

## Nancy L Russo, PhD - Publications List

### JOURNAL PUBLICATIONS

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- Venable, J. R., Pries-Heje, J., Bunker, D., Russo, N. L. (2011). "Design and Diffusion of Systems for Human Benefit: Toward More Humanistic Realization of Information Systems in Society," *Information Technology & People*, 24 (3), pp. 208-216.
- Russo, N. L. (2010). "The Impact of Social Media on Service Quality," *Business Management Review*, 6 (4), pp.158-165.
- Kongar, E., Kontogiorgis, P., Russo, N. L., Sobh, T. M. (2009). "Women in Science, Engineering and Technology: Changing Roles and Perception within the Technical Services Industries," *Journal of Engineering and Applied Sciences*, 4 (1), pp. 46-50.
- Fitzgerald, G., Russo, N. L. (2005). "The Turnaround of the London Ambulance Service Computer Aided Dispatch System (LASCAD)," *European Journal of Information Systems*, 14, pp. 244-257.
- Mackie, B., Ziemer, N., Russo, N.L., Mackie, W. (2004). "The Development of a Homegrown Course Management System – CAMS©," in *Annals of Cases in Information Technology*, Vol. 6, pp. 278-292.
- Mackie, B., Ziemer, N., Russo, N.L., Mackie, W. (2003). "Collaboration Through Community Interaction: The CAMS Environment," in *Communications of the IIMA Journal*, Vol. 3, No. 1, pp. 65-80.
- Fitzgerald, B., Russo, N.L., O’Kane, T. (2003). "Software Development Method Tailoring in Motorola," in *Communications of the ACM*, Vol. 46, No. 4, pp. 64-70.
- Russo, N.L. and Stolterman, E. (2000). "Exploring the Assumptions Underlying Information Systems Methodologies: Their Impact on Past, Present, and Future ISM Research," *Information Technology & People*, Volume 13, issue 4, pp. 313-327.
- Russo, N.L. (2000). "Exploring New Ideas, Methods, and Problems in Information Systems Research" (editorial), *Information Technology & People*, Volume 13, issue 3, pp. 158-160.
- Misic, M. and Russo, N.L. (2000). "Reading Between the Lines: An Examination of Systems Analysis and Design Texts," *Journal of Systems and Software*, Vol. 50, No. 1, pp. 65-73.
- Misic, M. and Russo, N.L. (1999). "An Assessment of Systems Analysis and Design Courses," *Journal of Systems and Software*, Vol. 45, No. 3, pp. 197-202.
- Russo, N.L. and Marchewka, M. (1997). "Managing Information System Implementation: Why Good Systems Fail," *Systems Development Management*, Summer.
- Pearson, J.M., Hightower, R., Russo, N.L. (1997). "A Survey into Productivity Measures in the Information Systems Function," *Journal of Computer Information Systems*, Summer, pp. 74-81.
- Wynekoop, J.L. and Russo, N.L. (1997). "Studying System Development Methodologies: An Examination of Research Methods," *Information Systems Journal*, Jan., pp. 47-66.
- Misic, M. and Russo, N.L. (1996). "Educating Systems Analysts: A Comparison of Educators' and Practitioners' Opinions Concerning the Relative Importance of Systems Analyst Tasks and Skills," *Journal of Computer Information Systems*, Summer, pp. 86-91.
- Wynekoop, J.L. and Russo, N.L. (1995). "System Development Methodologies: Unanswered Questions," *Journal of Information Technology*, Summer, pp. 65-73.

### BOOKS

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- Pries-Heje, J., Venable, J. R., Bunker, D., Russo, N. L., DeGross, J. I. (Editors) *Human Benefit through the Diffusion of Information Systems Design Science Research*, Springer, 2010. ISBN: 978-3-642-12112-8

- Cantoni, F., Fitzgerald, B., Russo, N.L., Stolterman, E. *Lo sviluppo de sistemi informativi: Metodi in azione*, Franco Angeli s.r.l., Milano, Italy, 2004. ISBN: 88-464-5477-4
- Fitzgerald, B., Russo, N.L., Stolterman, E. *Information Systems Development: Methods in Action*, McGraw-Hill, 2002. ISBN: 0-07-709836-6
- Russo, N.L., Fitzgerald, B., DeGross, J. I. (Editors) *Realigning Research and Practice in Information Systems Development: The Social and Organizational Perspective*, Kluwer Academic Publishers, 2001. ISBN: 0-7923-7420-7

