

## Dag H. Olsen

### Associate professor

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#### Education:

- Dr.ing (NTNU – The Norwegian University of Science and Technology) 1995,
- MBA (Texas A&M University) 1989,
- Cand Scient (Physics, University of Oslo) 1986,
- Cand Mag (Physics, University of Oslo) 1984.

#### Employment:

Research fellow, The Norwegian University of Science and Technology (1990 – 1995)

Associate Professor, University of Agder (1995 – )

#### Service:

Director of the Centre for Enterprise Systems (2007- )

Leader of the research committee (Forskningsutvalget) at the Faculty of Economics and Social Sciences at University of Agder (2001- 2004)

Editor, Informing Science Journal, Special series on Information exchange in Electronic Markets, Informing Science Journal, Vol 4. No. 4, 2001

Chair of panel on frameworks for classifying e-Business Concepts and Solutions, Bled International conference on electronic commerce, Bled, Slovenia, June 25, 2001

#### Teaching and supervision:

Supervision of Ph.D. theses in Information Systems.

Supervision of master theses in Information Systems.

Lectures in various Information Systems courses at University of Agder, among them:

IS 403 IT and Business development

IS 405 e-Business

IS 406 Enterprise systems

IS 409 Enterprise systems II

IS 604 Research issues in enterprise systems (Ph.D level)

#### Research interests:

Enterprise systems, Electronic business, IT and business development, business process management, IT and inter-organizational cooperation, IT competency and e-business in SMEs.

#### Publications:

##### Journal articles:

1. "Training, Competence, and Business Performance: Evidence from E-business in European Small and Medium-Sized Enterprises" Eikebrokk, T.R. and Olsen D.H., *International Journal of E-business Research*, Vol 5, No. 1, 2009, pp. 92-116.
2. "Validating the Process-Modelling Practice Model" Eikebrokk, T., Iden, J., Olsen, D.H. and Opdahl, A.L., *Enterprise Modelling and Information Systems Architectures (EMISA) An International Journal*, Vol. 3, No. 2, 2008, pp. 3-17.
3. "An empirical investigation of competency factors affecting e-business success in European SMEs" *Information & Management*, Vol. 44, Issue 4, Elsevier, 2007. (With Eikebrokk, T.R.)
4. "Local e-Government in Norway: Current status and emerging issues" Flak, L.S., Olsen D.H. and Wolcott, P. *Scandinavian Journal of Information Systems*, Vol 17, No. 2 (2006), pp. 41-84.
5. "Introduction to Special Series on Information Exchange in Electronic Markets: New Business Models" Olsen D.H. and Purao, S., *Informing Science Journal*, Vol 4. No. 4, 2001
6. "The Value Chain Component in a Decision Support System: A Case Example" *IEEE transactions on Engineering management*, Vol. 43, no. 4, 418-428, 1996 (With Sena, J.A and Haavengen, B.)
7. "Decision support for the administrative man: a prototype DSS case" *European Journal of Information Systems* (1996) 5, 10-23 (With Sena, J.A.)

#### Books and monographs:

8. "Development of A Decision Support System: A Decision Research Approach" Doctoral thesis, The Norwegian Institute of Technology, Trondheim, 1995:36.

#### Book chapters:

9. "Supporting SMEs towards e-business success: exploring the importance of training, competence and stimulation." In Bharati, P, Lee, I and Chaudhury, A. (ads.): *Global Perspectives on Small and Medium Enterprises and Strategic Information Systems: International Approaches*. IGI Global. 2010. ISBN: 9781615206278
10. "Understanding e-business competencies in SMEs: a conceptual and operational approach". With T.E. Eikebrokk. In K.V. Andersen, Elliot, S., Swatman, P., Trauth, E. and Bjørn-Andersen, N. (eds): *Seeking success in e-business*. Kluwer Academic Publishers. 2003. ISBN: 1-4020-7450-6.
11. "Sourcing and Alignment of Competencies and E-Business Success in SMEs: An Empirical Investigation of Norwegian SMEs" Eikebrokk T.R. and Olsen D.H. (2002). In Kirikowa, M., Grundspenkis, J., Wojtkowski, W., Wojtkowski, W.G., Wrycza, S. and Zupancic( (eds.): *Information Systems Development; Advances in Methodologies, Components, and Management*. Kluwer Academic/Plenum Publishers, New York. 2002. ISBN 0-306-47698-3
12. "Deployment of system development methods: exploring paradigmatic mismatches", Chapter in "Evolution and Challenges in System Development", Zupancic J. Wojtkowski, W., Wojtkowski, W.G. and Wrycza, S. Kluwer Academic / Plenum Publishers, 1999. ISBN: 0-306-46053-X, (With Ørvik, T.U. and Sein, M.K.)

