

# Curriculum Vitae JON IDEN

## PRESENT POSITION

Professor. NHH Norwegian School of Economics, Department of Strategy and Management

## EDUCATION

1995 Dr. Polit. - Information Science, University of Bergen  
 1990 Master - Information Science, University of Bergen  
 1983 Bachelor - Information Science, University of Bergen

## RESEARCH INTERESTS

Information Systems; Business Process Management; Digitalization, Digital Innovation, Digital Transformation

## ACADEMIC APPOINTMENTS

2015-2018 NLA, Hauge School of Management: Adjunct Professor  
 2007-2014 NHH Norwegian School of Economics: Associate Professor  
 2003-2007 University of Bergen: Associate Professor  
 1999-2001 NHH Norwegian School of Economics: Adjunct Professor  
 1996-1995 University of Bergen: Adjunct Professor and Assistant Professor

## RESEARCH PROJECT EXPERIENCE

- Digital transformation, NHH, Project Manager, 2017-present
- ITSM Monitor, Project Manager, 2010 - 2017
- NHH Norwegian School of Economics: *Center for service Innovation*, Project Manager, 2011 - 2014
- NHH Norwegian School of Economics: *Debussy*, 2008 - 2011
- NHH, University of Bergen and University of Agder: *Transfer*, Project Manager, 2005 - 2012
- NHH, University of Bergen and University of Agder: *Process Modeling Practice*, Project Manager, 2004- 2009
- Innovasjon Norge: *Effektiv forretningsdrift*, Project Manager, 1996
- The Research Council of Norway: *IDIS – Integrerte Distribuerte Informasjonssystemer*, Project Manager, 1992-1994

## TEACHING

### NHH Norwegian School of Economics:

- Applied Digitalization; Digitalization; Business Process Management; Process- and Quality Management; Project Management; IT project management; Process modelling and analysis; Management Information Systems; IT enabled Process Change

### University of Bergen:

- Information Systems; IT Service Management; Computer Networks and Telecommunication; Computer Architecture and Operating Systems

### Guest lectures

- University of Bergen, University of Oslo, NTNU Norwegian University of Science and Technology, Nord University, Bergen University College, The Arctic University of Norway, NLA- Hauge School of Management

## REVIEWER FOR JOURNALS AND BOOKS

- European Journal of Information Systems
- Journal of Information Technology
- International Journal of Information Management
- International Journal of Technology Management
- International Journal of Contemporary Hospitality Management
- Technological Forecasting & Social Change
- Information and Software Technology
- Business Process Management Journal

- Information Systems Management
- Information and Organizations
- Communications of the Association for Information Systems
- Journal of Economics and International Finance
- Scandinavian Journal of Information systems
- Government Information Quarterly
- Computer Standards and Interfaces
- International Journal of Management Science and Engineering Management
- Information Technology Governance and Service Management: Frameworks and Adaptations. A. Cater-Steel (Ed.) Hershey, USA: IGI Global
- Lean blir norsk. Organisasjonsprinsippet lean møter norsk arbeidsliv og den norske samarbeidsmodellen. Bergen: Fagbokforlaget
- Arbeid i team. Bergen: Fagbokforlaget

### **EDITORIAL BOARD / PROGRAM COMMITTEE / REVIEWER**

- International Conference on Information Systems (ICIS)
- European Conference on Information Systems (ECIS)
- Hawaii International Conference on System Sciences (HICSS)
- Australasian Conference on Information Systems (ACIS)
- Conference on Business Informatics (CBI)
- The International Conference on Exploring Modeling Methods in Systems Analysis and Design (EMMSAD)
- International Conference on the Quality of Information and Communications Technology (QUANTIC)
- Working Conference on the Practice of Enterprise Modelling (PoEM)
- Norsk Konferanse for Organisasjoners Bruk av IT (NOKOBIT)

### **PHD STUDENT SUPERVISOR**

- Carolina Costabile, NHH Norwegian School of Business, 2019 – 2024
- Andreas Ulfsten, NHH Norwegian School of Business, 2018 –2022
- Karen Osmundsen, NHH Norwegian School of Business, 2017 –2021
- Anastasiy Henk, Nord University, 2016-2019
- Kjersti Berg Danilova, NHH Norwegian School of Business, 2013 –2018

