

WILLIAM H. DELONE

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EDUCATION

Ph.D. 1983 Computers & Information Systems
Anderson School of Management
University of California, Los Angeles

Title of Dissertation: "Determinants of Success for Small Business Computer Systems"

MS 1970 Industrial Administration
Tepper School of Business
Carnegie-Mellon University

BS 1968 Mathematics, Villanova University

WORK EXPERIENCE

1986 - Present **American University**

Kogod Eminent Professor of Information Technology, (2014 -2017)
Executive Director, Kogod Cybersecurity Governance Center
Executive Director, Center for Information Technology and the Global Economy,
Kogod School of Business (January 2004 - Present)
Executive Director, Center for Teaching, Research & Learning (2009-11)
Chair, American University Strategic Planning Steering Committee (2008 – 2009)
Professor of Information Systems (2004 – Present)
Senior Associate Dean, Kogod School of Business (2005-2006)
Acting Dean, Kogod School of Business (2004 - 2005)
Associate Professor of Management & Information Systems (1992 – 2004)
Chair, Information Technology Department (2002 – 2003)
Leave of Absence - **University of the Virgin Islands**, Special Assistant to the
President, Research and Technology Park project (2001 – 2002)
Associate Dean of Graduate Business Programs (1996 – 1998)
Assistant Professor of Management & Information Systems (1986 – 1992)

1970 - 1986 **University of the Virgin Islands (UVI)**

Chairman, Business Administration Division (1983 – 1986)
Associate Professor of Business Administration (1982 – 1986)
Assistant to the President (1976 – 1978)
Assistant Professor of Business Administration (1971 – 1976)
Instructor of Business Administration (1970 – 1971)

PUBLICATIONS

“IT Resources, Organizational Capabilities, and Value Creation in Public-Sector Organizations: Public Value Management Perspective,” with Min-Seok Pang and Gwanhoo Lee, Journal of Information Technology, Volume 29, Number 3, September 2014, pp. 186 - 205

“Global Team Boundary Complexity: A Social Network Perspective,” with Alberto Espinosa and Gwanhoo Lee, Forty Seventh Hawaii International Conference on Systems Sciences, Hawaii, January 2014.

“Task Environment Complexity, Global Team Dispersion, Process Capabilities, and Coordination in Software Development” with Gwanhoo Lee and Alberto Espinosa, IEEE Transactions on Software Engineering, Volume 39, Number 12, December 2013, pp. 1753-1771.

“Information Systems Success: The Quest for the Independent Variables,” with Stacie Petter and Ephraim McLean, Journal of Management Information Systems, Volume 29, Number 4, Spring 2013, pp. 7-62.

“Vehicle Telematics at an Italian Insurer: New Auto Insurance Products and a New Industry Ecosystem,” with Giovanni Vaia, Erran Carmel, Harald Trautsch and Flavio Manichetti, Management Information Systems Quarterly Executive, Volume 11, Number 3, September 2012, pp. 113-125

“The Past Present and Future of IS Success,” with Stacie Petter and Eph McLean, Journal of the Association for Information Systems, Volume 13, Special Issue, May 2012, pp. 341-362.

“Perceptions of Information Systems Success in the Public Sector: Webmasters at the Steering Wheel?” with Hanne Sorum, Rony Medaglia, Kim Normann Andersen, and Murray Scott, Transforming Government: People, Process and Policy, Volume 6, Number 3, 2012, pp. 239-257.

“IT Quality and eGovernment Net Benefits: A Citizen Perspective,” with Murray Scott and Willie Golden, European Conference on Information Systems, Helsinki, June 2011.

“The Organizational Impact of Enterprise Architecture: A Research Framework,” with Alberto Espinosa and Wai Fong Boh, Forty Fourth Hawaii International Conference on Systems Sciences, Hawaii, January 2011.

“The Main and Interaction Effects of Process Rigor, Process Standardization, and Process Agility on System Performance in Distributed IS Development: An Ambidexterity Perspective,” with Gwanhoo Lee and Alberto Espinosa, International Conference on Information Systems, St. Louis, Missouri, December 2010.