#### Refereed conference papers

13. "ERP System Implementation in Make-to-order SMEs: An Exploratory Case Study" *Proceedings of the 44rd Annual Hawaii International Conference on System Sciences (HICSS)*, Hawaii, Jan 4-7, 2011, IEEE Computer Society, Los Alamitos, CA, 2011. (With Zach, O.)

14. "Anskaffelsesprosessen I et ERP-prosjekt: En casestudie av en SMB" Proceedings of the Norwegian conference for organizations' use of information technology (NOKOBIT) November 23-24, 2010 (With Hartvedt, E. and Hustad, E.)
15. "Determinants to the Use of Business Process Modeling" Proceedings of the 43rd Annual Hawaii International Conference on System Sciences (HICSS), Hawaii, Jan 7-10, IEEE Computer Society, Los Alamitos, CA, 2010. (With Eikebrokk, T.R., Iden, J., and Opdahl, A.L.)
16. "Enterprise-wide systems in higher Education: a three-dimensional teaching framework" Hustad, E., Olsen D.H. and Päivärinta, T. Pre-ICIS 2008 Workshop on Enterprise Systems Research. Paris, December 13, 2008.
17. "Towards a Model of Process-Modelling Practice: Quantitative Validation and Results", Eikebrokk, T., Iden, J., Olsen, D.H. and Opdahl, A.L., European Conference on Information Systems, Galway, Ireland., June 9-11, 2008.
18. "The Third-Wave of Enterprise System Inclusion in Higher Education: A Case Study" by Ask, U., Juell-Skielse, G., Magnusson, J. Olsen, D.H. and Päivärinta, T. Proceedings of the 5th International Conference on Enterprise Systems, Accounting and Logistics (ICESAL '08), Crete Island, Greece, July 7-8, 2008.
19. "Exploring Process-Modelling Practice: Towards a Conceptual Model". Proceedings of the 41st Annual Hawaii International Conference on System Sciences (HICSS), Hawaii, Jan 7-10, IEEE Computer Society, Los Alamitos, CA, 2008. (With Eikebrokk, T.R., Iden, J., and Opdahl, A.L.)
20. "What Makes Process Modelling Effective – Modelling or Project Factors?" 1st International Working Conference on Business and Services Computing, Leipzig, september 24-28, 2007. (With Eikebrokk, T.R., Iden, and Opdahl, A.L.)
21. "Process Change Projects: A Study of Norwegian Practice" Iden, J., Eikebrokk, T., Olsen, D.H. and Opdahl, A.L. European Conference on Information Systems, Gothenburg, Sweden, June 12-14, 2006.
22. "Training for the e-business competition: an empirical investigation of the relationship between competence, training and performance in European SMEs". Olsen D.H. and Eikebrokk, T., The 39th annual Hawaii International Conference on Systems Sciences (HICSS), January 4-7, 2006
23. "Prosessforbedring: en vurdering av nasjonal praksis." Proceedings of the Norwegian conference for organizations' use of information technology (NOKOBIT), Iden, J., Eikebrokk, T., Olsen D.H. og Opdahl, A.L., 21-23 november 2005.
24. "The relationship between IS academia and practice: Viewing through a maturity model" Olsen, D.H. and Sein M.K., Information Systems Research in Scandinavia (IRIS) 28, Aug. 6-9, 2005.
25. "Co-opetition and e-Business Success in SMEs: An Empirical Investigation of European SMEs", Olsen D.H. and Eikebrokk, T., The 38th annual Hawaii International Conference on Systems Sciences (HICSS), January 3-6, 2005.
26. "e-Business Success and External Governance in SMEs: an Empirical Study of European SMEs" Eikebrokk T.R. and Olsen D.H. (2002). Contribution and article in proceedings at the SIGeBiz Workshop on e-Business, Barcelona, Spain, December 14-15, 2002.
27. "Mapping e-business competencies in SMEs: conceptual and operational approach" Eikebrokk T.R. and Olsen D.H. (2001). Proceedings of the Norwegian conference for organizations' use of information technology (NOKOBIT), Tromsø, Norway.

