Information Systems: Case Studies." An invited plenary presentation at the 13th Annual Conference of the Jamaica Computer Society, Montego Bay, Jamaica, October 1996.

Chan, Yolande. "IS Use, Usefulness, and Ease of Use" Session Chair. Administrative Sciences Association of Canada Conference, Montreal, May 1996.

Chan, Yolande. Alternative IS Research Methodologies Session Chair. International Conference on Information Systems, Vancouver, British Columbia, December 1994.

Chan, Yolande. "Aligning Business and IS Strategy." A presentation at the Annual Conference of the Society for Information Management, Salt Lake City, Utah, September 1994.

Chan, Yolande. "Investigating Information Systems Strategic Alignment." A presentation at the International Conference on Information Systems, Orlando, Florida, December 1993.

Chan, Yolande. "Assessing Information Systems Strategy." A presentation at the Administrative Sciences Association of Canada Conference, Lake Louise, Alberta, June 1993.

Chan, Yolande. "Assessing the Strategic Value of Company Information Systems." A presentation at the Marketing Science Institute Conference, Dallas, Texas, December 1992.

Chan, Yolande. Information Systems Development Session Chair. Administrative Sciences Association of Canada Conference, Quebec City, June 1992.

Chan, Yolande. "Assessing the Strategic Fit of Information Systems." A presentation at the Marketing Science Institute Conference, Boston, Massachusetts, May 1991.

Chan, Yolande. "Frameworks for Identifying Strategic Information Systems Opportunities - A Critique." A presentation at the Administrative Sciences Association of Canada Conference, Whistler, British Columbia, June 1990.

Other Presentations

Chan, Yolande. Opening and Closing Remarks. AIS College of Senior Scholars Annual Meeting, International Conference on Information Systems 2023, Hyderabad, India, December 2023.

Chan, Yolande. "Publishing in the Journal of Strategic Information Systems: An Update." Journal of Strategic Information Systems Editorial Board Meeting, International Conference on Information Systems 2023, Hyderabad, India, December 2023.

Chan, Yolande. "An Introduction to the Journal of Strategic Information Systems." Journal of Strategic Information Systems Reception, International Conference on Information Systems 2023, Hyderabad, India, December 2023.

Chan, Yolande, Lesley Fellows, Lisa Shapiro, and Viviane Yargeau. "Women in Leadership" Panel, Deans Town Hall, McGill University Advancement, Montreal, December 2023.

Atanasiadis, Reena, Yolande Chan, and Khaled Hassanein, with Michael Henry (moderator). "The Role of Deans in Philanthropy" Panel, Annual National Conference, Business Schools Association of Canada, Montreal, Canada, November 2023.

Chan, Yolande, David Eidelman, and Sean Ferguson. "A Day in the Life of a Dean." McGill University "Faculty Matters" Panel, held virtually, November 2022.

Chan, Yolande. "Advancing Women in Leadership." Invited Speaker, McGill Women, Leadership and Philanthropy meeting, Toronto, Canada, September 2022.

Chan, Yolande. "Congratulating our Black Graduates." Black Grad Ceremony Speaker, McGill University, Canada, May 2022.

Chan, Yolande. "Leadership in the Next Century" McGill Panel, Dubai Expo, United Arab Emirates, March 2022.

Chan, Yolande. "A Conversation with Dean Yolande Chan" McGill Alumni Event, Dubai Expo, United Arab Emirates, March 2022.

Chan, Yolande. "Academic Initiatives and Partnerships." Presentation at the Board of Governors Retreat, McGill University, February 2022.

Chan, Yolande. "Lessons I Learned about EDII at Queen's." Presentation to the McGill Black Faculty and Staff Caucus, November 2021.

Chan, Yolande, Patrick Egbunonu, and Norman Musengimana. "Kingston Black Entrepreneurs and Business Owners Fireside Chat" Facilitation, Kingston, Ontario, February 2021.

Chan, Yolande (moderator), with Bin Chang, Josianne Marsan, Trish Reay, and Ozgur Turetken. "Building Research Cultures in Business Schools" Panel, Associate Deans (Research) Meeting, Business Schools Association of Canada, January 2021.

Chan, Yolande. "Introductory Remarks" to launch the International Forest and Environmental Development (IFED) 2020 Program, Queen's University, Kingston, Ontario, October 2020.

Chan, Yolande. "Oxford in the 80's – Co-host Introductory Remarks." Rhodes House Alumni Reunion Event, September 2020.

Chan, Yolande. "Accelerating Research and Thought Leadership at Smith: Centres, Ecosystems, Collaborations, and Partnerships." Fireside Chat Facilitation. Faculty Retreat, Smith School of Business, September 2020.

Badmos, Mofi (moderator), Tenniel Brown, Yolande Chan, Ragavendran Gopalakrishnan, and Kate Rowbotham. "Exploring Allyship: The Power of Change." Panelist, Smith Black Business Association Event, August 2020.

Beauregard, Jean-Phillipe, Yolande Chan, Philip Howard, and Malinda Smith. "Understanding Issues Surrounding Systemic Anti-Black Racism." Staff Meeting, Social Sciences and Humanities Research Council of Canada, June 2020.

Chan, Yolande. "Expanding our Knowledge – Understanding Racism." Staff Meeting, MBA and Masters Programs, Smith School of Business, June 2020.

Chan, Yolande, Bonnie Cooke, Katrina Galas, Nicole German, and Michael Young. "Women of Influence" Panel, Queen's Student Alumni Association (QSAA) Conference, Queen's University, Kingston, Ontario, January 2020.

Chan, Yolande (moderator), Tucker Carrington, Alison Froese, Jacqueline Galica, and Qingguo Li. "Engaging the University" Panel, Multi-disciplinary Symposium Exploring Faith and Academic Life, Queen's University, Kingston, Ontario, October 2019.

Chan, Yolande, Christopher Deluca, Nancy Martin and Ram Murty. "Effective Graduate Supervision." School of Graduate Studies Workshop, Queen's University, Kingston, Ontario, June 2019.

