

Curriculum Vitæ
Carsten S. Østerlund

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Research Interests

New forms of work associated with information and communication technology.

My research program focuses on the organization, creation, and use of documents and other sociomaterial practices in distributed work environments, with an emphasis on learning and knowledge dynamics in new forms of work. Empirically I study these issues through in-depth qualitative studies of everyday work practices in a range of settings including citizen science, crowdsourcing, distributed science teams, and healthcare. Recently, I have been particularly interested in how we can merge qualitative and quantitative methodologies to study trace data.

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. Advisor: Steinar Kvale.

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.

Academic Positions

- 2015-19 Program Director for MS in Information Management (IM), Applied Data Science (ADS), Enterprise Data Systems (EDS), and five Certificates of advanced study.
- 2003 – Professor, School of Information Studies, Syracuse University. Assistant Professor, 2003-2009. Associate Professor with tenure, 2009 - 2018. Professor with tenure, 2019 -
- 2003 – Adjunct Professor in Pediatrics (by courtesy), Department of Pediatrics, Upstate Medical University, Syracuse, New York

Other Research Experiences

- 2010-12 Visiting Scholar, Technology in Practice, IT University, Denmark
- 2006-07 Visiting Scholar, Institute of Organization, Copenhagen Business School, Denmark
- 2002 Lecturer – Department of Psychology, University of Copenhagen, Denmark
- 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.
- 1994-95 Researcher at Xerox PARC, Palo Alto, System and Practices Laboratory. Supervised by Drs. Julian Orr and Lucy Suchman.

Awards

- 2009 Jeffrey Katzer Professor of the Year, Outstanding Teaching and Advising Award, iSchool, Syracuse University.
- 2008 Robert Benjamin Junior Faculty Award. Outstanding Research & Scholarship, iSchool, SU.
- 2006 Best Paper in Minitrack in the Genres of Digital Documents Mini Track and nominated for "best in track" in the Digital Media: Content and Management at HICSS 2006, Hawaii.
- 2005 Diana Forsythe Award 2005. Paper selected from a set of more than 200 peer-reviewed AMIA conference paper and article published during the previous year, which best exemplifies the spirit and scholarship of Diana Forsythe's work at the intersection of medical inf. and the social sciences.
- 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 + University of Aarhus Travel Award for Distinguished Students

Grants

- 2016-19 Co-PI. Intelligence Advanced Research Projects Activity. Trackable Reasoning and Analysis for Collaboration and Evaluation (TRACE). PI: J. Stromer-Galley. Co-PIs: K. Kenski, R. M. Martey, J. Folkestad, L. Schooler, D. Kellen, C. Østerlund, L. Xiao. Januar. Award: \$11,504,184.
- 2015-19 Co-PI on 3-year NSF Grant; Title: INSPIRE: Glitch Zoo: Teaming Citizen Science With Machine Learning To Deepen LIGO's View Of The Cosmos. PI: Kevin Crowston; Joint with Kalogera (Northwestern University), Smith (Cal State Fullerton), Larson (Northwestern University) and Trouille (Adler Planetarium); INSPIRE 15-47880. Award: \$1,000,000.
- 2017-18 PI on NSF, Research Experience for Undergraduate supplement for NSF IIS-1359462, \$16,000
- 2014-15 PI on NSF, Research Experience for Undergraduate supplement for NSF IIS-1211071, \$8,000
- 2014-15 PI on NSF, Research Experience for Undergraduate supplement for NSF OCI-1221945, \$8,000
- 2013-14 PI on NSF, Research Experience for Undergraduate supplement for NSF IIS-1211071, \$8,000
- 2012-17 PI. NSF Grant; Title: SoCS: Collaborative Research: Focusing Attention to Improve the Performance of Citizen Science Systems - Beautiful Images and Perspective Observers. Co-PI: Kevin Crowston. IIS-1211071. Award: \$305,098.
- 2012-18 Co-PI. NSF Grant; Title: VOSS: Documents and the Doing of Science: Studying Cyberinfrastructures in Use. PI: Steve Sawyer. OCI-1221945. Award: \$397,631.
- 2008-11 Subcontract PI on 3-year NSF Grant; Title: VOSS: Developing a Comparative Meta-Analytical Model for Evaluating and Facilitating Accessible CI-Enabled Virtual Organizations. PI: Derrick Cogburn; OCI-1007308; Award: \$199,927
- 2008-11 Consultant on 3-year HRSA (Health Resources & Services Administration) – Rural Health Care Services Outreach Grant administrated by Upstate Medical University; PI: Dr. Christopher Morley. Award: \$858,000
- 2006-09 Co-PI on 3-year New York State Developmental Disabilities Planning Council Grant to fund the Institute for Training on Health Care Transitioning. PI: Dr. Nienke Dosa. Award: \$ 450,000