## **BOOK CHAPTERS**

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- Baskerville, R. and Russo, N.L. "Metaphors for PhD Study," in *Research in Information Systems: A handbook for research supervisors and their students*, Elsevier Publishing (D. Avison and J. Pries-Heje, editors), 2004. pp 57-74.
- Russo, N.L. "Developing Applications for the Web: Exploring Differences Between Traditional and World Wide Web Application Development", in *Managing Web Enabled Technologies in Organizations: A Global Perspective*, Idea Group Publishing (M. Khosrowpour, editor), 2000, pp. 23-35.
- Butler, T., Fitzgerald, B., Russo, N.L. "An Empirical Process Model for Information Systems Development," in *Information Systems at the Core: European Perspectives on Deploying and Managing Information Systems in Business*, Blackhall Publishers (P. Finnegan and C. Murphy, editors), 2000, pp. 300-319.
- Russo, N.L. and Stolterman, E. "Identifying Assumptions Underlying Information Systems Methodologies," in *Business Information Technology Management: Alternative and Adaptive Futures*, Macmillan Publishing (R. Hackney and D. Dunn, editors), 2000, pp. 56-71.

## **CONFERENCE PRESENTATIONS & PROCEEDINGS**

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- Eriksson, J. and Russo, N. L. "Beyond 'Happy Apps': Using the Internet of Things to Support Emotional Health," Proceedings of the 3rd International Conference on EAI IoT Technologies for Healthcare, October 2016, Vasteras, Sweden.
- Russo, N. L. and Eriksson, J. "Designing Consumer-Focused Health Improvement Systems," Proceedings of the 10 th European Conference on Information Management (P. Silva, A. Guerreiro & R. Quaresma, editors), September 2016, Evora, Portugal.
- Russo, N. L. "A 'Values' Framework for Designing Internet of Things Applications," Proceedings of the UK Academy for Information Systems (UKAIS) 21st Annual Conference, April 2016, Oxford, UK.
- Russo, N. L. "The Quantized Workplace: How the Internet of Things Will Impact Work in the Future," presented at the 4th International Workshop on The Changing Nature of Work, December 2015 Ft. Worth, Texas, US.
- Russo, N. L. "New Forms of Work in Information System Development: The Social Agenda," Proceedings of the Pre-ICIS 2013, SIG-Organizational Systems Research Association (OSRA) Workshop on the Changing Nature of Work, Milan, Italy, 15 December 2013.
- Russo, N. L., Fitzgerald, G., Shams, S. "Exploring Adoption and Use of Agile Methods: A Comparative Case Study," Proceedings of the Nineteenth Americas Conference on Information Systems, Chicago, Illinois, August 15-17, 2013.
- Russo, N. L., Shams, S., Fitzgerald, G. "A Tale of Two Agile Implementations: A Cross-Case Exploratory Analysis," presented at UK Association for Information Systems, March 2013, Oxford, UK.
- Russo, N. L. "Evaluating Openness in e-Government Initiatives in Bosnia and Herzegovina," Pre-ICIS eGov Workshop, SIG eGov, Orlando, December 15, 2012.
- Russo, N. L. "The Changing Role of the CIO," GMIS Illinois Annual Networking & Training