Chan, Yolande, Hazel Claxton, Jeanelle Dundas, and Ramona Gallagher. "Women in Business and Law" Panel, Queen's for Critical Empowerment (QFCE) Inaugural Conference, Queen's University, Kingston, Ontario, January 2019.

Chan, Yolande. "Succeeding as a Woman at Queen's: Lessons Learned", Ban Righ Centre Female Faculty Mentoring Lunch, Queen's University, Kingston, Ontario, November 2018.

Chan, Yolande. "Tribute to the Outgoing Interim Vice-Principal (Research)". Reception for Dr. John Fisher, June 2018.

Allingham, John, Yolande Chan, and Cathy Crudden. "A Research Plan for Funding Success" Panel. Research Development Day, Queen's University, May 2018.

Chan, Yolande. "Finding Your Research Niche" Roundtable. PhD-MSc Consortium, Smith School of Business, Kingston, Ontario, September 2017.

Chan, Yolande. "Introductory Remarks" at "Data Day 2015: Managing Queen's University Research Data", Queen's University, Kingston, Ontario, May 2015.

Chan, Yolande. "Introductory Remarks" at the Social Sciences and Humanities Research Council of Canada/Canadian Association for Graduate Studies (SSHRC/CAGS) "Imagining Canada's Future" Roundtable at Queen's University, Kingston, Ontario, April 2015.

Chan, Yolande. "Reflection on One Woman's Life," Plenary Presentation at "Engaging Women at Queen's," an event sponsored by the Queen's Human Rights and Equity Office, Queen's University, Kingston, Ontario, November 2014.

Barling, Julian, Yolande Chan, and Michael Welker. "Meet the Editors" Panel. PhD-MSc Consortium, Smith School of Business, Kingston, Ontario, September 2014.

Chan, Yolande. "Opening Remarks." Monieson Centre Economic Revitalization Conference: Mapping the Future – Technology, People and Rural Prosperity, Kingston, Ontario, April 2014.

Chan, Yolande, Steven Salterio, and Michael Welker. "Meet the Editors" Panel. PhD-MSc Consortium, Smith School of Business, Kingston, Ontario, September 2013.

Chan, Yolande, and Jeff Dixon. "Fostering Innovation through Academic-Community Partnerships." Monieson Centre Economic Revitalization Conference: Building Rural Resilience through Entrepreneurship and Innovation, Kingston, Ontario, April 2013.

Chan, Yolande. "Closing Remarks." Monieson Centre Economic Revitalization Conference: Sustainable Economies, Sustainable Communities, Kingston, Ontario, April 2012.

Chan, Yolande. "Creative Rural Economy: From Theory to Practice" Conference Co-Host. Queen's University and Prince Edward County, Kingston and Picton, Ontario, June 2011.

Jenkin, Tracy with co-authors Yolande Chan and Rajiv Sabherwal. "Solving the ISD Project Management Puzzle: A Dynamics Recipes Approach." Queen's-HEC Colloquium, Kingston, Ontario, May 2011.

Levallet, Nadège with co-author Yolande Chan. "Organization Knowledge Retention: Retirement Challenges." Queen's-HEC Colloquium, Kingston, Ontario, May 2011.

Chan, Yolande. "2nd Annual Study of Business and Knowledge Workshop for Graduate Students" Host. The Monieson Centre, Smith School of Business, Queen's University, Kingston, Ontario, May 2011.

Chan, Yolande. "3rd Annual Knowledge in Society Project Showcase Event" Host. The Monieson Centre, Smith School of Business, Queen's University, Kingston, Ontario, April 2011.

Chan, Yolande. "Monieson Ideas Seminar Series" Host. The Monieson Centre, Smith School of Business, Queen's University, Kingston, Ontario, October 2010-May 2011.

Chan, Yolande. "Fostering Entrepreneurship in the Creative Economy" Conference Host. Queen's University, Kingston, Ontario, November 2010.

Adams, Michael, Tim Bryant, Yolande Chan, Kim Nossal, Jill Scott, and John Smol. "Academic Writing Team Town Halls." Queen's University, Kingston, Ontario, July 2010, August 2010, and September 2010.

Chan, Yolande. "1st Annual Study of Business and Knowledge Workshop for Graduate Students" Host. The Monieson Centre, Smith School of Business, Queen's University, Kingston, Ontario, May 2010.

Chan, Yolande. "2nd Annual Knowledge in Society Project Showcase Event" Host. The Monieson Centre, Smith School of Business, Queen's University, Kingston, Ontario, April 2010.

Chan, Yolande. "Creative Economy Seminar Series" Host. The Monieson Centre, Smith School of Business, Queen's University, Kingston, Ontario, Winter 2010.

Chan, Yolande. "Introduction to the Monieson Centre's Knowledge Impact in Society Project." Presentations given in 2008-10 in Discovery Workshops hosted by community futures development corporations and partner organizations in the counties/communities of Chatham, Elgin, Frontenac, Greater Peterborough, Grenville, Haliburton, Kawartha Lakes, Lennox & Addington, North and Central Hastings/South Algonquin, Prince Edward, Renfrew, South Lake, Thousand Islands, and Valley Heartland.

Chan, Yolande. "Why Researchers should Mobilize Knowledge: The Benefits." Presentation at a CAURA (Canadian Association of University Research Administrators) Queen's University Research Services event, Kingston, December 2009.

Chan, Yolande. "The Monieson Centre: An Overview." Presentation at a Smith School of Business Faculty Forum, Queen's University, Kingston, Ontario, November 2009.

Chan, Yolande. "Working Effectively and Managing Time." Presentation at a regional meeting of economic development officers, hosted by the Ontario Ministry of Food and Rural Affairs, Belleville, November 2009.

Chan, Yolande. "A Discussion of the Nature and Values of the University, Issues of Interdisciplinarity, and the Relations between the University and the Broader Community." Presentation at the Principal's Installation Symposium, Queen's University, Kingston, Ontario, October 2009.