Publications & Current Papers: Peer-Reviewed Journals

- Østerlund C, Jarrahi MH, Willis M, Boyd K, C T. Wolf. (2020) Artificial intelligence and the world of work, a co-constitutive relationship. *J Assoc Inf Sci Technol*. 2020;1–8. <https://doi.org/10.1002/asi.24388>
- Jackson, C., Østerlund, C., Crowston, K., Harandi, M., Trouille, L. (2020.) Shifting forms of Engagement: Volunteer Learning in Online Citizen Science. *Computer Supported Cooperative Work & Social Computing (CSCW)*. 4: 036 <https://dx.doi.org/10.1145/3392841>
- Crowston, K., Østerlund, C., Lee, T. Kyoung, Jackson, C. B., Harandi, M., Allen, S., et al.. (2020). Knowledge Tracing to Model Learning in Online Citizen Science Projects. *Ieee Transactions On Learning Technologies*, 13, 123-134. <https://doi.org/10.1109/TLT.2019.2936480>
- Østerlund, C., Crowston, K., & Jackson, C. B.. (2020). Building an apparatus: Refractive, reflective and diffractive readings of trace data. *Journal of the Association for Information Systems (JAIS)*, 21(1). <https://doi.org/10.17705/1jais.00590>
- Jackson, C., Østerlund, C., Crowston, K., Harandi, M., Allen, S., Bahaadini, S, Coughlin S, Kalogera V, Katsaggelos A, Larson S, Rohani N. (2020). Teaching Citizen Scientists to Categorize Glitches using Machine-Learning-Guided Training. *Computers in Human Behavior*, 105, 106198. <https://doi.org/10.1016/j.chb.2019.106198>
- Crowston, K, Mitchell, E and Østerlund, C. (2019). Coordinating Advanced Crowd Work: Extending Citizen Science. *Citizen Science: Theory and Practice*, 4(1): 16, pp. 1–12. DOI: <https://doi.org/10.5334/cstp.166>
- Link, G., Kumbard, K., Damen, N., Rosser, H., Germonprez, M., Goggins, S., Wiggins, A., Ahuja, V., Brier, J., Cohoon, J., Halfaker, A., Howison, J., Marti, D., Newman, G., Østerlund, C., Paik, R., Rother, B. Schexter, A. (2019). Open Community Health: Workshop Report. *Journal of Peer Production*. 13: Open. <http://peerproduction.net> — ISSN 2213-5316
- Coughlin, S. B., Bahaadini, S., Rohani, N., Zevin, M., Patane, O., Harandi, M., Jackson, c., Noroozi, V., Allen, S., Areeda, S., Coughlin, M W, Ruiz, P, Berry, C P L, Crowston, K, Katsaggelos, A K, Lundgren, a. Østerlund, C, Smith, J R, Trouille, L, Kalogera, V. (2019). Classifying the unknown: discovering novel gravitational-wave detector glitches using similarity learning. *Instrumentation and Methods for Astrophysics*, arXiv preprint arXiv:1903.04058. doi: [10.1103/PhysRevD.99.082002](https://doi.org/10.1103/PhysRevD.99.082002)
- Østerlund C. & Crowston K.. (2019). Documentation and Access to Knowledge in Online Communities: Know Your Audience and Write Appropriately? *Journal of the Association for Information Science and Technology (JAIST)* 70(6), 619–633. doi:[10.1002/asi.24152](https://doi.org/10.1002/asi.24152)
- Stromer-Galley, J; Rossini, P; Kenski, K; Folkestad, J; McKernan, B; Martey, R; Clegg, B; Østerlund, C; Schooler, L (2018). User-Centered Design and Experimentation to Develop Effective Software for Evidence-Based Reasoning in the Intelligence Community: The Trackable Reasoning and Analysis for Crowdsourcing and Evaluation (TRACE) Project. *Computing in Science & Engineering*.
- Jackson, C. B., Crowston, K., & Østerlund, C.. (2018). Did they login? Patterns of anonymous contributions to online communities. *Computer Supported Cooperative Work & Social Computing (CSCW)*.
- Jackson C. B., Crowston K., Østerlund C. & Harandi, M.. (2018). Folksonomies to Support Coordination and Coordination of Folksonomies. *European Computer Supported Cooperative Work (ECSCW)*. (): 1-32.
- Lee, TK; Crowston, K; Harandi, M; Østerlund, C; Miller, G (2018) Which motives are most effective in recruiting citizen scientists? Results of a field experiment. *Journal of Science Communication*. 17 (01).
- Zevin, M., Coughlin, S., Bahaadini, S., Besler, E., Rohani, N., Allen, S., Cabero, M., Crowston, K., Katsaggelos, A., Larson, L., Lee, T., Lintott, C., Østerlund, C., Smith, J., Trouille, L., Kalogera, V. (2017). Gravity Spy: Integrating Advanced LIGO Detector Characterization, Machine Learning, and Citizen Science. *Classical and Quantum Gravity*. 34(6):
- Haque, S., Østerlund, C., Fagan, LM (2017) What's Ideal? A Case Study Exploring Handoff Routines in Practice. *J of Biomedical Informatics*, 65:159–167.
- Davidson, L., Østerlund, C., Flaherty, MG (2015). "Drift and shift in the organizing vision career for personal health records: An investigation of innovation discourse dynamics." *Information & Organization*. 25: 191-221.

- Heckman, R., Østerlund, C., Saltz, J. (2015). "Blended Learning at the Boundary: Designing a new Internship." *OLC Online Learning Journal*. 19 (3): 111-127.
- Østerlund, C., Kensing, F., Gherardi, S. (2014). "Editorial - Personal Health Records: Empowering patients through information systems?" *Information Technology & People*. 27 (4), xx-xx.
- Østerlund, C., (2008). "The Materiality of Communicative Practices: The boundaries and objects of an emergency room genre." *Scandinavian Journal of Information Systems (SJIS)*. 20(1):7-40.
- Østerlund, C., (2008). "Documents in Place: Demarcating Places for Collaboration in Healthcare Settings." *Computer Supported Cooperative Work (CSCW)*. 17 (2), 195-225.
- Østerlund, C., (2007). "Genre combinations: A window into dynamic communication practices." *Journal of Management of Information Systems (JMIS)*. 23 (4), 81-108.
- 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. DOI: 10.1080/01972240590925294
- 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.
- Halamka, J. D., Østerlund, C., & Safran, C. (1999). CareWeb™, a web-based medical record for an integrated health care delivery system. *International Journal of Medical Informatics*, 54(1), 1-8.
- Østerlund, C. (1997) "Sales Apprentices on the Move: A multi-contextual perspective on Situated Learning." *Journal of Nordic Educational Research* 17, 3, 169-178.

Publications & Current Papers: Peer-Reviewed Monographs, Book Chapters & Reports

- Sawyer, S., Snyder, J., Willis, M., Sharma, S., Østerlund, C., & Allen, E. (2020). Stabilizing Digital 2 Infrastructures in Distributed Social Science Collaboration. In M. McNeese, E. Salas, MR Endsley (Eds.) *Fields of Practice and Applied Solutions within Distributed Team Cognition* (pp. 21-36). CRC Press.
- Schultze, U; Aanestad, M; Mähring, M; Østerlund, C; Riemer, K. (2018) *Living with Monsters? Social Implications of Algorithmic Phenomena, Hybrid Agency, and the Performativity of Technology*. Proceedings for IFIP 8.2 Working Conference, San Francisco: Springer.
- Shankar, K., Hakken, D., Østerlund, C. (2016). Rethinking Documents. In Ulrike Felt, Rayvon Fouché, Clark A. Miller, Laurel Smith-Doerr (Eds.) *Handbook of Science and Technology Studies*, 4th edition. Cambridge: MIT Press.
- Østerlund, C., Snyder, J., Sawyer, S., Sharma, S. Willis, M. (2015). Documenting Work: From Participant Observation to Participant Tracing. In Kimberly Elsbach and Roderick Kramer (Eds.) *The Handbook of Qualitative Organizational Research*. New York: Routledge.
- Bjørn, P., Østerlund, C. (2014) "Socio-Material Design: Bounding Technologies in Practice." Switzerland: Springer International Publishing.
- Østerlund, C., Dosa, N., & Arnott Smith, C. (2010). "Mother, My Medical Record: What role does patients with chronic conditions and parents play in the management of their medical information?" In B. Hayes & W. Aspray (eds.) *Health Informatics: A Patient-Centered Approach to Diabetes*. Cambridge, MA: MIT Press. pp. 271-293.
- Østerlund, C. (2008). "How Do You Advise Graduate Students on Qualitative Research Projects?" In Klaus Nielsen, Svend Brinkmann, et al. *A Qualitative Stance*. Aarhus: Aarhus University Press. pp. 239-250.
- 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) "Salgsælrlinge 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. (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: Peer-reviewed Conference Articles

