

# Kjersti Berg Danilova

[kjersti.danilova@nhh.no](mailto:kjersti.danilova@nhh.no)



## PRESENT POSITION

- 2023 – Associate Professor, NHH Norwegian School of Economics, Department of Strategy and Management. Member of the research group Digital Business.
- 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  
Organizational change  
Leadership  
Virtual work

## LIST OF PUBLICATIONS

### **International Journal Articles:**

Danilova, K.B., Ulfsten, A., Eikebrokk, T.R., Iden, J., Johannessen, T.V. and 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 55<sup>th</sup> Hawaii International Conference on System Sciences (HICSS), January 2022.

### **National Journal Articles:**

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.

### **Books:**

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

### **Ph.d. thesis:**

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

### **National Refereed Conference Proceedings:**

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).

## PARTICIPATION IN CONFERENCES WITHOUT PUBLISHED PROCEEDINGS

"The concept of digitalization". FIBE 2018

"Determinants of process owner effectiveness – an international Delphi study". FIBE 2016

## TEACHING

### ***NHH - Norwegian School of Economics:***

SOL11 Project Management

STR446 Business Process Management

### ***NHH Executive***

Digitaliseringsledelse, 15 credits module in the Master of Management Program

Prosessledelse, 15 credits module in the Master of Management Program

### ***HVL - Western Norway University of Applied Sciences:***

MOØ233 Digital Organization and Management

### ***Other academic institutions:***

4HSM207 Ledelse av informasjonssystemer, Hauge School of Management. Guest lecturer, 2019, 2020, 2021, 2022, 2023.

Inland Norway University of Applied Sciences. Guest lecturer 2019, 2020, 2021, 2022, 2023.

INFO110 Information Systems, University of Bergen. Guest lecturer, 2018, 2019, 2020.

VST2103 Growth Strategy, Kristiania University College. Lecturer, 2018.

## REVIEWER FOR CONFERENCES

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

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

## REVIEWER FOR INTERNATIONAL JOURNALS

Journal of Information Technology, Information Technology and People, Communications of the Association for Information Systems.

## REVIEWER FOR NATIONAL JOURNALS

Magma, Praktisk finans og økonomi.

## RESEARCH DISSEMINATION

### *Media:*

«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>

### *Lectures, talks and workshops*

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

### EVALUATION COMMITTEES

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

### NON-ACADEMIC EXPERIENCE

2005– 2013              Middle management positions, Office of Student and Academic Affairs, NHH  
2002– 2005              Higher executive officer, Office of Student and Academic Affairs, NHH

### LANGUAGES

Norwegian: Native language

English: Advanced level

French: Intermediate level

Russian: Intermediate level