Chan, Yolande. "Knowledge Mobilization and Grant Proposal Writing: A Researcher's Guide" Conference Co-Host. Queen's University, Kingston, Ontario, June 2009.

Massey, Jennifer, Yolande Chan, J.P. Shearer, and Paul Smith. "Recruiting and Retaining Queen's Graduates." Presentation to Student Affairs, Queen's University, Kingston, Ontario, January 2009.

Chan, Yolande. "Recruiting Queen's Graduates." Presentation at the Business Forecast Luncheon, Kingston, Ontario, December 2008.

Chan, Yolande. "From Surviving to Thriving: An Eastern Ontario Perspective," Rural Vitality Conference Co-Host. Kingston, Ontario, May 2008.

Chan, Yolande. "Your Human Resources: What You Know, What You Should Know" Conference Host. Queen's University, Kingston, Ontario, May 2008.

Chan, Yolande. "Research Centres: Lessons Learned." Presentation at the Roundtable on Research Centres, Law Faculty, Queen's University, Kingston, Ontario, December 2006.

Chan, Yolande. "Research and Teaching: Lessons Learned." Presentation at the School of Management, University of the West Indies (Mona Campus), Kingston, Jamaica, July 2006.

Chan, Yolande. "Assessing Knowledge Strategies and Systems." Presentation to the MIS department at the University of British Columbia, Vancouver, May 2005.

Chan, Yolande. "QCED: A Research Update." A presentation at the Queen's Centre for Enterprise Development 3rd Annual Advisor Conference, Goodes Hall, Kingston, Ontario, October 2002.

Chan, Yolande. "Research Opportunities: Choices to be Made." A Queen's MIS Research Colloquium presentation, Queen's University, Kingston, Ontario, August 2002.

Chan, Yolande. "Preparing SSHRC Applications: Lessons Learned." A Social Sciences and Humanities Research Council of Canada (SSHRC) Workshop, organized by the Queen's University Research Services, Kingston, Ontario, June 2002.

Chan, Yolande. "Knowledge Roundtable: Health Care and Knowledge Management—Building Bridges to Better Patient Care" Session Chair. Donald Gordon Centre, Kingston, Ontario, March 2002.

Chan, Yolande. "The Challenges of Academic Life and the Hope in Christ." Interfaith forum presentation on the Queen's University campus, Kingston, Ontario, February 2002.

Chan, Yolande. "Reflections on Research." Research Seminar Series presentation, Smith School of Business, Kingston, Ontario, April 2001.

Malara, Yann, and Yolande Chan. "Structuring Health Networks." A presentation to members of the Department of Sociology, Queen's University, Kingston, Ontario, January 2001.

Chan, Yolande. "Leadership Requirements and Challenges in the Development of Health Information Networks." A presentation to the Information Technology Task Force of the South Eastern Ontario Health Network, Kingston, Ontario, June 1998.

Chan, Yolande. "Challenges to Participating in Healthcare Research—A Business Professor's Perspective." A presentation at the Queen's Health Services Research Awareness Forum, Kingston, Ontario, April 29, 1998.

Chan, Yolande. "Pillars of Dust: The Breath of Intellectual Life" Discussant. Colloquium on Christianity and Scholarship, Kingston, Ontario, March 1998.

Chan, Yolande. "Assessing IS Alignment: Consulting Applications." A presentation to Nolan Norton and KPMG Peat Marwick, New York, May 1996.

Chan, Yolande. "Aligning IS Strategy and Structure: What can we Conclude?" A presentation to the Society for Information Management, Advanced Practices Council, Philadelphia, June 1995.

Chan, Yolande. "Information Systems Alignment Best Practices." A presentation to the Society for Information Management, Advanced Practices Council, Philadelphia, January 1995.

Chan, Yolande. "Business and IS Strategic and Structural Alignment." A presentation at the HEC-Queen's Colloquium, Kingston, Ontario, June 1994.

Chan, Yolande. "Assessing Information Systems Alignment." A presentation to the Society for Information Management, Advanced Practices Council, Baltimore, May 1994.

Chan, Yolande. "Assessing Information Systems Effectiveness." A presentation to the Society for Information Management, Advanced Practices Council, Washington DC, January 1994.

Chan, Yolande. "Aligning Business and Information Systems Strategy and Structure." A presentation to the Society for Information Management, Advanced Practices Council, Washington DC, October 1993.

Chan, Yolande. "Assessing Information Systems Strategy and Effectiveness." A presentation at the HEC-Queen's Colloquium, HEC, Montreal, May 1993.

Chan, Yolande. "Case-Based Strategic Information Systems Instrument Assessment." A presentation at the HEC-Queen's Colloquium, HEC, Montreal, June 1991.

TEACHING CONTRIBUTIONS

Undergraduate Courses

Commerce 496—Information Security, Privacy and Ethics (Course Development), 2006
Commerce 501—Directed Independent Study, 2001 - 2002, 2003 - 2004, 2006 - 2007, 2017
Commerce 397—Knowledge Management Systems, 2001 - 2004
Commerce 396—Network Service Provider Planning, 2000 - 2001
Commerce 395—Information Systems Strategy, 2000 - 2002, 2016
Commerce 390 (previously Commerce 364)—Information Systems Analysis and Design I, 1993 - 1995, 1996 - 1997
Commerce 391—Information Systems Analysis and Design II (Projects), 1996 - 1997
Commerce 360—Computers and Information Processing, 1991 - 1993

Undergraduate Supervision

Independent study (Commerce 501) supervisor, Bill Murphy, winter 2017
Independent study (Commerce 501) supervisor, Mariam Ghiacy, fall 2006 - winter 2007
Independent study (Commerce 501) supervisor, Doug Wightman and Lucas Jurkovic, fall 2003 - winter 2004
Independent study (Commerce 501) supervisor, Keith Mills and Rico Yao, fall 2001 - winter 2002
Contract research project advisor, Victoria Coffin, spring 1994