- Harandi, M., Crowston, K., Jackson, C., & Østerlund, C.. (2020). The Genie in the Bottle: Different Stakeholders, Different Interpretations of Machine Learning. In Hawai'i International Conference on System Science. Hawaii, January 4-7, 2020.
- Jackson, C. B., Østerlund, C., Harandi, M., Kharwar, D., & Crowston, K.. (2019). Linguistic Adoption in Online Citizen Science: A Structural Perspective. In *International Conference on Information Systems*. (ICIS). Munich, December 2019.
- Xia, H., Østerlund, C., McKernan, B., Folkestad, J., Rossini, P., Boichak, O., ... & Stromer-Galley, J. (2019). TRACE: A Stigmergic Crowdsourcing Platform for Intelligence Analysis. In *Proceedings of the 52nd Hawaii International Conference on System Sciences (HICSS)*.
- Boichak, O., Canzonetta, J., Sitaula, N., McKernan, B., Taylor, S., Rossini, P., ... & Østerlund, C. (2019). Beyond the Medium: Rethinking Information Literacy through Crowdsourced Analysis. In *Proceedings of the 52nd Hawaii International Conference on System Sciences (HICSS)*.
- Folkestad, J., Østerlund, C., Kenski, K., & Stromer-Galley, J. (2019, January). Introduction to the Minitrack on Crowd-enhanced Technologies for Improving Reasoning and Solving Complex Problems. In *Proceedings of the 52nd Hawaii International Conference on System Sciences (HICSS)*.
- Crowston, K., Mitchell, E. M., & Østerlund, C. (2018). Coordinating advanced crowd work: Extending citizen science. *Proceedings of HICSS-51, Hawaii, January 5-8, 2018*.
- Crowston, K, Østerlund C, Lee, T.K. (2017). Blending Machine and Human Learning Processes. *Proceedings of HICSS-50, Hawaii, January 4-7, 2017*.
- Jackson, C.B., Crowston K., Mugar, G., Østerlund, C.. (2016). "Guess what! You're the first to see this event" Increasing Contribution to Online Production Communities. In *Proceedings of the ACM Conference on Supporting Groupwork (GROUP'16)*. Sanibel Island, FL. New York: ACM
- Jackson C. B., Østerlund C., Maidel, V., Crowston K., & Mugar, G. (2016). Which Way Did They Go? Newcomer Movement through the Zooniverse. *Proceedings of 19th ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2016)*, San Francisco.
- Jackson, C., Mugar, G., Crowston, K., & Østerlund, C. (2016). Encouraging Work in Citizen Science: Experiments in Goal Setting and Anchoring. In *Proceedings of the 19th ACM Conference on Computer Supported Cooperative Work and Social Computing Companion* (pp. 297-300).
- Østerlund C., Mugar, G., Jackson C. B., Crowston K (2016). Typologies of Learning in Open Online Collaborative Communities. In Thomas Ludwig, Karin Hansson, Michael Muller, Tanja Aitamurto, Neha Gupta (Eds.), *International Reports on Socio-Informatics (IRSI)*, *Proceedings of the CSCW 2016 – Workshop: Toward a Typology of Participation in Crowdsourcing* (Vol. 13, Iss. 1, pp. 15-22)
- Mugar G., Østerlund C., Jackson C. and Crowston K (2015) Being Present in Online Communities: Learning in Citizen Science. *Proceedings to the Communities and Technologies Conference 2015, Limerick, Ireland, June 27-30, 2015*.
- Jackson C. B., Østerlund C., Mugar, G., Crowston K., & Hassman K. D. V. (2015). Motivations for Sustained Participation in Crowdsourcing: The role of Talk in a Citizen Science case study. *Proceedings of HICSS-48, Hawaii, January 5-8 2015*.