### **EVALUATION COMMITTEES**

- Excellent Teaching Practitioner, NHH - Norwegian School of Economics, 2024
- Professorship in Economics, NHH - Norwegian School of Economics, 2023
- Expert Committee for Assessment of Master Program in Digitization at UiA, 2022
- Application for Full Professor, NTNU, 2018
- Sanna Heikkinen, PhD. (University of Eastern Finland), 2018
- Malcolm Blumberg, PhD. (USQ University of Southern Queensland, Australia), 2016
- Allan Salling, PhD (CBS Copenhagen Business School, Denmark), 2015
- Professorship in Information Systems, BI Norwegian School of Management, 2009
- Professorship in Information Systems, University of Nordland, 2008

### **INDIVIDUAL GRANTS**

- Equinor Academy: Digital Transformation II, 2024-2028
- Equinor Academy: Digital Transformation, 2019-2023
- NHH Norwegian School of Economics: DIN 2017
- NHH Norwegian School of Economics: ITMS Monitor 2010- 2016

### **INTERNATIONAL EXPERIENCE**

- 1 year sabbatical at Manchester Business School, University of Manchester, 2010-2011
- 7 months visiting scholar at University of California, Irvine, 1994

## LIST OF PUBLICATIONS

### International journal articles

1. Osmundsen, K.S. & Iden, J. (2025). Capabilities for Digital Transformation Competencies. **Scandinavian Journal of Information Systems**, Forthcoming. SJIS Preprints
2. Iden, J. & Bygstad, B. (2025). Sociotechnical Micro-Foundations for Digital Transformation. **European Journal of Information Systems**, 34(2), 367-382.
3. Iden, J., Danilova, K.B. & Eikebrokk, T.R. (2024). Business process management and digitalization – a reciprocal relationship. *Business Process Management Journal*, 31(2), 393-315.
4. Bygstad, B. & Iden, J. (2024). Digital Management in the Public Sector – a framework. **Electronic Government**, 20(4), 442-458.
5. Danilova, K.B., Ulfsten, A., Eikebrokk, T.R., Iden, J., Johannessen, T.V. & Johanson, D. (2022). Explaining individual job performance in work from home (WFH) arrangements. **Information Technology & People**, 36 (5), 1915-1938.
6. Costabile, C., Iden, J. & Bygstad, B. (2022). Building digital platform ecosystems through standardization: an institutional work approach. **Electronic Markets**, 32, 1877–188
7. Bygstad, B., Iden, J. & Ulfsten, A. (2020). Digital Business Strategies for Incumbent Firms. How a Scandinavian Hotel Chain Competes with the Internet Giants. **Scandinavian Journal of Information Systems**. 32 (2), 77-106.
8. Iden, J., Eikebrokk, T.R & Marrone, M. (2020). Process Reference Framework as Institutional Arrangements for Service Innovation. **International Journal of Information Management**, 54, Article 102150

### National journal articles

9. Danilova, K, Iden, J. & Osmundsen, K. (2024). Hvordan kan norske offentlige virksomheter lykkes med digitalisering? **Magma - Tidsskrift for økonomi og ledelse**, 27(2), 87-95.
10. Knudsen, D-R., Danilova, K. & Iden, J. (2021). Erfaringer fra hjemmekontoret. **Magma - Tidsskrift for økonomi og ledelse**, 3/2021, 87-93.
11. Iden, J., Øyberg, L., Jordan, I. & Øvretveit, S. (2020). Digitalt grenseforsvar – en trussel mot personvernet? **Magma - Tidsskrift for økonomi og ledelse**, 2/2020, 45-54.

### Monographs

12. Iden, J., Danilova, K.B. & Osmundsen, K. (2022). **Digitaliseringsledelse**. Bergen: Fagbokforlaget.
13. Iden, J. (2022). **Prosessledelse**. 3dn Edition. Bergen: Fagbokforlaget.