- Symposium, Government Management Information Sciences, Galena, IL, November 12, 2012.
- Russo, N. L., Nikolic, P. K. "Crossing Sensory Boundaries with Creative Productions," Nordcode Seminar & Workshop on "Strategic design communication in business", Nordic Design Institute, Helsinki & Stockholm, June 13, 2012.
- Russo, N. L. "Exploring Social Information Systems Development: A Process Focus," OASIS Workshop, IFIP WG 8.2, Shanghai, China, December 4, 2011.
- Alter, S., Korpela, M., Petkov, D., Russo, N. L. (2011). "Will Current Trends in IS Development Lead to More Visible Usage of Socio-Technical Approaches?" in *Researching the Future in Information Systems*, edited by M. Chiasson, O. Henfridsson, H. Karsten, and J.I. DeGross. Springer, pp. 195-198. Presented at IFIP WG 8.2 Working Conference, June 2011, Turku, Finland.
- Russo, N. L. (2010). "Application Development in the Social Computing Non-Profit Sector: Motivating and Managing Volunteer Developers," Association for Information Systems, for IFIP WG 8.2 OASIS Workshop, St. Louis, USA.
- Russo, N. L. & Myers, M. (2010). Panel: A Brief History of IFIP WG 8.2 Research: The People, the Places, the Methods, and the Issues, at Joint International Federation of Information Processing WG 8.2 and WG 8.6 Working Conference on Human Benefit through the Diffusion of Design Science Research. Presented April 2010, Perth.
- Simeunovic, D., Russo, N. L. (2010). "Prerequisite for Growth: ICT Usage in Secondary Education in Bosnia," InfoTech 2010. Presented at InfoTech Conference, March 2010, Jahorina, Bosnia & Herzegovina.
- Russo, N. L., Simeunovic, D. (2009). "Technology Education in Bosnia-Herzegovina: How Does it Measure Up?" presented at Telfor Conference, February 2009, Belgrade, Serbia.
- Kongar, E., Kontogiorgis, P., Russo, N. L., Sobh, T. (2008). "Increasing the Participation of Women in the Engineering and Technical Services Industries," presented at the American Society for Electrical Engineering (ASEE) Conference.
- Alter, S., Gal, U., Lipien, D., Lyytinen, K., Russo, N. L. (2008). "Information Systems and the Service Economy: A Multidimensional Perspective," panel at IFIP WG 8.2 International Conference on Information Technology in the Service Economy: Challenges and Possibilities for the 21st Century, June 2008, Toronto, Canada.
- Olsson, C.M. and Russo, N.L., "Evaluating Innovative Prototypes," in *IT Innovation for Adaptability and Competitiveness*, edited by B. Fitzgerald and E. Wynn, pp. 181-202. Presented at IFIP WG 8.6 Seventh Working Conference for Adaptability and Competitiveness, May 30 – June 2, 2004, Leixlip, Ireland.
- Olsson, C.M. and Russo, N.L., "Applying Adaptive Structuration Theory to the Study of Context-Aware Applications," in *Relevant Theory and Informed Practice: looking forward from a 20 year perspective on IS research*, edited by B. Kaplan, D. Truex, D. Wastell, and T. Wood-Harper. Presented at IFIP WG 8.2 Working Conference on Relevant Theory and Informed Practice, July, 2004, Manchester, UK.
- Tithof, J. and Russo, N.L., "Small Business On-Line: Advantages, Obstacles, And Recommendations," in *Proceedings of the Midwest Decision Science Institute Annual Meeting*, 2003, T.F. Gattiker & W.R. Newman (Eds), pp. 73-75.
- Mackie, B., Ziemer, N., Russo, N.L., Mackie, W. "The Systems Development of CAMS: A Participant Centric Course Management System," in *Proceedings of the Midwest Decision Science Institute Annual Meeting*, 2003, T.F. Gattiker & W.R. Newman (Eds), pp. 70-72.
- Russo, N.L. and Fitzgerald, G. "After the Crash: A Case Study of the London Ambulance Service Computer Aided Dispatch System," in *Proceedings of the 32<sup>nd</sup> Annual Meeting of the Decision Sciences Institute*, San Francisco, November 2001.
- Russo, N.L., Stolterman, E., Fitzgerald, B. "The Past, Present, and Future of Information Systems Development Methods: A Knowledge Perspective." Workshop presented at the 24<sup>th</sup> Information Systems Research Seminar in Scandinavia, Ulvik in Hardanger, Norway, August 2001.