- Jackson C. B., Østerlund C., Mugar, G., Crowston K., & Hassman K. D. V. (2014). Networks of Influential Participants: Information Diffusion in Citizen Science. Poster Presentation. In Proceedings of the second ACM conference on Online social networks (COSN '14). ACM, Dublin, Ireland, October 1-2 2014.
- Østerlund C., Mugar, G., Jackson C. B., Crowston K., & Hassman K. D. V. (2014). Socializing the Crowd: Learning to Talk in Citizen Science. Academy of Management; August 1-5, Philadelphia.
- Mugar, G., Østerlund C., Hassman K. D. V., Crowston K., & Jackson C. B. (2014). Planet Hunters and Seafloor Explorers: Legitimate Peripheral Participation Through Practice Proxies in Online Citizen Science. 17th ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2014)
- Hassman, K.D.; Mugar, G.; Østerlund, C.; Jackson, C. (2013). Learning at the Seafloor, Looking at the Sky: The Relationship Between Individual Tasks and Collaborative Engagement in Two Citizen Science Projects. Proceedings of 2013 International Conference on Computer Supported Collaborative Learning, Madison, WI, June 15-19, 2013.
- Heckman, R.; Østerlund, C; Saltz, J. (2013) Blended Learning at the Boundary: Using Blended Pedagogy to Create a Boundary Approach to Work-Based Learning. Proceedings of 2013 Conference for Organisational Learning, Knowledge and Capabilities, Washington Dc, April 25-27, 2013
- Østerlund, C. & Crowston, K. (2013). "Boundary-Spanning Documents in Online FLOSS Communities: Does One Size Fit All?" Proceedings of HICSS-46, Hawaii, January 7-10, 2013.
- Snyder, J. Østerlund, C. (2013). Sociomateriality in the Sand Box: Visually Oriented Documenting Practices of Young Entrepreneurs. Proceedings of iConference, Fort Worth, Texas, Feb. 12-15, 2013.
- Willis, M. & Østerlund, C. (2013). Towards a Method of Documentary Practices for Personal Health Information Management. Proceedings of iConference, Fort Worth, Texas, Feb. 12-15, 2013.
- Haque, SN, Fagan, L, and Østerlund, CS. (2012) "Anatomy of a preventable adverse drug reaction: Dissecting the aftermath using concepts of workflow and routines." Proc AMIA Symp., Washington DC, October 22-26, 2012.
- Sawyer, S., Kazianus, E., and Østerlund, C. (2012). "Social Scientists and Cyberinfrastructure: Insights from a Document Perspective." CSCW 2012, February 11–15, 2012, Seattle, Washington.
- Østerlund, C. & Crowston, K. (2011). Boundary-spanning documents in online communities. Proceedings to International Conference on Information Systems (ICIS), Shanghai, China, Dec. 4-7, 2011.
- Østerlund, C. & Crowston, K. (2011). "What characterize documents that bridge boundaries compared to documents that do not? An exploratory study of documentation in FLOSS teams" Proceedings of HICSS-44, Hawaii, January 4-8, 2011.
- Kaziunas, E., Sawyer, S. and Østerlund, C. (2011) Social Scientists, Documents, and Cyberinfrastructure: The Cobbler's Children or the Missing Masses? Proceedings of the iConference 2011, February 8-11, Seattle, WA. Available online at: <http://www.ischools.org/oc/conference11/>.
- Østerlund, C. & Boland, D. (2009). "Document Cycles: Knowledge Flows in Heterogeneous Healthcare Information System Environments" Proceedings of HICSS-42, Hawaii, January 5-8, 2009.
- Dosa, N., Østerlund, C., Tamburo, J., Morley, C., Liptak, G. "HEALTHYTransitionsNY: Curriculum and Interactive Tools to Facilitate healthcare Transition of youth with Developmental Disabilities." 62nd Annual Meeting of the AACPD, Atlanta, Sept 17-20, 2008
- Haque, SN, D'Eredita, MA and Østerlund, CS. "Perceptions of Workflow and Information Exchange in an Academic Medical Center." in Preparation for EHR Implementation: A Preliminary Field Study *Proc AMIA Symp.* 2007.
- Østerlund, C. (2006). "Combining Genres: How practice matters." Proceedings of HICSS-39, Hawaii, January 4-7, 2006. COMMENT: Selected as "best paper in mini track" in Genres of Digital Documents.
- Wei, K., & Østerlund, C. (2006). "A structural approach for studying knowledge sharing process in virtual teams." In Proceedings to the Global Information Technology Management Association (GITMA) Conference, Orlando, FL, 11-13 June.
- 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), Washington DC, October 22-26, 2005. COMMENT: Winner of the Diana Forsythe Award 2005.

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: "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.

Refereed Conference Posters, Presentations, Workshops, & Panels

- 2019 Østerlund, C. & Erikson, I. (2019) AI predictions: Algorithmic cuts with an apparatus. European Group for Organization Studies (EGOS). June 2019, Edinburgh, UK
- 2019 Østerlund, C., Crowston, K., (2010) Building an Apparatus: Studying digital traces in citizen science. Academy of Management (AOM). August 8-11. Boston, MA.
- 2019 Østerlund, C., Jarrahi, M.H., Wolf, C.T., Willis, M., Boyd, K. (2019) Work in the Age of Intelligent Machines: Key Dilemmas for the Information Community. Workshop organizer at iConference, April 1-3, Washington DC.
- 2018 Harandi, M., Jackson C. B., Østerlund C., & Crowston K. (2018). Talking the Talk in Citizen Science. *ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW)*. New York, NY.
- 2017 Lee, T. Kyoung, Crowston, K., Østerlund, C., & Miller, G.. (2017). Recruiting messages matter: Message strategies to attract citizen scientists. *ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2017)*. Portland, OR.
- 2016 Østerlund, C., Crowston, K., & Jackson, C.. (2016). The Hermeneutics of Trace Data: Building an Apparatus. *IFIP Working Group 8.2 Working Conference*. Dublin, Ireland.
- 2016 Jackson C. B., Crowston K., Østerlund C., & Mugar, G. (2016). Encouraging Work in Citizen Science: Experiments in Goal Setting and Anchoring. In Proceedings of the 19th ACM conference on Computer supported cooperative work & social computing (CSCW'16). San Francisco, CA. New York: ACM.
- 2016 Østerlund C., Mugar G., Jackson C. and Crowston K , Harandi, M (2016). Situating Learning & Infrastructure: How to support different opportunities for learning in an online citizen science community?. Symposium on "Materiality and social dynamics of information infrastructures and learning," University of Borås, Sweden. October 17-18, 2016
- 2015 Østerlund C., Mugar G., Jackson C. and Crowston K (2015) Typologies of learning in open online collaborative communities. Workshop Paper at the 19h ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2016), San Francisco.
- 2015 Østerlund, C., Bjørn, P., Rosner, D., Dourish, P., Harper, R. (2015) Panel: Sociomateriality & Design. Panel at the 18th ACM Conference on Computer Supported Cooperative Work and Social Computing CSCW '15, March 14-18, Vancouver, Canada.
- 2015 Sharma, S., Willis, M., Sawyer, S. and Østerlund, C. (2015) "The Crystallization of Longitudinal Email Communication in Distributed Virtual Work," 2015 Annual Meeting of the Society for the Social Studies of Science, 12-14 November, Denver, CO.
- 2015 Sharma, Sarika K; Willis, Matt; Snyder, Jaime; Østerlund, Carsten; Sawyer, Steve (2015). Using Ethnography of Email to Understand Distributed Scientific Collaborations. Poster presented at the iConference, Newport Beach, March 24-27, 2015
- 2015 Hassman K. D. V., Østerlund C., Mugar, G., Jackson C. B., & Crowston K. (2015). Beyond data management: Exploring new roles for librarians in citizen science projects. Poster presented at Citizen Science 2015 Conference. San Jose, CA. February 11-12, 2015.