Other Support for Undergraduate Student Activities

Commerce Student Information Sessions, prior to 2002, 2002, 2007, 2013
Annual Intercollegiate Business Case Competition (ICBC), 1992 - 1999, 2000 - 2001, 2002- 2007, 2012
Annual Queen's Forum on Information Technology (QFIT), 1995 - 1997, 2000 - 2003

Graduate Courses

MGMT 804—Survey Research Method Design, 2019
MBAS 840—Management of Information Technology, 1999, 2012
MBAS 842—Operations and Information Technology Strategy, 1996 - 1997
MBAS 844—Operations and Information Technology Concentration, 1996 - 1997, 1999, 2000, 2002-2003
MBAS 890— MBA Field Projects, 1996 - 1997
MBUS 918—Information Systems Analysis and Design, 1992 - 1995
MBA Effective Writing Modules, 1993 - 1995
MGMT 870—Graduate Seminar on Research Topics in MIS, 1998, 1999, 2012, 2013
MGMT 871—Research Methods in MIS, 2001-2004
MGMT 972—Graduate Seminar on the Conceptual Foundations of MIS, 1998
MGMT 973—Graduate Seminar on Advanced Topics in MIS, 2010
MGMT 974—Graduate Seminar on Information Technology Strategy and Performance, 2000, 2005, 2013
MGMT 976—Emerging Topics in MIS, 2017
MGMT 915—Ph.D. Seminar on Conceptual Foundations of MIS, 1996 - 1997 (seminar coordinator)
MGMT 917—Ph.D. Seminar on Research Areas in MIS, 1995 - 1996
MGMT 992—Ph.D. MIS Special Topics Seminar, 1993 - 1994

Graduate Supervision

Ph.D. thesis supervisor, Sumaiya Siddiqua, 2022 - present
Ph.D. thesis supervisor, Ali Ghawe, 2020 - present
Ph.D. thesis supervisor, Patrick Egbunonu, 2020 - 2023
Ph.D. thesis committee member, Herbert Patrick Wells (Law, Queen's University), 2020

M.Sc. thesis supervisor, Siyun (Jasmine) Jiang, 2019 - 2020

M.Sc. thesis supervisor, Anurag Goel, winter - fall 2019

M.Sc. thesis supervisor, Farzam Boroomand, 2017 - 2019

Ph.D. thesis committee member, Maheshwar Boodraj (Georgia State University), 2017 - 2020

Ph.D. thesis committee member, Kasmine Forbes (Geography and Planning, Queen's University), 2017 - 2021

Postdoctoral fellow supervisor, Rashmi Krishnamurthy, 2017 - 2021

Ph.D. thesis supervisor, Arman Sadreddin, 2016 - 2020

- Arman received the 2019 Alan R. Dennis Doctoral Award on the basis of his academic excellence

M.Sc. thesis supervisor, Arman Sadreddin, 2015 - 2016

Ph.D. thesis supervisor, Ting (Carol) Li, 2015 - 2022 (Defence date: July 18, 2022)

- Ting was awarded the 2019 Ph.D. Student Research Excellence Award
- Ting was awarded the 2019 D.D. Monieson Doctoral Fellowship for academic excellence while contributing to usable knowledge on important business issues
- Ting was nominated by the Queen's MIS faculty, and selected by the consortium co-chairs, to attend the ICIS 2018 doctoral consortium
- Ting received the 2018 Alan R. Dennis Doctoral Award on the basis of her academic excellence
- Ting was appointed a 2018 Dunin-Deshpande Innovation Fellow

Postdoctoral fellow supervisor, Suchit Ahuja, January - June 2018

Ph.D. thesis supervisor, Suchit Ahuja, 2012 - 2017 (Defence date: September 1, 2017)

- Suchit was awarded the 2014 D.D. Monieson Doctoral Fellowship for academic excellence while contributing to usable knowledge on important business issues

Ph.D. thesis supervisor, Nadège Levallet, 2010 - 2014 (Defence date: October 22, 2014)

- Nadège was awarded the 2013 D.D. Monieson Doctoral Fellowship for academic excellence while contributing to usable knowledge on important business issues

M.Sc. thesis supervisor, Junjun Wang, 2013 - 2014

Ph.D. committee member, Jennifer Massey, 2010 - 2014

Ph.D. committee member, Alec Cram, fall 2010 - 2013

M.Sc. thesis supervisor, Gregory McPherson, 2010 - 2011

Ph.D. advisory committee member, Rosemary Brander, 2009 - 2012

Ph.D. research project supervisor, Paola Gonzalez, 2009 - 2010

M.Sc. thesis supervisor, Farnoosh Khodakarami, 2009 - 2010

M.Sc. thesis supervisor, Yasser Rahrovani, 2007 - 2008

Ph.D. research project supervisor, Jeff Wylie, 2007 - 2008

- Jeff was awarded the 2008 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management

Ph.D. thesis supervisor, James Denford, 2005 - 2009 (Defence date: April 9, 2009)

- Jim was awarded the 2007 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management

Postdoctoral fellow supervisor, Linying Dong, summer 2005

Postdoctoral fellow supervisor, Kathleen Greenaway, January - December 2005

Ph.D. committee member, Andrew See, fall 2004 - 2008

Ph.D. research project supervisor, Joyce Jin, 2005 - summer 2007

Ph.D. research project supervisor, JME Maxwell, 2004 - 2005

M.Sc. thesis supervisor, Fred Ip, 2004 - 2005

Ph.D. committee member, Satyendra Singh, 2006 - 2008

Ph.D. thesis co-supervisor, Satyendra Singh, 2004 - 2006

- Satyendra was awarded the 2006 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management

Ph.D. thesis co-supervisor, Tracy Jenkin, 2004 - 2008 (Defence date: July 3, 2008)

- Tracy was awarded the 2005 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management