### Book chapters

14. Iden, J. & Knudsen, D-R. (2021). Trenger vi hjemmekontoret? Rolfsen, M. & Rolstadås, A. (Eds). **Den digitale hverdagen**. John Grieg Forlag.

### Publications in referred international conference proceedings

15. Osmundsen, K. S., Costabile, C., Bygstad, B., Iden, J. & Eikebrokk, T.R. (2023). Diversity in digital platform ecosystems: Purposes, governance, and outcomes. **The 15<sup>th</sup> Mediterranean Conference on Information Systems (MICS) and The 6<sup>th</sup> middle east & North Africa Conference on digital information systems**, Madrid, Spain.
16. Danilova, K.B.; Iden, J. & Bygstad, B. (2022). The Evolving Strategies of Chief Digital Officers. Balancing Lightweight and Heavyweight IT during the Digital Transformation. **Proceeding from the 55 Hawaii International Conference on System Sciences (HICCS 2022)**. Hawaii, USA.

17. Stendal, K. & Iden, J. (2022). The Effects of Virtuality on Agile Development. **Proceeding from the 55 Hawaii International Conference on System Sciences (HICCS 2022)**. Hawaii, USA.
18. Iden, J. & Bygstad, B. (2021, January 5-8). Managing Digital Transformation with Sociotechnical Micro-Foundations: A Dynamic Capabilities Approach. **Proceeding from the 54 Hawaii International Conference on System Sciences (HICCS 2021)**. Hawaii, USA.

### **Publications in national refereed conference proceedings**

19. Iden, J., Danilova, K.B. & Osmundsen, K. (2023). Digitalisering i norske virksomheter: konsekvenser og utfordringer. **Proceedings from the 30th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Stavanger. NOKOBIT, vol. 30, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
20. Iden, J., Bygstad, B., Hanseth, O. & Nielsen, S.A. (2023). Hvordan fikk Norge et betalingsformidlingssystem i verdensklasse? En historisk analyse av samarbeidende digitale økosystemer i banksektoren. **Proceedings from the 30th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Stavanger. NOKOBIT, vol. 30, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
21. Bygstad, B., Iden, J. & Øvrelid, E. (2022). *The emergence of a national collaborative digital ecosystem. A study of one-citizen-one-health-record in Norway*. **Proceedings from the 29th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Kristiansand. NOKOBIT, vol. 29, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
22. Danilova, K. B., Iden, J. & Eikebrokk, T.R (2022). *Prosessledning og Digitalisering*. Proceedings from the 29th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT), Kristiansand. NOKOBIT, vol. 29, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
23. Iden, J. Bygstad, B., Osmundsen, K., Costabile C. & Øvrelid, E. (2021). *Digital Platform Ecosystem Governance: Preliminary Findings and Research Agenda*. **Proceedings from the 28th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Trondheim. NOKOBIT, vol. 28, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
24. Iden, J. & Stendal, K., Elston, D. & Rostrup, H. M. (2021). *Hva skjer når etablerte, samlokaliserte agile team må arbeide og samarbeide fra hjemmekontor?* **Proceedings from the 28th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Trondheim. NOKOBIT, vol. 28, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
25. Danilova, K., Iden, J., Knudsen, D-R., Costabile, C., Johannessen, T-V., Johansen, B-D. & Ulfsten, A. (2020, November 24-25). Virtual work during covid-19 lockdown. Lessons Learned. **Proceedings from the 27th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Hønefoss. NOKOBIT, vol. 27, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
26. Costabile, C. & Iden, J. (2020) Towards a digital ecosystem for sustainability. **Proceedings from the 27th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Hønefoss. NOKOBIT, vol. 27, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.

### **ARTICLES IN MAGAZINES AND NEWSPAPERS**

- Umulig å få tak i IT-hodene? Gå ikke over bekken etter vann. Feature article in **Dagens Næringsliv**, February 17., 2022
- Her er fire lærdommer fra livet på hjemmekontoret. Feature article in **Dagens Næringsliv**, September 16., 2020
- Drøye påstander fra BT om ny sikkerhetslov. Feature article in **Bergens Tidende**, October 15., 2020
- Kan UH-sektoren lære noe av perioden med hjemmekontor? Khrono, September 9., 2020