“Understanding Net Benefits: A Citizen-Based Perspective on eGovernment Success,” with Murray Scott and Willie Golden, International Conference on Information Systems, Phoenix, Arizona, December 2009.

“Process Ambidexterity and Success in Geographically Dispersed Information Systems Development,” with Gwanhoo Lee and Alberto Espinosa, Academy of Management Meeting, Best Paper Proceedings, Chicago, August 2009.

“Measuring Information Systems Success: Models, Dimensions, Measures, and Interrelationships,” with Stacie Petter and Ephraim McLean, European Journal of Information Systems, Volume 17, Number 3, June 2008, pp. 236-263.

“Ambidexterity and Global IS Project Success: A Theoretical Model,” with Gwanhoo Lee and Alberto Espinosa, Fortieth Hawaii International Conference on Systems Sciences, Hawaii, January 2007.

“Flexibility and Rigor: Ambidextrous Coping Strategies in Globally-Distributed Software Development Projects,” with Alberto Espinosa and Gwanhoo Lee, Communications of the ACM, Volume 49, Number 10, October 2006, pp. 35-40.

“Global Boundaries, Task Processes and IS Project Success: A Field Study,” with Alberto Espinosa, Information Technology & People, Volume 19, Number 4, Fall 2006, pp. 345-370.

“Bridging Global Boundaries of IS Project Success,” with Alberto Espinosa, Gwanhoo Lee and Erran Carmel, Thirty-Eighth Hawaii International Conference on Systems Sciences, Hawaii, January 2005.

“Measuring E-Commerce Success: Applying the DeLone and McLean IS Success Model,” with Ephraim McLean, International Journal of Electronic Commerce, Volume 9, Number 1, Fall 2004, pp.31-47.

“The DeLone and McLean Model of Information Systems Success: A Ten Year Update,” with Ephraim McLean, Journal of Management Information Systems, Volume 19, Number 4, Spring 2003, pp. 9-30.

“IS Management Issues in Kuwait: Dimensions and Implications,” with Abdulridha Al-Shawaf, Journal of Global Information Management, Volume 10, Number 3, July 2002, pp. 72-80.

“Sources of Dissatisfaction in End-user Support: An Empirical Study,” with Fred Niederman and Nancy Shaw, DATA BASE, Volume 33, Number 2, Spring 2002, pp.41-55.

“Developing the IT Organization to Ensure Business Success,” Karen Coale et al, Society for Information Management, June 2001.

“Internationalizing the Entire MIS Major: The Management of Global Information Technology (MoGIT) Major at American University,” with Erran Carmel in the Proceedings of the Inaugural Conference of Informatics in Multinational Enterprises, Washington, DC Oct. 1997, pp175-182.

“Information Systems Success: The Quest for the Dependent Variable,” with Ephraim R. McLean, Information Systems Research, Volume 3, Number 1, March 1992, pp. 60-95.

“Educate Your Market for Home-Banking,” with Roderick G. Maribojoc, Bank Marketing, Volume 24, Number 11, November 1992, pp. 28-33.

“Technology Supported Anonymous Voting and Large Group Participation: Experimental Study,” with Elmore Alexander, Journal of Information Technology Management, Volume 2, Number 3, 1991, pp. 25 -31.

“Integration of Computers and Information Systems into the Business Administration Curriculum: A Case Study,” with George Biles, Journal of Education for Business, Volume 67, Number 2, November/December, 1991, pp. 111 - 115.

“Integrating Computers and Information Systems into a Business School Curriculum: An Update on an Ongoing Process,” with George Biles, Eastern Academy of Management Annual Meeting, May 1989, pp. 62-64.

“Determinants of Success for Computer Usage in Small Business,” Management Information Systems Quarterly, Vol. 12 No. 1, March 1988, 51-61.