M.Sc. thesis supervisor, Tracy Jenkin, 2003 - 2004

Ph.D. committee member, Dianne Ford, 2003 - 2004

Ph.D. research supervisor, Dianne Ford, summer 2000-January 2003
- Dianne was awarded the 2002 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management
- Dianne was nominated and selected to attend the 2002 Knowledge-Based Enterprises Doctoral Consortium

Ph.D. thesis supervisor, Kathleen Greenaway, 1999 - 2004 (Defence date: December 3, 2004)
- Kathleen received the Best Student Paper Award at the 2002 AMA Marketing and Public Policy Conference
- Kathleen was nominated by the Queen's MIS faculty, and was selected by the consortium co-chairs, to attend the ICIS 2002 doctoral consortium
- Kathleen was awarded (with Peter Gray) the 2001 D.D. Monieson Doctoral Fellowship for outstanding graduate contributions in the area of knowledge management

Ph.D. thesis supervisor, Yann Malara, 1999 - 2002
Ph.D. research project supervisor, Peter Gray, 1999 - September 2000
M.Sc. thesis supervisor, Peter Gray, graduated 1999
Ph.D. research project supervisor, Kathleen Greenaway, summer 1999
Ph.D. research project supervisor, Aditya Malhotra, summer 1999
Ph.D. committee member, Laura MacDonald, Accounting, graduated 1999
Ph.D. committee member, David Arthurs, MIS, graduated 1997
Ph.D. committee member, Michael Parent, MIS, graduated 1997
M.B.A. for Science and Technology 1997 field project supervisor (five projects, twelve students)
Ph.D. committee member, Al Seaman, Accounting, graduated 1996
M.B.A. project supervisor, Paula Bund, graduated 1995

Graduate Thesis Examination

External reviewer, Herbert Patrick Wells, Ph.D. Thesis in Law, Queen's University, April 2019
External examiner, Vincenzo Alaimo, M.A. Thesis in Sociology, Queen's University, September 2016
Second reader, Bharat Negi, M.Sc. Thesis in Business, Queen's University, 2015
Second reader, Katie Legere, M.Sc. Thesis in Business, Queen's University, 2014
External examiner, Suwatana Isarasakdi, Ph.D. Thesis in Management, Asian Institute of Technology, fall 2012-winter 2013
External examiner, Jennifer Massey, Ph.D. Qualifying Examination, Geography, Queen's University, 2011
Second reader, Kevin Majkut, M.Sc. Thesis in Business, Queen's University, 2011
Second reader, Alec Cram, M.Sc. Thesis in Business, Queen's University, 2009
Examination chair, Meghan Brooks, M.A. Thesis in Geography, Queen's University, 2008
External examiner, James Dutrisac, M.Sc. Thesis in Computing, Queen's University, 2007
External examiner, Nicole Florent, LL.M. Thesis, Queen's University, 2006
External examiner, Val Hooper, Ph.D. Thesis in Information Management, Victoria University of Wellington, 2006
Second reader, Linda Cole, M.Sc. Thesis in Business, Queen's University, 2005
External examiner, Paul Dupuis, Ph.D. Thesis in Social Psychology, Queen's University, 2005
External examiner, Tim McLaren, Ph.D. Thesis in MIS, Michael G. DeGroote School of Business, McMaster University, Canada, 2004
External examiner, Allan Wrigley, D.B.A. Thesis in MIS, School of Management, Macquarie University, Australia, 2003
External reader, Juanita Yarascavitch, Master's in Industrial Relations Essay, Queen's University, 2002
External examiner, Michelle Duwyn, Ph.D. Thesis in Clinical Psychology, Queen's University, 2002
External examiner, Bonnie Lee MacDougall, M.A. Thesis in Psychology, Queen's University, 2001
External reader, Navroz Surani, Master's in Industrial Relations Essay, Queen's University, 2001
External examiner, Felix Tan, Ph.D. Thesis in MIS, University of Auckland, New Zealand, 2000
External examiner, Natalie Foster, M.A. Thesis in Sociology, Queen's University, 1999
External examiner, Elizabeth Roberts, Ph.D. Thesis in Accounting and Finance, Faculty of Economics and Commerce, University of Melbourne, Australia, 1998

External examiner, Joe Abounader, M.Sc. Thesis in Computing and Information Science, Queen's University, 1998
External reader, Douglas Min, Master's in Industrial Relations Essay, Queen's University, 1997
External examiner, Hosein Isazadeh, M.Sc. Thesis in Computing and Information Science, Queen's University, 1997
External examiner, Anuraj Jain, M.Sc. Thesis in Computing and Information Science, Queen's University, 1996
External examiner, Gregory LaMarre, M.Sc. Thesis in Computing and Information Science, Queen's University, 1995
External examiner, Xiaobao Yu, M.Sc. Thesis in Computing and Information Science, Queen's University, 1994
External examiner, Tom Dean, Ph.D. Thesis in Computing and Information Science, Queen's University, 1993

MCGILL COMMITTEE AND SERVICE ACTIVITIES

2022 - present: McGill Innovation Fund Advisory Board
2022 - present: Ex officio member, Desautels Strategy Committee
2022 - present: Ex officio member, Desautels Hiring Committee for Chairs
2022 - present: Ex officio member, Desautels Merit Committee (Teaching)
2022 - present: Ex officio member, Desautels Merit Committee (Service and Service Awards)
2021- 2022: Ex officio member, Desautels Merit Committee (Teaching and Service)
2021- present: Ex officio member, Desautels Merit Committee (Research and Workload)
2021- present: Ex officio member, Desautels EDI Working Group
2021- present: Chair, Desautels Faculty Council
2021- present: Chair, Desautels Faculty Council Sub-Committee on Submitted Agenda Items
2021- present: Chair, Desautels Academic Committee & Recruitment Subcommittee of the Academic Committee
2021- present: Chair, Desautels UTC (University Tenure Committee)
2021- present: Senate, McGill University
2021- present: Dean, Desautels Faculty of Management

QUEEN'S COMMITTEE AND SERVICE ACTIVITIES
August 2021: E. Marie Shantz Chair in MIS Emeritus Status and Queen's Service Completion