- 2014 Jackson C. B., Østerlund C., Mugar, G., Crowston K., & Hassman K. D. V. (2014). Networks of Influential Participants: Information Diffusion in Citizen Science. Poster Presentation. In Proceedings of the second ACM conference on Online social networks (COSN '14). ACM, Dublin, Ireland, October 1-2 2014.
- 2014 Jackson C. B., Crowston K., Østerlund C., Mugar, G., & Hassman K. D. V. (2014). Digital Experimentation: Motivating Contribution to Citizen Science. Presented at the 2014 Conference on Digital Experimentation (CODE@MIT). October 9-11, Cambridge.
- 2014 Østerlund C., Jackson C. B., Mugar, G., Crowston K., & Hassman K. D. V. (2014). Learning & Motivation in Citizen Science. Presented at 2014 AAAS Annual Meeting, February 13-16, Chicago.
- 2014 Willis, M., Sharma, S., Snyder, J., Brown, M., Østerlund, C., & Sawyer, S. (2014). Documents & Distributed Scientific Collaboration. Proceedings of the 2014 CSCW and Social Computing Conference. February 16-19, Baltimore, MD. (CSCW 2014)
- 2014 Sharma, S., Snyder, J., Østerlund, C., Willis, M., Sawyer, S., Brown, M., & Szkolar, D. (2014). Document Practice as Insight to Digital Infrastructures of Distributed, Collaborative Social Scientists. In iConference 2014 Proceedings (p. 1021 - 1024). doi:10.9776/14355, March 3-8, Berlin.
- 2014 Jackson C. B., Hassman K. D. V., Østerlund C., Mugar, G., & Crowston K. (2014) Event-based Analysis of a Citizen Science Community: Are new non-sustained users included? Poster Presentation. iConference, March 3-8, Berlin.
- 2014 Østerlund, C., Sawyer, S., Ribes, D., Shankar, K., Geiger, S. (2014). What to do with all those traces people leave behind: Culture, context, computing? Panel at iConference, March 3-8, Berlin.
- 2012 Howison, J., Østerlund, C., Crowston, K., & Bolici, F. "Stigmergy and Implicit Coordination in Software Development." Future CSD at CSCW 2012, February 11–15, 2012, Seattle, Washington.
- 2011 Østerlund, C., Sawyer, S. and Kazianus, E. "Studying Technologically Dense Environments through Documentary Practices." 27th Conference of the European Group for Organizational Studies, 6-9 July, Gotenborg, Sweden.
- 2011 Østerlund, C., Kensing, F., Davidson, E. "Personal Health Records in the US and Denmark: From visions to versions?" Third international workshop on Infrastructures for healthcare: Global Healthcare. Copenhagen, Denmark, June 23-24, 2011
- 2011 Crowston, K., Østerlund, C. Howison, J., Bolici, F. (2011). Work as coordination and coordination as work: A process perspective on FLOSS development projects. Proceedings to the Third International Symposium on Process Organization Studies, Corfu, Greece, June 16-19, 2011.
- 2011 Østerlund, C., Bjørn, P. "Socio-Material Matters in Emergency Departmental Work." Third International Symposium on Process Organization Studies, Corfu, Greece, June 16-18, 2011
- 2011 Østerlund, C. "Board Game Design: A Window to SocioMaterial Practices." iConference, Seattle, USA, February 8-11, 2011.
- 2010 Østerlund, C., Sawyer, S. "Using Documents to Study Virtual Organizing: Then Materiality, Provenance, and Context Matter." Presented at Academy of Management (AOM), Montreal, Canada. August 11-17.
- 2010 Østerlund, C., Levina, N. "When the data are documents: Bridging Quantitative and Qualitative Methodologies." Academy of Management (AOM), Montreal, Canada. August 11-17.
- 2010 Østerlund, C., Sawyer, S. and Kazianus, E. "Documenting Work: A Methodological Window into Coordination in Action," 26th Conference of the European Group for Organizational Studies, 3-6 July, Lisbon, Portugal.
- 2009 Sawyer, S., Østerlund, C., Haythornthwaite, C., Kazianus, E., Hennagir-Barkas, S. and K. Link. "Organizing Around Documents and the Doing of Science," The IFIP 9.1 Computers and Work Workshop, 18 December, Phoenix, AZ.
- 2009 Bjørn, P. and Østerlund, C. Materiality in hospital work: Comparative study of the work in two pediatric emergency departments. Workshop paper presented at AMCIS, San Francisco, USA.
- 2008 Østerlund, C. "The Materiality of Communication: How material objects are part of communication and work practices in healthcare." IFIP 9.1 and CSCW, San Diego, CA, November 8-12, 2008

- 2008 Østerlund, C. "From Anthropology to the Dark Side: Lave's Concepts in Business & Information Fields" America Anthropological Association, San Francisco, November 19-23, 2008
- 2008 Haque, S., Østerlund, C., Reddy, M. "The Role of iSchools in Medical Informatics." Roundtable at the iConference, Los Angeles, February 28-30, 2008
- 2007 Østerlund, C. "Documenting Work: Beyond the notion of information technology." Presented at the Annual conference for the Danish Association for Science and Technology Studies, Copenhagen Business School, Denmark, May 2-3, 2007
- 2006 Venkatesh, M. Bhattacharya, S. & Østerlund, C. "Outline of an Institutional Theory of Documents." Paper presented at DOCAM '06 SIMS UC Berkeley, Oct. 13-15, 2006.
- 2006 Wei, K., & Østerlund, C. "A structural approach for studying knowledge sharing process in virtual teams." In Proceedings to the Global Information Technology Management Association (GITMA) Conference, Orlando, FL, 11-13 June. Presented by Yeliz Eseryel.
- 2005 Østerlund, C. "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.
- 2005 Østerlund, C. "Combining Documents: The History of an Emergency Room Flowsheet." Presented at DOCAM '05, SIMS, UC Berkeley, Oct 7-9, 2005
- 2005 Venkatesh, M & Østerlund, C. "Same Old Thing: Productive & reproductive practices in civic networks." Presented at Learning in Community Workshop, Penn State, August 14-17, 2005.
- 2005 Østerlund, C. "Indexical Fields: Encoding, communicating and coordinating." Presented at Organizational Knowledge, Learning and Capabilities (OKLC), Bentley College, Mass. March 17-19, 2005. (Peer-Reviewed)
- 2004 Østerlund, C. "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.
- 2004 Østerlund, C. "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.
- 2004 Østerlund, C. "Where is the Doctor? Locating medical work." Presented at the Annual Meeting for Society for Social Studies of Science, Paris, August 25-28, 2004.
- 2004 Østerlund, C. & Arnott-Smith, C. "What is Medical Informatics?" Brown Bag Presentation at the Information School, Syracuse University, September 17, 2004.
- 2004 Østerlund, C. "Situating Medical Documents: NLP and the indexical centering of documents." Presented at Center for Natural Language Processing, Syracuse University, February, 17, 2004.
- 2003 Østerlund, C. "Situating Documents: Finding context in the text." Presented at ICIS - OASIS workshop: IFIP Working Group 8.2, Seattle, December 15-17, 2003.
- 2003 Østerlund, C. & Ito, M. "Technology, Place, and Practice: An ethnographic perspective." Presented at Annual Meeting for Society for Social Studies of Science, Atlanta, October 15-19, 2003.
- 2003 Østerlund, C. "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.
- 2003 Østerlund, C. "Genre Systems & Documenting Practices: A theoretical perspective." Presented at Workshop for Theoretical Approaches on Information Ecologies, Musashi Institute of Technology, Oct. 1-2, 2003.
- 2003 Østerlund, C. "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.
- 2003 Østerlund, C. "Practice Matters: Knowledge sharing in communities of practice." Presented at Communities and Technology 2003, Amsterdam, September 19-21. (Peer-Reviewed, 15% acceptance rate)