28. "An Empirical Study of Interactive Functions in Internet Banking as a tool for Differentiation by Small Regional Banks" Abstract in proceedings at the Twelfth Bled Electronic Commerce Conference, Bled, Slovenia, 7-9 juni 1999, Global Networked Organizations, Proceedings from Twelfth Bled Electronic Commerce Conference
29. "Internet Banking in Small Regional Norwegian Banks: Strategic Moves or Mimetic behavior?" Contribution and article in proceedings at the The 11th International Conference on Electronic Commerce, Bled, Slovenia , June 8-10 1998 (With Eikebrokk, T.R. and Wojtkowski, W.)
30. "Key Issues in Information Systems Management in Norway", Contribution and article in proceedings at the Norwegian conference for organizations' use of information technology (NOKOBIT), Sandvika, June 18-19 1998 (With Eikebrokk, T.R. and Sein, M.K.)
31. "Internet Banking in Small Regional Norwegian Banks: Strategic Moves or Mimetic behavior?", Contribution and article in proceedings at the The 11th International Conference on Electronic Commerce, Bled, Slovenia , June 8-10 1998 (With Eikebrokk, T.R. and Wojtkowski, W.)
32. "A Study of Factors Influencing Media Choice in Norwegian organizations", Contribution and article in proceedings at the 31st annual Hawaii International Conference on Systems Sciences (HICSS), Hawaii , Jan. 6-9 1998 (With Chidambaram L. and Moe, C.E.)
33. "An Empirical Study of the Impact of Experience and Task Type on Media Choice in Norwegian Organizations", Contribution and article in proceedings at the Norwegian conference for organizations' use of information technology (NOKOBIT), Bodø 1997 (With Chidambaram, L. and Moe, C.E.)
34. "Groupware Impact on Team and Organizational Performance", Contribution to the 7th mini EURO Conference (The Association of European Operational Research Societies), Brugge 1997. (With Sena, J.)
35. "Development of Electronic Surveys: The Path to Future Research", Contribution to the 7th mini EURO Conference (The Association of European Operational Research Societies), Brugge 1997 (With Sena, J.)
36. "Cognition, mental modeling and decision support" Paper and article in proceedings at EIASM (European Institute for Advanced Studies in Management) 4th international workshop on managerial and organisational cognition, Stockholm, 1996.
37. "Adaption of systems development methods: Versions and paradigmatic mismatches" Contribution and article in proceedings at the Norwegian conference for organizations' use of information technology (NOKOBIT), Kristiansand 1996 (With Ørvik, T.U. and Sein, M.K.)
38. "The Decision Making Cube: A Prototype DSS Model To support Organizational Change." Contribution and article in proceedings at the International Symposium on Applied Corporate Computing (ISACC), Monterrey, Mexico 1995. (With Sena, J.A.)
39. "Development of a Decision Research methodology and framework for DSS development." Contribution and article in proceedings at the Norwegian conference for organizations' use of information technology (NOKOBIT), Trondheim 1995.
40. "A Prescriptive Foundation for Modeling a DSS for the Front-End, Back-End Business Unit." Contribution and article in proceedings at the Western Decision Sciences Institute 24th Annual Meeting, San Francisco, April 1995. (With Sena, J. A.)
41. "The Decision Research Approach to the Formulation of a DSS using a Wood-Processing Company Case." Contribution and article in proceedings at the IFIP Working Group 8.3 Conference on Decision Support in Organisational Transformation, San Sebastian Spain 1994. (With Haavengen B. og Sena, J. A.)
42. "The Design of a Purchase Manager's Specific Decision Support System for Change

Management in a Wood-Processing Company." Contribution and article in proceedings at the Norwegian conference for organizations' use of information technology (NOKOBIT), Bergen 1994. (With Sena, J. A.)

43. "The General Design of a Purchase Manager's Decision Support System in a Wood-Processing Company." Contribution and article in proceedings at the Norwegian conference for organizations' use of information technology (NOKOBIT), Bergen 1994. (With Haavengen B. og Sena, J. A.)
44. "The Development of a Prescriptive Model for a Purchase Manager's Decision Support System in a Wood-Processing Company". Contribution and article in proceedings at the Norwegian conference for organizations' use of information technology (NOKOBIT), Bergen 1994. (With Haavengen B. og Sena, J. A.)
45. "A Decision Research Approach to Decision Support in a Wood-Processing Company". Contribution and article in proceedings at the Norwegian conference for organizations' use of information technology (NOKOBIT), Sandvika 1993. (With Haavengen B.)
46. "Decision Support in Unstructured Situations: Mapping the Decision Process. Case in Wood-Processing Industry." Konferansebidrag og proceeding på Nordic Operation Research Conference (NOAS), Trondheim 1993. (med Haavengen B.)
47. "Decision Support in Unstructured Situations: Implications for Design. Case in Wood-Processing Industry." Contribution and article in proceedings at the Nordic Operation Research Conference (NOAS), Trondheim 1993. (With Haavengen B.)

#### Research reports

48. SME's competence for e-business success Exploring the gap between the needs for e-business competence and the training offered. , Olsen D.H., Eikebrokk, T., Moe, C.E., Hauge, E. and Braadland, F., Agder research foundation report 48/2002.