Service within Smith School of Business

2021: Smith School EDII Director Advisory Committee
2021: Chair, Smith School Blue Sky EDII Project Selection Committee
2020: Smith School of Business Associate Dean (Faculty) Advisory Committee
2020: Smith School of Business Assistant Dean (Teaching and Learning) Advisory Committee
2020 - 2021: Commerce Anti-Racism and Action Committee
2020 - 2021: Smith School Equity, Diversity, Inclusion and Indigenization (EDII) Taskforce
2020 - 2021: Co-Chair: Smith School EDII Taskforce Working Group on Research and Thought Leadership
2018 - 2020: Smith School Diversity and Inclusion Committee
2018: Smith School Faculty Hiring Diversity Taskforce
2018: Smith School of Business Associate Dean (MBA and Masters Programs) Reappointment Advisory Committee
2017 - 2021: Smith School's Social Sciences, Arts, and Humanities (SSAH) Peer Research Consultant
2017 - 2019: Scotiabank Centre for Customer Analytics Research Advisory Board
2017: Fulbright Canada Visiting Research Chair Host
2016 - 2017: Monieson Centre Advisory Board

2014: Smith School Associate Dean (MBA and Master of Management Programs) Advisory Committee
2013 - 2021: Smith School of Business Senator
2013, 2016 - 2017: MIS Seminar Series Coordinator
2008: Smith School of Business Associate Dean (Research, MSc and PhD Programs) Reappointment Committee
2006 - 2011: Director, The Monieson Centre, Smith School of Business
2006 - 2011, 2016 - 2021: Smith School of Business Research Committee
2006: Smith School of Business Associate Dean MBA Programs Reappointment Committee
2005 - 2006: Smith School of Business Appointments Committee
2004: Queen's Commerce Director Selection Committee
2001- 2002: Chair, Queen's Centre for Enterprise Development (QCED) Research Advisory Board
2001: Queen's Executive Development Centre (QEDC) Policy Development Committee
2001, 2007: Smith School of Business Research Award Review Committee
1999 - 2001, 2002 - 2003, 2012 - 2013, 2017 - 2021: Graduate (PhD-MSc) Committee for Business
1999 - 2000, 2007-8: Smith School of Business Dean's Reappointment Committee
1998 - 2019: Queen's Executive Decision Centre Advisory Team
1997 - 2003: Smith School of Business Faculty Development Fund Committee (previously called the Dean's Development Fund Committee)
1997 - 1998: Smith School of Business Visiting Scholars Committee
1997 - 1998, 2000- 2002: Chair/Member, MIS Faculty Recruiting Committee
1996 - 1997, 2004 - 2005, 2006 - 2011: Chair/Acting Chair/Member, Smith School of Business Renewal, Tenure and Promotion Committee
1996 - 1998: Smith School of Business Commerce Academic Progression Committee
1996 - 1997, 2003-2004, 2012 - 2013: Smith School of Business MBA Academic Progression Committee
1992 - 1993, 1993 - 1995, 1995 - 1997: Chair/Co-Chair/Member, Smith School of Business Research Ethics Review Committee
1992 - 1994, 2003 - 2006: Smith School of Business Computing Committee
1992 - 1993: Smith School of Business Academic Standards Committee
1991 - 2021: Chair/Member, MIS Comprehensive Examination Committee

Service within Queen's University

2021: Queen's National Scholar Selection Committee
2021: Senate Committee Service Information Panel
2021: Centre for Advanced Computing Strategic Planning Advisory Group
2021: Artificial Intelligence (AI) Working Group
2021: Faculty of Arts and Science (Philosophy and Political Studies Departments), Black Political Thought Appointments Committee
2021: Public Service Alliance of Canada (PSAC) University Bargaining Team (re the collective agreement with graduate research assistants, teaching assistants, and teaching fellows)
2020: Equity, Diversity, Inclusion and Indigeneity (EDII) Canada Research Chairs (CRC) Working Group
2020: Art of Research Adjudication Committee
2020 - 2021: NSERC (Collaborative Research and Training Experience) CREATE Letter of Intent Internal Selection Committee
2020 - 2021: COVID-19 Graduate Academic Operations Working Group
2020: COVID-19 Marketing and Retention Sub-Group on Graduate Studies
2019 - 2021: Mentor, Queen's Women's Network Mentoring Program
2019 - 2021: Mentor, Queen's Black Alumni Chapter (QBAC) Mentorship Program
2019 - 2021: Queen's Royal Society of Canada Advisory Committee
2019 - 2020: Appointments Committee, Surveillance Studies Centre, Faculty of Arts and Science
2019 (June - August): Principal's Advisory Committee (PAC) for the Dean of the Smith School of Business
2019: Distinguished University Professor Advisory Committee
2018: Joint Board-Senate Principalship Search Committee
2018 - 2019: Principalship Onboarding and Stakeholder Engagement Committee

