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Education

- Ph.D. MIT, Sloan School of Management, Organization Studies Group. October 2002.
Thesis Title: *Documenting Dreams: Patient-Centered Records versus Practice-Centered Records*. Committee: Wanda Orlikowski (chair), John Van Maanen, and Paul Carlile.
- M.A. Social Psychology & Anthropology, University of Århus, Denmark, 1996.

Fulbright Scholar at Department of Social & Cultural Studies, UC Berkeley (1993-95). Advisor: Professor Jean Lave.
- B.A. Psychology, University of Copenhagen & University of Århus, Denmark, 1993.

Awards & Grants

- 2006 Paper selected as "best paper in minitrack" by the Genres of Digital Documents Mini Track and nominated as for "best in track" in the Digital Media: Content and Management at HICSS 2006, Hawaii.
- 2005 Winner of the Diana Forsythe Award 2005. Paper selected from a set of more than 200 peer-reviewed AMIA conference paper and peer-reviewed article published during the previous year, which best exemplifies the spirit and scholarship of Diana Forsythe's work at the intersection of medical informatics and the social sciences.
- 2003 CASE Center's Summer Research Support, Syracuse University.
- 1997-2001 Research Fellowship, Center for Innovation and Product Development (CIPD) and its division on Enterprise Learning, MIT.
- 1997-2002 Fellowship, Danish Research Academy.
- 1997 Research Fellowship, Center for Organizational Learning, MIT.
- 1996 Emil & Therese Hjort's Award for Distinguished Students.
- 1994 Xerox PARC, System and Practices Laboratory Award.
- 1993-1995 Fulbright Scholarship for Graduate Studies at UC Berkeley.
- 1993 Højgaard's Travel Award.
- 1993 University of Aarhus Travel Award for Distinguished Students.

Publications & Current Papers: Peer-Reviewed Journals

- Østerlund, C., & Carlile, P. (2005). "Relations in Practice: Sorting through practice theories on knowledge sharing in complex organizations." *The Information Society*. 21 (2), 91-107.
- Østerlund, C. (2004). "Mapping Medical Work: Information practices across multiple medical settings." *Journal for Information Studies*. 2004 (3), 35-44. Yokohama: Musashi Institute of Technology Press.
- Østerlund, C. (2003). "Documenting Practices: The indexical centering of medical records." *Outlines: Critical Social Studies*, 2003(2), 43-69.
- Østerlund, C. (1997) "Sales Apprentices on the Move: A multi-contextual perspective on Situated Learning." *Journal of Nordic Educational Research* 17, 3, 169-178. Acceptance rate: 15-20%

Publications & Current Papers: Book Chapters & Reports

- Østerlund, C., & Carlile, P. (2003). "How Practice Matters: A relational view of knowledge sharing." In M. Huysman, E. Wenger & V. Wulf (Eds.), *Communities and Technologies (C&T 2003)*. Amsterdam: Kluwer Academic Publishers.
- Østerlund, C. (1999) "Salgslærlinge på Tværs." [Salespeople's Learning & Organizational Boundaries] In Klaus Nielsen & Steinar Kvale (Eds.). *Mesterlære: Læring some Social Praksis. [Apprenticeship: Learning as a Social Practice]* Copenhagen: Hans Reitzel's Press. (Published in Danish, Swedish and Norwegian translations.)
- Østerlund, C. (1996) "Learning Across Contexts: An ethnographic study of salespeople's learning at work." *Skriftserie for Psykologisk Institut*. Vol. 21, No.1, Aarhus University Press. (double blind peer reviewed monograph.)
- Bechky, B. & Østerlund, C. (1994) "Qualifying the Customer: An ethnographic study of sales." Report for the System and Practice Laboratory, SPL-94-069, P94-00021. Palo Alto Research Center: Palo Alto, CA.
- Østerlund, C. & Lybeck, M. (1993) "Process Consulting and the Professional Student: New perspectives on teacher training." A handbook published in Danish by the Teachers' Training College in Haderslev, Denmark.

Publications & Current Papers: Conference Proceedings

- Østerlund, C. (2006). "Combining Genres." *Proceedings of HICSS-39, Hawaii, January 4-7, 2006*. COMMENT: Selected as "best paper in mini track" by the Genres of Digital Documents Mini Track and nominated for "best in track" in the Digital Media: Content and Management Track.
- Østerlund, C., Dosa, N., & Arnott Smith, C. (2005). "Mother Knows Best: Medical Record Management for Patients with Spina Bifida During the Transition from Pediatric to Adult Care." *Proceedings of American Medical Informatics Association (AMIA) Annual Fall Symposium, Washington DC, October 22-26, 2005*. COMMENT: Winner of the Diana Forsythe Award 2005. Selected from a set of more than 200 peer-reviewed AMIA conference paper and peer-reviewed article published during the previous year.