- Russo, N.L. and Fitzgerald, B. "Directions in Information Systems Development: Integrating New Technologies, Research Approaches, and Development Practices," in *Proceedings of the IFIP WG 8.2 Working Conference on Realigning Research and Practice in Information Systems Development: The Social and Organizational Perspective*, 2001, pp. 1-8.
- Russo, N.L. and Fitzgerald, G. "The London Ambulance Service Computer Aided Dispatch System: From Failure to Success," in *Information Systems in the Digital World: Proceedings of the 6<sup>th</sup> UKAIS Conference*, M. Roberts, M. Moulton, S. Hand, & C. Adams (Eds.), Zeus Press, 2001, pp. 551-561.
- Russo, N.L. and Wynekoop, J.L. "System Development Methodologies: Understanding the Past and Looking to the Future," in *Proceedings of the 31<sup>st</sup> Annual Meeting of the Decision Sciences Institute*, Orlando, 2000, pp. 677-679.
- Russo, N.L. "Expanding the Horizons of Information Systems Development," (Invited Paper), in *Organizational and Social Perspectives on Information Technology*, R. Baskerville, J. Stage, & J. DeGross (Eds.), Kluwer Academic Publishers, 2000, pp. 103-112.
- Fitzgerald, B., Russo, N.L., O'Kane, T. "An Empirical Study of System Development Method Tailoring in Practice," in *Proceedings of the 8<sup>th</sup> European Conference on Information Systems*, Vienna, July 2000, pp. 187-194.
- Stolterman, E. and Russo, N.L. "IS Design Methodologies and the Networked Organization," in *IS Research at the Beginning of the Millennium: Searching for Artifacts, Metaphors, and Methodologies* (Proceedings of the IFIP Working Group 8.2 Research Workshop), December 1999.
- Russo, N.L., Kremer, A., Brandt, I. "Enterprise-wide Software: Factors Affecting Implementation and Impacts and the IS Function," in *Proceedings of the 30<sup>th</sup> Annual Meeting of the Decision Sciences Institute*, 1999, p. 808-810.
- Russo, N.L., Wynekoop, J.L., Walz, D. "The Expansion of End User Development: Is There a Place for Methodology?" in *Proceedings of the 30<sup>th</sup> Annual Meeting of the Decision Sciences Institute*, 1999, p. 658.
- Russo, N.L. and Stolterman, E. "Uncovering the Assumptions Behind Information Systems Methodologies: Implications for Research and Practice," in *Proceedings of the Sixth European Conference on Information Systems*, W.R.J. Baets, editor, 1998, pp. 896-909.
- Russo, N.L. "A first step in developing a web application design methodology: Understanding the environment." In N. Jayaratna, A.T. Wood-Harper, & J.R.G. Wood (Eds.), *Methodologies for Developing and Managing Emerging Technology-Based Information Systems: Proceedings of the Sixth Conference of the British Computer Society's Information Systems Methodologies Specialist Group*. London: Springer-Verlag, 1998, pp. 24-33.
- Russo, N.L. "Web Applications: A Whole New World of Systems Development?" in *Effective Utilization and Management of Emerging Technologies: Proceedings of the Information Resources Management Association 1998 International Conference*, M. Khosrowpour, editor, Idea Group Publishing, 1998, pp. 843-844.
- Stolterman, E. and Russo, N.L. "The Paradox of Information Systems Methods: Public and Private Rationality," in the *Proceedings of the British Computer Society's Annual Conference on Information System Methodologies*, Fall, 1997, pp. 351-362.
- Misic, M. and Russo, N.L. "Educating Systems Analysts: An Analysis of Systems Analysis and Design Texts," *Proceedings of the Decision Sciences Institute Annual Meeting*, November 1996, pp. 781-783.
- Russo, N.L. and Misic, M. "System Development for World Wide Web Applications: Do Existing System Development Methodologies Fit?" *Proceedings of the Decision Sciences Institute Annual Meeting*, November 1996, p. 690.
- Russo, N.L., Hightower, R., Pearson, J.M. "The Failure of Methodologies to Meet the Needs of Current Development Environments," *Proceedings of the British Computer Society's Annual Conference on Information System Methodologies*, September 1996, pp. 387-393.

- Russo, N.L., Hightower, R., Pearson, J.M. "An Empirical Investigation into Productivity Measures in the Information Systems Function," *Proceedings of the Decision Sciences Institute Annual Meeting*, November 1995, p. 795.
- Misic, M. and Russo, N.L. "Educating Tomorrow's Systems Analysts," *Proceedings of the Decision Sciences Institute Annual Meeting*, November 1995, pp. 623-625.
- Russo, N.L. and Wynekoop, J.L. "The Use and Adaptation of System Development Methodologies," in M. Khosrowpour (ed.), *Managing Information & Communications in a Changing Global Environment: Proceedings of the Information Resources Management Association International Conference*, Idea Group Publishing, May 1995, p. 162.
- Russo, N.L. "Evaluating Application Software Maintenance: A Framework for Research and Practice," in B. Saghafi (ed.), *Information Systems and Quantitative Methods Proceedings of the Midwest Business Association Annual Conference*, March 1995, pp. 152-158.
- Russo, N.L. and Wynekoop, J.L. "System Development Methodologies: Responding to a Changing Environment," in M. Khosrowpour (ed.), *Managing Social and Economic Change with Technology: Proceedings of the Information Resources Management Association International Conference*, Idea Group Publishing, May 1994, pp. 351-352.
- Wynekoop, J.L. and Russo, N.L. "System Development Methodologies: Unanswered Questions and the Research-Practice Gap," in J. DeGross, R.P. Bostrom, & D. Robey (eds.), *Proceedings of the Fourteenth International Conference on Information Systems*, December 1993, pp. 181-190.
- Russo, N.L. and Kumar, K. "Studying the Impact of Information Technology Innovations in Organizations," *Proceedings of the Decision Sciences Institute Annual Meeting*, November 1993, pp. 945-947.