2018 - 2021: Provost's Designate, University Council on Anti-Racism and Equity (UCARE); Member, Nominating Subcommittee and PICRDI Progress Review Subcouncil
2018 - 2020: Queen's Campus Master Planning Advisory Committee (CMPAC)
2018 - 2021: Surveillance Studies Centre Executive Committee
2017 - 2018: Queen's Strategic Research Plan Advisory Writing Group
2017 - 2018: Provost's Advisory Committee on Budget
2017: Co-Chair, Principal's Implementation Committee on Racism, Diversity and Inclusion (PICRDI)
2017: Principal's Advisory Committee - Vice-Principal (Research)
2017: Faculty Senator, University Student Appeal Board (USAB)
2017 - 2021: Graduate Studies Executive Council
2017 - 2020: Co-Chair (with Jonathan Newman in 2017-2019 and with Karleen Pendleton Jimenez in 2019-2020), Academic Colleagues, Council of Ontario Universities
2016 - 2020: Academic Colleague representing Queen's University, Council of Ontario Universities
2016 - 2020: Senate Committee on Academic Development
2016: Mentor, Employee Resource Group Mentoring Program (a Young Women at Queen's Initiative)
2016: Centre for Teaching and Learning Selection Committee for the Principal's Dream Courses
2015 - 2016, 2020 - 2021: Queen's Alternate Academic Colleague, Council of Ontario Universities
2015 - 2016 and 2018 - 2021: Queen's Research Data Centre Advisory Committee
2015 - 2016: Queen's Research Data Working Group
2014 - 2016: Queen's Senate Advisory Research Committee
2014 - 2016 and 2018: SSHRC Leader for Queen's University
2013 - 2016: Associate Vice-Principal (Research)
2013: Search Committee for Director of Professional Masters in Earth Resources and Energy Management
2012 - 2015, 2020 - 2022: Mentor, Association for Information Systems (AIS) Women's Network Mentoring Program
2012 - 2013: PARTEQ Innovations Board of Directors
2012 - 2016: Ultra-Large Scale Software Systems CREATE Program Advisory Committee, School of Computing
2012 - 2013: Queen's Faculty of Education Renewal, Tenure and Promotion Committee
2010: Queen's Academic Plan Writing Team
2006 - 2008: Queen's University Privacy Advisory Committee
2005 - 2011: Research on Information Security at Kingston (RISK) Group
2003 - 2005: Chancellor A. Charles Baillie Teaching Award Committee
2001 - 2003: Information Technology Services Executive Search Committee
1998 - 2000, 2005: Principal's Advisory Committee for the Queen's National Scholars Program
1995 - 2000: Advisory Committee of the Writing Centre at Queen's
1992 - 2000, 2002 - 2003, 2005 - 2021: Varying forms of support to Queen's Rhodes Scholar Applicants
1992 - 1993: Chancellor's Scholarship Candidates Review Committee

OTHER COMMITTEE AND SERVICE ACTIVITIES

Journal Editorial Boards

2023 - Present: Editor-in-Chief, *Journal of Strategic Information Systems*
2021 - 2022: Co-Editor-in-Chief, *Journal of Strategic Information Systems*
2022 - Present: Distinguished Editorial Advisory Board, *International Journal of Information Management*
2018 - Present: Senior Editor, *MIS Quarterly Executive*
2018 - 2021: Honorary Board Member, *Journal of Strategic Information Systems*
2017 - 2018: Editor of the Special Issue on IT Governance of the Internet of Things, with Brian Donnellan and Iris Junglas, *Journal of Strategic Information Systems*
2015 - Present: Editorial Board, *Information Systems Journal*
2013 - 2014: Editorial Board, Special Issue on Strategic IT Alignment, *Journal of Information Technology*
2012 - Present: Preeminent Editorial Board, *DATA BASE for Advances in Information Systems*
2010 - 2017: Senior Editor, *Journal of Strategic Information Systems*

2006 - 2012: Associate Editor, *Journal of Data and Information Quality*
2004 - 2005: Associate Editor, *Management Information Systems Quarterly*
2003 - 2005: Senior Associate Editor, *Journal of Information Sciences and Technology*
2002 - 2007: Editorial Board, *Journal of the Association for Information Systems*
2001 - 2018: Editorial Board, *MIS Quarterly Executive*
1998 - 2006: Editorial Board, *Journal of Information Systems Evaluation*
1997 - 2007: Editorial Board, *Journal of Global Information Management*

Service to Professional Associations

2023: Association for Information Systems (AIS) Fellows Committee
2023 - Present: Convenor, College of Senior Scholars, Association for Information Systems (AIS)
2023 - Present: 1982 Class Leader, 120th Rhodes Trust Anniversary Celebrations
2021 - 2023: National Science Foundation (NSF) ADVANCE Impact IT Best Practices Group (to increase the advancement of women in IT, and create best practices and systems in AIS that support women)
2019 - 2021: Research Advisory Board, The Globe and Mail Report on Business Magazine
2019 - 2021: Board of Directors, Federation for the Humanities and Social Sciences (serving on the Governance and Nominating Committee, 2020 - 2021)
2016 - 2017: National Board, Canadian Information Processing Society
2006 - 2009: Secretary, Association for Information Systems
2000 - 2001: IS Division Co-Chair, Administrative Sciences Association of Canada

Service to Granting Agencies and Research Programs

2022 - 2023: Government of Canada Advisory Panel on the Federal Research Support System
2018 - 2019: Consortia Advancing Standards in Research Administration Information (CASRAI) Social Sciences and Humanities (SSH) Impacts Project Working Group
2016: Insight Competition Advisory Committee, Social Sciences and Humanities Research Council of Canada
2014 - 2015: Advisory Committee on Research Grants Success Rates, Social Sciences and Humanities Research Council of Canada
2013 - 2021: College of Reviewers, Mitacs Research Program
2012 - 2013: Peer Review Committee, Connection Grants, Social Sciences and Humanities Research Council of Canada
2001 - 2002: Initiative on the New Economy (INE) Development and Outreach Grants Adjudication Committee, Social Sciences and Humanities Research Council of Canada

Conference, Consortium and Association Committees

2023 - Present: Chair, 2024 EFMD Deans and Directors General Conference
2023 - Present: 2024 EFMD Deans and Directors General Conference Steering Committee
2020 - 2021: Member, Task Force on Journal Board Diversity, Association for Information Systems (AIS)
2020 - 2021: Addressing Diversity in Digitalization Mini-Track Co-Chair (with Janina Sundermeier and Hannes Rothe) in the Knowledge Innovation and Entrepreneurial Systems Track, Hawaii International Conference on System Sciences (HICSS) (for the 2021 and 2022 conferences in Hawaii, USA)
2020: Associate Editor, Conference Theme Track, European Conference on Information Systems, 2021.
2020: Doctoral Consortium Faculty Advisor, Organizational Communication and Information Systems (OCIS) Division, Academy of Management Conference
2019: ICIS 2019 Conference Committee Member (Senior Scholar Slam Co-Organizer with Claudia Loebbecke)
2019: Founding Member, Association for Information Systems (AIS) Special Interest Group on Digital Innovation, Transformation, and Entrepreneurship (SIGDITE)
2018 - 2019, 2020 - 2021: Chair, Americas Conference on Information Systems (AMCIS) Brand Task Force
2017 - 2021: Conference Co-Chair (with Marie-Claude Boudreau), Americas Conference on Information Systems (AMCIS) 2021 – a virtual event originally planned to take place in Montreal, Canada