Publications & Current Papers: Book Reviews & Annotated Bibliographies

Book Review of J. Lave & E. Wenger (1992), "Situated Learning." In Newsletter: Center for Qualitative Research, 1993, Vol. 12.

Book Review of I. Andersen et al. "On the Art of Doing Field Research." In Newsletter: Center for Qualitative Research, 1993, Vol. 13.

Annotated bibliography on apprenticeship (in English): "Ten Relevant Articles on Apprenticeship." In Newsletter: Center for Qualitative Research, 1993, Vol. 13.

Annotated bibliography on group interviews: "Ten Books Relevant to Group Interviews." In Newsletter: Center for Qualitative Research, 1992, Vol. 11, p. 14-18.

Conference Presentations

Mother Knows Best: Medical Record Management for Patients with Spina Bifida During the Transition from Pediatric to Adult Care. Presented at the American Medical Informatics Association (AMIA) Annual Fall Symposium, Washington DC, October 22-26, 2005.

Combining Documents: The History of an Emergency Room Flowsheet. Presented at DOCAM '05, SIMS, UC Berkeley, Oct 7-9, 2005

Same Old Thing: Productive & reproductive practices in civic networks, Presented by first author Murali Venkatesh at Learning in Community Workshop, University Park, Penn State, August 14-17, 2005.

Indexical Fields: Encoding, communicating and coordinating , Presented at Organizational Knowledge, Learning and Capabilities (OKLC), Bentley College, Mass. March 17-19, 2005.

Does Space have a Place in IS Research? Exploring explicit and implicit notions of space in IS research. Presented at ICIS - OASIS workshop: IFIP Working Group 8.2, Washington DC, December 12-15, 2004.

Two Doctors' Documenting Practices: How the indexical centering of medical records integrates the encoding, communication and coordination of patient care. Presented at the Annual Meetings of the Document Academy at SIMS, UC Berkeley, October 22-24, 2004.

Where is the Doctor? Locating medical work. Presented at the Annual Meeting for Society for Social Studies of Science, Paris, August 25-28, 2004.

What is Medical Informatics? Brown Bag Presentation with Catharine Arnott Smith at the Information School, Syracuse University, September 17, 2004.

Situating Medical Documents: NLP and the indexical centering of documents. Presented at Center for Natural Language Processing, Syracuse University, February, 17, 2004.

Situating Documents: Finding context in the text. Presented at ICIS - OASIS workshop: IFIP Working Group 8.2, Seattle, December 15-17, 2003.

Technology, Place, and Practice: An ethnographic perspective. Presented with Mimi Ito at Annual Meeting for Society for Social Studies of Science, Atlanta, October 15-19, 2003.

Electronic Records, Hospital Design, and Medical Rounds: My place or yours? Presented at Annual Meeting for the Society for Social Studies of Science, Atlanta, October 15-19, 2003.

Genre Systems & Documenting Practices: A theoretical perspective. Presented at Workshop for Theoretical Approaches on Information Ecologies, Musashi Institute of Technology, Oct. 1-2, 2003.

- Mapping Medical Work: Information practices across multiple medical settings. Presented at Participatory Design of Information: From the Perspective of Information Ecology, Musashi Institute of Technology, Japan, September 27-29.
- Practice Matters: Knowledge sharing in communities of practice. Presented at Communities and Technology 2003, Amsterdam, September 19-21.
- Documenting Dreams: Patient-centered records vs. practice-centered records. Presented at HICCN (Health Informatics Consortium of Central New York), Syracuse University, January 14, 2003.
- When & Where Matters: Why do people write medical records. Panel Presentation at AOM (Academy of Management), Denver, August 9-14, 2002.
- E-Business. Invited as discussant to paper session at AOM (Academy of Management), Denver, August 9-14, 2002.
- Documenting Practices Across Time and Space: Diverse approaches and organizational impacts. Panel presentation at ICIS (International Conference on Information Systems), New Orleans, December 16-19, 2001.
- Locales & Intersecting Information Technologies. Paper presentation at Society for Social Studies of Science conference, Boston, November 1-4, 2001.
- Patchworks of Documenting Practices: temporal & spatial analysis of overlapping documenting practices in distributed healthcare work. Paper presentation at Virtual and Distributed Work Conference; Miami, March 1-4, 2001.
- The Power of Whiteboards: Boundary objects and the politics of knowledge sharing. Paper presentation at symposium "Sharing Knowledge Across Boundaries," sponsored by OCIS and OTM divisions at the Academy of Management, Toronto, August 4th-9th, 2000.
- Moving Asthmatics: Knowledge sharing across boundaries and the management of patient trajectories. Paper presentation at the Conference on Non-Scholastic Learning, Denmark, June 2- 6, 2000.
- Trajectories and Multi-Sited Ethnography: Methodological considerations. Paper presentation at the Conference on Non-Scholastic Learning, Denmark, June 2- 6, 2000.
- Watching "E.R." in the E.R.: Popular and local representations of work in two emergency rooms. Paper presentation at the American Anthropological Association, Chicago, Nov. 17-21, 1999.
- From ER to OR: Knowledge creation, boundary crossing, and the management of patient trajectories. Paper presentation at the International Workshop at Center for Activity Theory and Developmental Work Research. Boundary Crossing and Knotworking: Learning and Knowledge Creation as Movements within and Between Communities. Helsinki, Finland, Sept. 2-3, 1999.
- Apprenticeship at Work: Learning trajectories, communities of practice, and contexts of action. Paper presentation at Keynote symposium at 8th European Conference for Research on Learning and Instruction. Göteborg, Sweden. August 24-28, 1999.
- Into the Black Box of the Whiteboard: Coordination and power at play in the use of information technology. Presentation at Computers & Work Conference, MIT, January 20, 1998.
- Sales Apprentices on the Move: A multi-contextual perspective on situated learning. Presentation at 25th Nordic Educational Research Association Conference, Göteborg, Sweden, Oct. 1997.
- Learning and Technology at Work in an American High Tech Corporation. Presentation at 24th Nordic Educational Research Association Conference, Lillehammer, Norway, August 1996.