- 2003 Østerlund, C. "Documenting Dreams: Patient-centered records vs. practice-centered records." Presented at HICCNy (Health Informatics Consortium of Central New York), Syracuse U., Jan. 14, 2003.
- 2002 Østerlund, C. "When & Where Matters: Why do people write medical records." Panel Presentation at AOM (Academy of Management), Denver, August 9-14, 2002. (Peer-Reviewed)
- 2001 Østerlund, C. "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. (Peer-Reviewed, 15% acceptance rate)
- 2001 Østerlund, C. "Locales & Intersecting Information Technologies." Paper presentation at Society for Social Studies of Science conference, Boston, November 1-4, 2001.
- 2001 Østerlund, C. "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.
- 2000 Østerlund, C. "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. (Peer-Reviewed)
- 2000 Østerlund, C. "Moving Asthmatics: Knowledge sharing across boundaries and the management of patient trajectories." Presentation at the Conference on Non-Scholastic Learning, Denmark, June 2- 6, 2000.
- 2000 Østerlund, C. "Trajectories and Multi-Sited Ethnography: Methodological considerations." Paper presentation at the Conference on Non-Scholastic Learning, Denmark, June 2- 6, 2000.
- 1999 Østerlund, C. "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.
- 1999 Østerlund, C. "From ER to OR: Knowledge creation, boundary crossing, and the management of patient trajectories." Invited presentation at Center for Activity Theory and Developmental Work Research. Boundary Crossing and Knotworking: Learning and Knowledge Creation as Movements within and Between Communities. Finland, Sept. 2-3, 1999.
- 1999 Østerlund, C. "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. (Peer-Reviewed)
- 1998 Østerlund, C. "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.
- 1997 Østerlund, C. "Sales Apprentices on the Move: A multi-contextual perspective on situated learning." Presentation at 25th Nordic Educational Research Association Conference, Göteborg, Sweden, Oct. 1997. (Peer-Reviewed)
- 1996 Østerlund, C. "Learning and Technology at Work in an American High Tech Corporation." Presentation at 24th Nordic Educational Research Association Conference, Lillehammer, Norway, August 1996. (Peer-Reviewed)

Keynotes & Invited Presentations at Scientific Meetings

- Theories of Sociomateriality. Invited speaker. Department of Information Systems, Faculty of Social Sciences., University of Agder, Norway. September 25, 2019
- Building an Apparatus: Refractive, Reflective & Diffractive Readings of Trace Data. Invited speaker. Department of informatics, University of Oslo, September 21, 2019
- Open online community health and sustainability. Panel Presentation. NSF Sponsored Workshop. University of Nebraska Omaha, April 16-17, 2018.
- Documenting Practices: Methodological Considerations. Invited speaker. Department of Archives, Libraries, Museums at University of Uppsala, Sweden, December 12-14, 2017
- Building an Apparatus: Reflective and Diffractive Readings of Trace Data. Invited Speaker. University of Gothenburg Learning and Media Technology Studio (LETStudio), Sweden, November 23-24, 2017

Situating Learning & Infrastructure: How to support different opportunities for learning in an online citizen science community? Invited Speaker at Symposium. "Materiality and social dynamics of information infrastructures and learning" at University of Borås, Sweden. October 17-18, 2016

Document Centric Methodologies. Invited presentation. IT University of Copenhagen. Denmark, April 12, 2012.

When the Data are Documents. Invited speaker at Aarhus University, School of Business and Social Sciences. December 3, 2010.

Documents, Doctors, & Patients: Distributed Knowledge and Documenting Work. Invited Presentation at the eighth annual UC Davis Conference on Qualitative Research. March 28-30th, 2008 in Davis, CA/ Napa, CA. This conference brought together a small group of qualitative researchers to present and discuss their work and work-in-progress.

Documenting Practices in Distributed and Mobile Healthcare Environments. Invited presentation. Norwegian Centre for Telemedicine (NST) in Tromsø, Norway. Over a three-day visit I presented three research papers and engaged with faculty and students. May 8-11, 2007.

Documenting Work: Beyond the notion of information technology. Invited speaker. the Doctoral School of Organizational Learning (DOCSOL). School of Education, University of Aarhus, Denmark. May 23, 2007.

Document Cycles: Integration of Heterogeneous Health Information System Environments. Invited Speaker. Institute of Health Policy and Management, Erasmus University Rotterdam, Holland. June 25-27, 2007.

Invited to speak at a workshop for Healthcare IT (HIT) an interdisciplinary program that focuses on IT-support for highly distributed and heterogeneous networks in the healthcare sector. <http://www.healthcareit.dk/> The group bring together scholar from four Danish Universities. April 20, 2007

Locating Medical Work: Indoor Tracking and Hospital Design. Invited speaker. Danish Center for Design Research at the School of Architecture. April 21 2007.

Invited to speak at the Document Academy's Summer Workshop in Tromsø, Norway, June 27-July2nd, 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.

Genre Systems & Documenting Practices: A theoretical perspective. Invited Speaker. Workshop for Theoretical Approaches on Information Ecologies, Musashi Institute of Technology, Japan, October 1-2, 2003.

Mapping Medical Work: Information practices across multiple medical settings. Key Note at the conference Participatory Design of Information: From the Perspective of Information Ecology, Musashi Institute of Technology, Yokohama. Japan, Sept. 27-29, 2003.