2017 - 2019: General Conference Senior Advisor, Americas Conference on Information Systems (AMCIS) 2019 in Mexico
2017: Mentor, International Conference on Information Systems (ICIS) Junior Faculty Consortium
2012: Mentor, ICIS Junior Faculty Consortium
2010 - 2011: Conference Committee Member, 1st Annual Rural Research Workshop, hosted by the Canadian Rural Revitalization Foundation
2009 - 2010: Co-Chair, International Conference on Information Systems (ICIS) Panels Track
2009 - 2010: Chair, Organizational Learning, Knowledge and Capabilities 2010 Doctoral Consortium
2005 - 2006: Steering Committee Member, Privacy, Security, Trust Conference
2003 - 2007: Committee Member, International Conference on Intellectual Capital, Knowledge Management and Organizational Learning
2008: ICIS 2008 Doctoral Dissertation Competition Co-Chair
2006 - 2008: ICIS 2007 Doctoral Consortium Co-Chair
2003 - 2008: ICIS 2007 Conference Committee Member
2002 - 2003: Management of IT Track Co-Chair, ICIS 2003
2002 - 2003: Program Committee, Minnesota Knowledge Management Symposium
2002: Associate Editor, ICIS Panels and Debates Track
2001 - 2003: Program Committee, Information Resources Management Association International Conference
1999 - 2001: International Conference on Information Systems (ICIS) Panels and Debates Track Co-Chair
1999 - 2000: IS Division Program Co-Chair and Co-Academic Reviewer, Administrative Sciences Association of Canada (ASAC-IFSAM 2000)
1999 - 2006: European Conference on the Evaluation of IT Committee
1997 - 1998: Program Committee, SIM Workshop (ICIS Pre-Conference Activity)
1996 - 1998, 1999 - 2000: Program Committee, International Conference on Information Systems
1995 - 1996: US National Academy of Public Administration Panel

Journal, Conference, and Grant Application Reviews

Reviewer for:
Academy of Management Conference, 2002
Administrative Sciences Association of Canada Conference (ASAC), prior to 1993, 1993-5, 1997-9, 2000-1, 2004, 2007, 2009, 2011, 2014, 2017
AIS College of Senior Scholars (Best Paper Awards), 2018-23
Americas Conference on Information Systems (AMCIS), 2000, 2021
Atlantic Schools of Business (ASB) Conference, 1998
Australasian Conference on Information Systems, 1999
Canada Research Chairs Program, 2018
Canadian Journal of Administrative Sciences, prior to 1993
DATA BASE, 1999, 2012-14, 2018
Decision Support Systems, 2003
European Conference on Information Systems, 2020
European Conference on the Evaluation of IT (ECITE), 2003-5
Hawaii International Conference on Systems Sciences (HICSS), 2001, 2020-21
Information and Organization, 2004
Information, Communication and Ethics in Society, 2004-5
Information Resources Management Association (IRMA) International Conference, 2001-2
Information Systems Research, prior to 1993, 1993-6, 1999-2001, 2002, 2008
International Academy for Information Management, prior to 1993, 1993-4
International Conference on Information Systems, prior to 1993, 1994-8, 2001-3, 2005-6, 2010, 2016
International Conference on Intellectual Capital and Knowledge Management, 2004-5
Journal of Global Information Management, 1997-2000, 2002, 2005, 2007
Journal of Information & Knowledge Management, 2018-19
Journal of Information Science and Technology, 2003-4
Journal of Information Technology, 2014
Journal of Management Information Systems, 1999, 2009, 2012

Journal of Rural and Community Development, 2013
Journal of Strategic Information Systems, 1999-2000, 2002, 2010-18, 2021-present
Journal of the Association for Information Systems, 2002-7, 2018-19
Knowledge Management Research & Practice, 2018
Management Science, 1996-7, 2000
Ministry of Agriculture and Food/Ministry of Rural Affairs (previously OMAFRA), 2008, 2012-13
MIS Quarterly, prior to 1993, 1993-5, 1997-2006
MIS Quarterly Executive, 2002-5, 2008, 2010, 2012, 2016-21
MIS Quarterly Review, 2001-5
Mitacs-Accelerate Research Program, 2011, 2014, 2019, 2021
Mitacs Business Strategy Internship (BSI) Program, 2020-1
Monieson Centre Knowledge Management Doctoral Consortium, 2004-5
Organization Science, 1995-7
Research Grant Council of Hong Kong, 2013
Social Sciences and Humanities Research Council of Canada (SSHRC), 1994-5, 1999-2000, 2001-2, 2004-8, 2012, 2014, 2015
Society for Information Management (SIM) Workshop, 1997

MEMBERSHIPS IN LEARNED AND PROFESSIONAL SOCIETIES

Academy of Management
Administrative Sciences Association of Canada (at Queen's)
Association for Computing Machinery (at Queen's)
Association for Information Systems (AIS)
- AIS College of Academic Leadership
- AIS College of Senior Scholars
- AIS Special Interest Group on Digital Innovation, Transformation, and Entrepreneurship
- AIS Special Interest Group on Leadership in IT
- AIS Women's Network
Association of MIT Alumnae
Canadian Association of Rhodes Scholars
Canadian Information Processing Society (at Queen's)
Institute of Electrical & Electronics Engineers
National Center for Faculty Development and Diversity
Network for Advancing and Evaluating the Societal Impact of Science (AESIS)
Oxford Business Alumni Network
Society for Information Management
Templeton (Oxford University) Alumni Association
The Institute for Operations Research and the Management Sciences (at Queen's)