Invited Talks & Workshops

- Invited to speak at the Document Academy's Summer Workshop in Tromso, Norway, June 27-July 2nd, 2005.
- Invited participant at the workshop on "Work in the Era of the Global, Extensible Enterprise" at the IBM Almaden Research Center, San Jose, CA, March 24, 2004.
- All expenses paid invitation to speak at the Workshop for Theoretical Approaches on Information Ecologies, Musashi Institute of Technology, Title of paper: Genre Systems & Documenting Practices: A theoretical perspective. Japan, October 1-2, 2003.
- Invited speaker at the conference Participatory Design of Information: From the Perspective of Information Ecology, Musashi Institute of Technology, Yokohama. Title: Mapping Medical Work: Information practices across multiple medical settings. Japan, Sept. 27-29, 2003.
- Invited speaker at the Danish Pedagogical University, Copenhagen. Title: Dokument Drømme: Patient-Centredede Journaler vs. Praksis-Centredede Journaler. Copenhagen, Dec. 2002.
- Invited speaker at Department of Psychology, University of Aarhus, Denmark. Title of paper: Learning Trajectories Across Health Care Settings: A pedagogical perspective. Nov., 2002.
- Human-Centered Product Innovation Conferences. Intel, Portland, 2000- 2001.
- Work Practice & Technology Conference: The next 20 years of research. Xerox PARC, June 15-17, 1999.
- Network for Situated Learning; Participants from US, UK and Scandinavia including among others Professors Hubert Dreyfus and Jean Lave, UC Berkeley; Yrjö Engeström, U Helsinki; Ole Dreier, U Copenhagen; Cheryl Mattingly, USC. Scandinavia, 1997-2001.
- Meeting on Workplace Research in the Service Sector; Sponsored by the Sloan Foundation, Sausalito, Oct. 25-28, 1995.
- Meeting on Workplace Research in the Service Sector; Sponsored by the Sloan Foundation, Cornell University, Ithaca, September 15-18, 1994.
- Center for Qualitative Research Method; Annual Workshops; Topics: "Competence and Professional Knowledge. "The Rhetoric of Qualitative Research." "Narrativity in Social Science Research." Denmark, 1992-94.

Professional Activities

Conference Committee and Review Board, Discussant

- Discussant at IFIP 8.2 – Designing Ubiquitous Information Environments Conference, Case Western Reserve University, Cleveland, August 1-3, 2005.
- IT in Health Care: Socio-technical Approaches, Second International Conference," held in Portland, Oregon 13-14 September 2004.
- Information Technology in Health Care Track. Americas Conference on Information Systems (AMCIS) New York City; August 5 – 8; 2004.
- Discussant at Organizational Communication and Information Systems (OCIS) at Academy of Management, Denver, August 9-14, 2002.

Co-organizer

Annual Conference for Society for Social Studies of Science. Organized a session panel on “Space and Indoor and Outdoor Positioning Systems”; Paris, August 25-28, 2004.

Annual Conference for Society for Social Studies of Science. Organized four-session panel on Technology, Place, and Practice: An Ethnographic Perspective. Atlanta, October 15-19, 2003.

ICIS (International Conference on Information Systems) Panel on “Documenting Practices and Information Systems in Distributed Work Settings”; with Richard Boland, Wanda Orlikowski, Michael Barrett; New Orleans, December 2001.