Dokument Drømme: Patient-Centredede Journaler vs. Praksis-Centredede Journaler. Invited speaker at the Danish Pedagogical University, Copenhagen. Copenhagen, Dec. 2002.

Learning Trajectories Across Health Care Settings: A pedagogical perspective. Invited speaker at Department of Psychology, University of Aarhus, Denmark. Nov., 2002.

Human-Centered Product Innovation Conferences. Intel, Portland, 2000- 2001.

Presenter 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.

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.

Patents

2020 Stromer-Galley, J., McKernan, B., Rossini, P., Østerlund, C., Schooler, L. J., Folkestad, J. E., ... & Taylor, S. M. (2020). *U.S. Patent Application No. 16/737,799*.

Teaching Awards

2009 Jeffrey Katzer Professor of the Year, Outstanding Teaching and Advising Award, iSchool, Syracuse University.

PhD Graduates

Saira Naim Haque (Drexel University) Mary Grace Flaherty (University of North Carolina, Chapel Hill), Gabriel Mugar (Emmerson College)

PhD Committees

Han Zhuang, Mahboobeh Harandi, Corey Jackson, Katie Luella DeVries Hassman, Greg Brierly, Janet Marsden, Andrea Wiggins, Anand Natarajan, Lauren Britton, Martha Lorber, Matt Willis, Naybell Hernandez, Delicia T. Greene, Min-Chun Ku, Mohammad Hossein Jarrahi, Jaime Snyder, Joe Rubleske, Kangning Wei, Jane Siow, James Howison, Heshan Sun, Yati Zakaria, Nasriah Zakaria, Shafiz Mohd Yusof

PhD Examination Committees & Opponent

Nestor Nova	(Pontificia Universidad Javeriana, Bogotá, Colombia, PhD Opponent, 2019)
Lisa Börjesson,	(University of Uppsala, Sweden, PhD Opponent, 2017)
Paul Scifleet	(University of Sydney, Australia, PhD Examination Committee, 2010)
Richard Southwick	(SU, iSchool, PhD Examination Committee, 2009)
Pamela Revercomb	(SU, iSchool, PhD Examination Committee, 2005)
Stephen Paling	(SU, iSchool, PhD Examination Committee, 2004)
Betsy V. Martens	(SU, iSchool, PhD Examination Committee, 2003)

Post-Doctoral Advisees

Tae Kyoung Lee (University of Utah), Jaime Snyder (University of Washington)

Courses

Information Management and Technology (Master)

Course Design & Instruction: Originated the revised version of a core course on digital transformation and change management in the Information Management MS program for our new online format with 2U involving studio recorded lectures and weekly teleconferences. 2016+

Globalization, IT and Culture (Undergraduate)

Course Design & Instruction: Course co-taught with twin class at IT University of Copenhagen, Denmark. Students learn about globalization, IT and culture readings and actively collaborating across the Atlantic. 2013+

Technology Enabled Global Collaboration (Undergraduate).

Course Design & Instruction: Course offered to students studying abroad in London, Madrid, Strasbourg and Florence and prepares them to work in global teams. Blended class format integrating recorded lectures, online discussion, teleconferences and residency in Florence, Italy. 2011-2014

IT-Enabled Innovation, Strategy, and Change (Undergraduate, Master & Executive)

Course Design. In collaboration with Jack Baroudi (U Delaware), Robert Benjamin, and I developed a syllabus for a course on IT-Enabled Innovation and Change that can be tailored to undergraduates, masters and executive students. The

first version of the course will be for undergraduates and taught in tandem with an extended internship. School of Information Studies, Syracuse University, 2009-14

Research Method: Elicitation and Analysis Techniques (PhD)

Course Design & Instructor. I developed the syllabus for this full semester research method seminar. The course weaved together two streams of activity, reading and doing: 1) reading about and practicing various elicitation and analytical techniques exemplifying different research methods, 2) conducting a field study, and pooling the data you collect with data collected by others to develop an emergent theory of the substantive phenomena you will investigate. School of Information Studies, Syracuse University, 2007+

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

Course Design & Instructor. I developed the syllabus for this full semester research seminar on social and behavioral perspectives on IT. The course built around philosophical, theoretical and empirical perspectives on the issue. School of Information Studies, Syracuse University, Spring 2005.

Introduction to the Information Based Organization (Undergraduate)

Course Design & 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 – 2014.

Research in Information Technology and Organizational Psychology (Doctoral)

Course Design & 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)

Course Design 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. 8 month, in-service training course at a small Teachers' Training College on leadership and change where the faculty's own experiences served as case material. Faculty: Professor Benedicte Madsen, 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.

Academic Service (iSchool)

Director of 3 Masters (IM/ADS/EDS) and 5 certificates of advanced study	2015-2019
Enrollment Management Liaisons	2015+
iSchool Student Awards	2016+
Grade Dispute Panel	2016-17
SU Abroad Committee	2013-17
Faculty Mentor	2010+
Undergraduate Committee	2008-2014
Curriculum Committee	2003-04; 2007-08; 2015+
Personnel Committee	2004-05; 2007-08; 2010-12
PhD committee	2003-04; 2005-07
Brown Bag organizer	2003-04
IM FPAG Committee	2003-15
IM Advisor	2004+

Academic Service (Syracuse University)

SU Strategic Planning Process	2014-17	Working Group 4 - Enhancing internationalization
SU Abroad Advisory Committee	2012+	Meeting regularly to help SU Abroad deal with strategic decisions.
Speaker series on Cyber infrastructure and Virtual Organizations	2008-9	Organizing a NSF sponsored speaker series on cyber infrastructure and virtual organizations. Initiative is headed by Professor Cogburn.
Remembrance Scholarship Selection Committee	2007-15	The committee involves senior faculty members and administers from across campus. The scholarship was established after the terrorist bombing of Pan Am flight 103 over Lockerbie on Dec. 21st 1988.
Future Professoriate Writing Group	2005-06	Program Preparing SU PhD students to become future faculty
	2004-09	Organizing cross campus junior faculty writing group

