

Kjersti Berg Danilova

Associate Professor

Department of Strategy and Management

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PRESENT POSITION

2023 – Associate Professor, NHH Norwegian School of Economics, Department of Strategy and Management. Member of the research group Digitalisation in Organisations.

2019 – Associate Professor II, Western Norway University of Applied Sciences.

PREVIOUS ACADEMIC POSITIONS

2019 – 2022 Postdoctoral Researcher, NHH Norwegian School of Economics, Department of Strategy and Management. Member of the research group Digital Business.

2014 – 2018 Research scholar, NHH Norwegian School of Economics, Department of Strategy and Management.

EDUCATION

2019 Ph.D, NHH Norwegian School of Economics.
Title of thesis: *Leading change across the organization*.

2008 MSc in Economics and Business Administration & Siviløkonom,
NHH Norwegian School of Economics. Major: Strategy, organization, and management.

2002 Cand.philol: Two-year graduate degree in French language and linguistics.
University of Bergen.

1999 Cand.mag: Four-year undergraduate degree in French and Russian language, linguistics, and literature. University of Bergen.

RESEARCH INTERESTS

Digital transformation/digitalization
Business process management
Project management
Organizational change
Leadership

TEACHING

NHH - Norwegian School of Economics:

SOL11 Project Management (course responsible)

STR446 Business Process Management (course responsible)

NHH Executive

Prosessledelse, 15 credits module in the Master of Management Program (program leader)

Digitaliseringsledelse, 15 credits module in the Master of Management Program (lecturer)

HVL - Western Norway University of Applied Sciences:

MOØ233/MSB211 Digital Organization and Management (course responsible)

MEMBER OF COMMITTEES

2025 Member of evaluation committee for position as associate professor, NHH

2024 Leader of evaluation committee for PhD thesis
Member of two evaluation committees for position as assistant professor, NHH

2023 Member of evaluation committee for position as associate professor at USN

RESEARCH DISSEMINATION

«Kan UH-sektoren lære noe av perioden med hjemmekontor?» Khrono.

<https://khrono.no/kan-uh-sektoren-laere-noe-av-perioden-med-hjemmekontor/513864>

«Fem vanlige utfordringer for digitaliseringsledere». Dagens perspektiv:

<https://www.dagensperspektiv.no/ledelse/2019/fem-vanlige-utfordringer-for-digitaliseringsledere>

[Lederskap – NHHs podcast om ledelse, episode 52 – Digitaliseringsledelse](#), with Kjersti Berg Danilova and Karen S. Osmundsen. March 1, 2023.

Lectures, talks and workshops on process management, digitalization, project management

In various public and private organizations, such as: Skatteetaten, Norsk kulturskoleråds lederkonferanse, Den norske dataforening, Direktoratet for høyere utdanning og kompetanse, Norsk forening for elektro og automatisering, DNB, Helsedirektoratet, UDI, Bergen Maritimt Personellforum, Høgskolen på Vestlandet, BKK Nett, UiA, UiS, UiB, HINN.

REVIEWER FOR JOURNALS AND CONFERENCES

Journal of Information Technology, Information Technology and People, Communications of the Association for Information Systems, Business Process Management Journal. Magma, Praktisk finans og økonomi.

ICIS 2015, EURAM 2016, NOKOBIT 2016, FIBE 2017, NOKOBIT 2019, NOKOBIT 2020, ECIS 2020, ECIS 2021, HICSS 2022, NOKOBIT 2022, NOKOBIT 2023, NOKOBIT 2024.

ECIS2022: Associate Editor for the conference theme track "New Horizons in Digitally United Societies"

NON-ACADEMIC EXPERIENCE

2005– 2013	Middle management positions, Office of Student and Academic Affairs, NHH
2001– 2005	Higher executive officer, Office of Student and Academic Affairs, NHH

LANGUAGES

- Norwegian: Native language
- English: Advanced level
- French: Intermediate level
- Russian: Intermediate level
- Italian: Novice level

PUBLICATIONS

International Journal Articles:

Iden, J., Danilova, K.B. & Eikebrokk, T. (2024), "Business process management and digitalization – a reciprocal relationship", *Business Process Management Journal*, 31(2), pp.393-415.

Danilova, K.B., Ulfsten, A., Eikebrokk, T.R., Iden, J., Johannessen, T.V. & Johanson, D., 2023. Explaining individual job performance in work from home (WFH) arrangements. *Information Technology & People*, 36(5), pp.1915-1938.

Danilova, K.B. (2019). "Process owners in business process management: a systematic literature review". *Business Process Management Journal*. Vol. 25 No. 6, pp. 1377-1412

Danilova, K.B. (2018). Making process ownership work: Evidence from a global Delphi study. *Knowledge and Process Management*, 25(3), pp.153-167.

International Conferences:

Danilova, K.B., Iden, J., & Bygstad, B. (2021). Chief Digital Officers' Evolving Strategies: Balancing Lightweight and Heavyweight IT During the Digital Transformation. Proceedings of the 55th Hawaii International Conference on System Sciences (HICSS), January 2022.

National Journal Articles:

Danilova, K.B., Iden, J., & Osmundsen, K.B. (2024). Hvordan kan norske offentlige virksomheter lykkes med digitalisering? *Magma – Tidsskrift for økonomi og ledelse* 2/24, pp. 87-95.

Knudsen, D-R., Danilova, K. & Iden, J. (2021). Erfaringer fra hjemmekontoret. *Magma – Tidsskrift for økonomi og ledelse* 3/21, pp. 87-93.

Danilova, K.B., Rydland, M., Iden, J., & Bygstad, B. (2019). Digitaldirektøren som endringsagent. *Magma – Tidsskrift for økonomi og ledelse*, 2/19, pp. 22-28.

National Refereed Conference Proceedings:

Danilova, K.B. & Klotz, A. (2024) "Managing responsible AI in organizations", *NIKT*, no. 2, Nov. 2024.

Klovning, K., Svåsand, H.H., and Danilova, K.B. (2024). "Kunstig intelligens og kreativitet", *NIKT*, no. 2, Nov. 2024.

Danilova, K.B., Iden, J., & Eikebrokk, T.R. (2022). Prosessledelse og digitalisering. In *NOKOBIT-Norsk konferanse for organisasjoners bruk av informasjonsteknologi 2022* (Vol. 30, No. 1).

Danilova, K.B., Iden, J., Knudsen, D-R., Costabile, C., Johannessen, T.V., Johanson, D., & Ulfsten, A. (2020). Virtual work during COVID-19 lockdown – lessons learned. In *NOKOBIT-Norsk konferanse for organisasjoners bruk av informasjonsteknologi 2020* (Vol. 28, No. 1).

Danilova, K.B., Iden, J., Bygstad, B. (2019). Digitaldirektørens bidrag til digital transformasjon gjennom håndtering av usikkerhet i organisasjonen. In *NOKOBIT-Norsk konferanse for organisasjoners bruk av informasjonsteknologi 2019* (Vol. 27, No. 1).

Danilova, K.B. (2016). A comparative review of research on process owner vs. project manager success factors. In *NOKOBIT-Norsk konferanse for organisasjoners bruk av informasjonsteknologi 2016* (Vol. 24, No. 1).

Books:

Iden, J., Danilova, K.B., & Osmundsen, K.S. (2022). *Digitaliseringsledelse*. Fagbokforlaget.

Unpublished Ph.D. thesis:

Danilova, K.B. (2018). *Leading change across the organization*. NHH Norwegian School of Economics.