"Firm Size and the Characteristics of Computer Use," Management Information Systems Quarterly, Volume 5, Number 4, December 1981, pp. 65-77.

"A Collection of Comparatives: An Application to the Tourist Economy of the Virgin Islands," with Clifford L. Fagan, The Journal of the College of the Virgin Islands, No. 5, May, 1979, pp. 58-75.

RESEARCH IN PROGRESS

“Information Systems Success: Foundations and Trends,” with Ephraim McLean. Invited paper for Foundations and Trends in Information Systems, expected publication in 2015.

"Successful Social Media: the Impact of Service Quality and Social Experience on Customer Behavior," with Murray Scott and Regina Connolly, *under second round review*, Information Systems Journal.

“Measuring eGovernment Success: A Public Value Approach,” with Murray Scott and Willie Golden, *revise and resubmit* at European Journal of Information Systems.

“Achieving Innovation in Information Technology Outsourcing through Digital Collaboration: Evidence from Infocert Case Study,” with Anna Moretti and Giovanni Vaia, *submitted* to Special Issue of the Journal of Strategic Information Systems.

“IS Success 2.0: An Extension and Redefinition of the DeLone and McLean IS Success Model,” with Ephraim McLean, Murray Scott and Willie Golden, *under revision*, target journal: Journal of the Association of Information Systems.

BOOKS AND OTHER PUBLICATIONS

“Planning at the University Level: American University Strategic Plan,” A case study in Strategic Planning in Higher Education: A Guide for Leaders, by Sherrie A. Tromp and Brent D. Ruben, published by the National Association of College and University Business Officers (NACUBO), 2nd Edition, 2010, pp. 95-101.

“Developing the IT Organization to Ensure Business Success” as part of Professional Development Committee, Society for Information Management (SIM), Capital Area Chapter, June 2001.

“Assessing the Business Value of Information Systems,” with Ephraim R. McLean, David D. Lattanze Center for Executive Studies in Information Systems Working Paper No. 0493.017, Loyola College, Baltimore, Maryland, April 1993.

“Cottage Industries in the U.S. Virgin Islands,” with Solomon Sentongo-Kabuka, V.I. Small Business Development Center, March 1988.

“The Economic Impact of Section 1 of Bill 14-0411” with Kirwan, Leary, Overbeek and Kabuka, Bureau of Public Administration, College of the Virgin Islands, November 1985.

PRESENTATIONS

“High Performing Organizations are Leveraging Data for Smarter Decision-making,” Board International North America Conference, New Orleans, May 14, 2013

“Shaping Tomorrow’s Business Leaders: MicroStrategy Express at American University,” MicroStrategy World, Las Vegas, NV, January 31, 2013

“Measuring e-Government Success,” e-Government Workshop, International Conference on Information Systems, Shanghai, China, December 4, 2011

“Assessing the Public Value of e-Government Web 2.0 Web Sites,” LUISS Guido Carli University, Rome, Italy, October 6, 2011

“The Determinants of Information Systems Success,” Cairnes Graduate School of Business & Public Policy, National University of Ireland, Galway, October 30, 2009.

“Measuring IS Success: the Quest for the Dependent Variable in IS Research,” Nanyang Technological University, Singapore, June 30, 2008.

“Impacts of Investments in IT on Economic Development in Island Economies,” Cairnes Graduate School of Business & Public Policy, National University of Ireland, Galway, May 23, 2008.

“Measuring Information Systems Success,” Cairnes Graduate School of Business & Public Policy, National University of Ireland, Galway, January 9, 2008.

“Impacts of Investments in IT on Economic Development in Island Economies: The Case of the US Virgin Islands,” INFORMS 2007 International Conference, Puerto Rico, July 8, 2007

“Managing Successful Globally-Distributed IS Projects,” World Bank Information Solutions Network Conference, Washington, DC, May 25, 2006.

“Community Development for the New Millennium: The Critical Role of Information and Knowledge Management,” e-VITA Rural Information Society Building Conference, Warsaw, Poland, April 27, 2004.