Professional Activities

Conference Committee, Award Committee, and Review Board, Discussant

- Co-Chair of IFIP 8.2 Working Conference: Living with Monsters? Social Implications of Algorithmic Phenomena, Hybrid Agency and the Performativity of Technology. (with M. Aanestad (U. of Oslo), M. Mähring (Stockholm S. of Econ), K. Riemer (U. of Sydney) & U. Schultze (SMU)). San Francisco Dec. 12-14, 2018.
- Co-Chair: HICSS Mini-track. Crowd-enhanced technologies for improving reasoning and solving complex problems (with J. Folkestad, K. Kenski, and J. Stromer-Galley). 2019.
- External Program Reviewer. Applied Information Management (AIM) master's program. University of Oregon. April 5 – 8, 2017.
- Program Committee: European Computer Supported Cooperative Work (ECSCW), 2018+
- Program Committee: Computer Supported Cooperative Work (CSCW), 2015-16
- NSF Panel Review – Cyber-Human Systems (CHS) Division of Information and Intelligent Systems, National Science Foundation, March 16-17, 2017.
- Program Committee: Infrastructures for Healthcare, International Workshop. 2012+
- Chair: HICSS Mini-track. Working Documents and Documenting Work (with David Ribes, Daniela Rosner, Kevin Crowston,). 2010-16
- NSF Panel Review – VOSS Program. Division of Advanced Cyberinfrastructure Computer & Information Science & Engineering Directorate, National Science Foundation, March 2013
- Session Chair at IFIP 8.2: IT in the Service Economy: Challenges and Possibilities in the 21st Century – held in Toronto, OH, August 10-14, 2008.
- Chair of Diana Forsythe Awards Committee – 2009-12
- Diana Forsythe Awards Committee – 2007+
- Session Chair – Organizational Communication and Information Systems (OCIS) at Academy of Management, Philadelphia, August, 2007
- Discussant at IFIP 8.2 – Designing Ubiquitous Information Environments Conference, Case Western Reserve University, Cleveland, August 1-3, 2005.
- Review Board – IT in Health Care: Socio-technical Approaches, Second International Conference, held in Portland, Oregon 13-14 September 2004.
- Review Board – Information Technology in Health Care Track. Americas Conference on Information Systems (AMCIS) New York City; August 5 – 8; 2004.

Discussant at E-Business Paper Session, Organizational Communication and Information Systems (OCIS) at Academy of Management, Denver, August 9-14, 2002.

Editorial Positions

Senior Editor – Information & Organization (I&O) 2020+

Associate Editor – Information & Organization (I&O) 2016-19

Associate Editor - Journal of the Association for Information Systems (JAIS) special issue on Advances in Qualitative IS Research Methodologies. 2016+

Associate Editor – Information Systems Research (ISR) 2014-17

Guest Editor – *Information Technology & People*, Special issue on Personal Health Records, 2013

Guest editor – *European Journal of Information System*, Special issue on Qualitative Research Methods, 2010.

Assistant Editor – *Information System Research* (ISR) Special issue of Information Systems Research in Healthcare, 2009.

Editorial Board – IFIP 8.2: Working Conference on IT in the Service Economy: Challenges and Possibilities for the 21st Century; 10-13 August 2008.

Positions in Workshops and Conferences

Co-Organizer of EGOS Sub-Theme titled “Work in the Age of Intelligence: Augmentation, Agency, and Infrastructure.” With I. Erickson (Syracuse U) and M. Aanestad (U. of Oslo). July 4–6, 2019, Edinburgh, UK.

Co-Organizer of iConference workshop on “Work in the Age of Intelligent Machines: Key Dilemmas for the Information Community.” Co-organized with Jarrahi, M.H., Wolf, C.T., Willis, M., Boyd, K. iConference, April 1-3, Washington DC. 2019.

Early Career Colloquium Co-Chair. iConference. University of Sheffield, UK. March 25-28, 2018.

Co-Organizer of GROUP Workshop titled “Work in the Age of the Intelligent Machine.” With I. Erickson (Syracuse U) and L Robert (U Michigan). January 7-10, 2018 Sanibel Island, FL

Co-Organizer: Three 4S session titled: Citizen Science: Collective Sensing, Peer Production, and Knowledge Production. Boston, MA. Sept. 1-2, 2017

Co-Organizer: Workshop titled “E-Infrastructures for Research Collaboration: The Case of the Social Sciences and Humanities” at CSCW '17, February 25-28, 2017, Portland, OR

Co-Organizer: Workshop titled “Theory transfers? Social theory and CSCW research.” at CSCW '17, February 25-28, 2017, Portland, OR.

Co-Organizer: Three 4S session titled: Citizen Science: Beyond the Laboratory. Barcelona. Sept. 1-3, 2016

Organizer: Interactive Session: What to do with all those traces people leave behind: Culture, context, computing with Sawyer, S; Ribes, D; Shankar, K; Geiger, S. iConference. Berlin March 2014

Mentor: iConference Doctoral Colloquium, Berlin 4-7 March 2014

Organizer: Symposium on When the data are documents: Bridging Quantitative and Qualitative Methodologies. at Academy of Management (AOM), Montreal, Canada. August 11-17 (with Natalia Levina).

Organizer: Roundtable with Saira Hauque and Madhu Reddy on *The Role of iSchools in Medical Informatics* at Third Annual iConference, University of California, Los Angeles, February 28 - March 1, 2008

Organizer: Seminar with Professor Stewart Clegg and myself as presenters on *Technology, Place, & Practice: Designing, Building, and Using Work Practices* at Department of Organization Studies, Copenhagen Business School, Denmark, May 25, 2007.

Organizer: Panel on *Space and Indoor and Outdoor Positioning Systems*; Annual Conference for Society for Social Studies of Science Paris, August 25-28, 2004.

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

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

Organizer: *Virtual and Distributed Work Conference*; with Kuldeep Kumar, and Paul C. van Fenema; Sponsored by Florida International University Ryder Center. Participants include: Richard Boland, Case Western; Paul S. Goodman, Carnegie Mellon; Sirkka Jarvenpaa, U of Texas at Austin; Carol Saunders, U of Oklahoma; and Janet Fulk, U of Southern California. Florida, March 1-4, 2001.

Organizer: 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.

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

Organizer: 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.

Membership in Professional Associations

Academy of Management, IFIP Working Groups 8.2, the Association for Information Systems (AIS) and the Association for Computing Machinery (ACM).

Ad hoc Reviewer

Computer Supported Corporative Work (CSCW); European Journal of Information Systems (EJIS); Hawaii International Conference on System Sciences (HICSS); International Federation for Information Processing Working Group 8.2 (IFIP 8.2); Information & Organization (I&O); Information System Research (ISR); Information Technology and People; Management of Information System Quarterly (MISQ); Organization Communication and Information Systems Division; Academy of Management; Organization Science; The Information Society.