Virtual and Distributed Work Conference; with Kuldeep Kumar, Mary Ann von Glinow, Paul C. van Fenema; Sponsored by Florida International University Ryder Center. Currently, we are turning the presented papers into an edited volume, to be published by Sanford University Press. Contributors include: Richard Boland, Case Western; Paul S. Goodman, Carnegie Mellon; Sirikka Jarvenpaa, University of Texas at Austin; Carol Saunders, University of Oklahoma; and Janet Fulk, University of Southern California. Florida, March 1-4, 2001.

Academy of Management Symposium on “Sharing Knowledge Across Boundaries,” With Paul Carlile, Nancy Dixon, Natalia Levina, Sponsored by OCIS and OTM, August 4th-9th, 2000.

Doctoral Course on Collaborative Work, MIT Sloan School of Management, Spring 1998.

Organization Studies Group Seminar (colloquium series), with Nils Fonstad, MIT Sloan School, inviting scholars to present their work and meet students and faculty, 1997-1998.

Ad hoc Reviewer

Organization Communication and Information Systems Division; Academy of Management

International Federation for Information Processing Working Group 8.2 (IFIP 8.2)

Hawaii International Conference on System Sciences (HICSS)

International Conference on Information Systems (ICIS)

ITHC: IT in Health Care: Socio-technical Approaches

Management of Information System Quarterly (MISQ)

Journal of Strategic Information Systems (JSIS)

AMCIS 2004; Special track on IT in Health Care

Computer Supported Corporative Work (CSCW)

OUTLINE: Journal of Critical Social Studies

Human Resource Management Journal

Information Technology and People

Information Systems Journal (ISJ)

The Information Society

Organization Science

Current Research Work

My work focuses on the practices that go into documenting work i.e. “*documenting practices*”, which include the activity of capturing knowledge in any media whether paper based, electronic or wall mounted. Research in the information systems (IS) field has favored notions of information and information processing at the expense of document research. I hope to complement IS research by focusing on the role that documentation of practices play in the organization, creation, and use of information. The study of tangible documenting practices will enabled me to articulate the temporal and spatial dimensions of distributed and mobile work in organizational settings. In short, my research explores how people use documents to manage their movements and interactions in time and space.

Research Experience

- 1997-2001 Research assistant at the Center for Innovation and Product Development (CIPD) and its division on Enterprise Learning, MIT. <http://web.mit.edu/cipd> 1997-01.
- 1997 Research assistant at the Center for Organizational Learning, MIT.
- 1994-1995 Researcher at Xerox PARC, System and Practices Laboratory. Supervised by Drs. Julian Orr and Lucy Suchman.

Teaching Experience

Information Systems & Organizations: Social and behavioral perspectives (PhD)

Organizer & Instructor. I am developing the syllabus for this full semester research seminar. I will be responsible for the class, including lectures, case discussions, grading, organization and maintenance of the web site, etc. School of Information Studies, Syracuse University, Spring 2005.

Introduction to the Information Based Organization (Undergraduate)

Organizer & Instructor. I have developed the syllabus for this required undergraduate core course. I was responsible for the class, including lectures, case discussions, grading, organization and maintenance of the web site, etc. School of Information Studies, Syracuse University, Spring 2003 – present.

Research in Information Technology and Organizational Psychology (Doctoral)

Organizer & Instructor. I have developed the syllabus for this full semester course in collaboration with Professor Wanda Orlikowski. I was responsible for the class, including lectures, case discussions, grading, organization and maintenance of the web site, etc. University of Copenhagen, Fall 2002.

Knowledge Management in Practice (Undergraduate and Doctoral)

Invited Guest Lecture. Presented lecture and facilitated group discussion at one-day workshop at the Department of Psychology and Communication. Aalborg University, Denmark, June, 2000.

Organizational Learning and Communication (MBA)

Organizer and Instructor. I co-organized this three-day seminar with a fellow student. Seminar combined lectures on organizational learning with process consulting techniques & case discussions. University of Århus, Denmark. June 1994.

Leadership & New Approaches in Teacher's Training (College Faculty)

Teaching Assistant. During an 8 month, in-service training course at a small Teachers' Training College, I organized and delivered five class sessions on leadership and change, facilitated 15 individual group sessions on teaching and leadership where the faculty's own experiences served as case material. Professor Benedicte Madsen organized the course at the Center for System Development, University of Aarhus. As a follow up to the training, I co-authored a handbook summarizing the insights gained during the course, dealing with both leadership issues and new approaches to teaching. The Teacher's Training College's Press published the book. Denmark, 1992-93.

Managing During Crises (Professionals)

Teaching Assistant. I facilitated two group sessions a day on crises management, group dynamics, and communication for two three-day courses at the Danish Refugee Help Organization and two three-day sessions for nurses at a hospital, 1992.