“The University of the Virgin Islands Research and Technology Park and Emerging Businesses,” at the Annual Women’s Business Center Annual Conference, St. Croix, USVI April 2002.

“Business Education for the New Millennium: Critical Role of Information Management,” at Francisco Marroquin University, Guatemala City, June 2000 and at Kuwait University, March 1999.

“Global e-Commerce: the Business to Business Case,” with DuBois, Shaw, Kaku, Carmel, Tuggle, and Sridhar at E-Commerce and Global Business Forum, Santa Cruz, CA, May 2000.

“Lotus Notes and Learning Space for Project Coordination and Electronic Case Discussion,” at American University Teaching Conference, Spring 1999 and 1997.

“Business Strategy, Information Technology and the Internet,” at the Academy of Entrepreneurship and Management, Warsaw, Poland, June 1998, June 1997.

“Information Technology: Competitiveness and Critical Success Factors,” at the Leipzig Graduate School of Management, Leipzig, Germany, May 30, 1997.

"Determining the Value of Information Systems: the Client Perspective," David D. Lattanze Center for Executive Studies in Information Systems, Loyola College, Baltimore, Maryland, March, 1995.

"Evolution of Information Technology: Impacts on Information Systems Curriculum," Association of Information and Management (AIM), ESC Nantes, Nantes, France, April 8, 1994

"Assessing the Business Value of Information Systems," Faculty Seminar, Richmond College, London, March 24, 1994. Doctoral Seminar, University of Paris, Dauphine, May 4, 1994.

"Business Process Reengineering and the Implementation of Radical Change," Faculty Seminar, University of the Virgin Islands, February 25, 1994.

"The Implementation and Use of Information Technology in Small Business: Critical Issues," Graduate Seminar, Richmond College, London, March 17, 1994. Graduate Seminar, University of Paris Dauphine, May 2, 1994.

"Measuring the Business Value of information Systems," with Ephraim McLean, David D. Lattanze Center for Executive Studies in Information Systems, Loyola College, Baltimore, Maryland, April 10, 1992.

"Small Business and Information Technology in the 21st Century," International Congress of Small Business - Canada Annual Conference, Trois-Rivieres, Quebec, Canada, November 16, 1991.

"Information Technology Research in Small Organizations: Lessons Learned," Panel Chair, 1990 International Conference on Information Systems, Copenhagen, Denmark, December 1990.

"Computer Use in Small Business: A Research Agenda," 34th Annual World Conference of the International Council for Small Business, Quebec City, Canada, June 1989.

PROFESSIONAL MEMBERSHIPS

Association for Information Systems (AIS)
INFORMS

AWARDS

Kogod Eminent Professor of information Technology 2014-2017.

Faculty Award for Outstanding Research, Kogod School of Business, September 2009, 2013, 2014

Honorary Professor, Cairnes Graduate School of Business & Public Policy, National University of Ireland, Galway, July 2010

Faculty Award for Outstanding Service, Kogod School of Business, September 2007, 2008, 2009, 2010, 2011, 2012, 2013

Kogod Achievement Award for Outstanding Research, Kogod School of Business, September 2003

Dean's Service Award, Kogod School of Business, September 2003

Faculty Award for Innovative Use of Technology in Teaching, Kogod School of Business, 1999

Faculty-Administrator Award, American University, 1998

Faculty Award for Outstanding Service, Kogod College of Business Administration, 1996

Faculty Award for Outstanding Contribution to Academic Program Development, Kogod College of Business Administration, 1993

Faculty Award for Outstanding Teaching, Kogod College of Business Administration, 1991

Graduate Business Association Service Award, Kogod College of Business Administration, 1990

Faculty Award for Outstanding Contribution to Academic Program Development, Kogod College of Business Administration, 1989

American University Graduate Student Council Faculty Honor Award, 1988

IBM Doctoral Fellowship, 1980-81

Scholarship grant, Carnegie-Mellon University, 1969-70.