

Andrew Burton-Jones
Research Professor, Carey Business School, Johns Hopkins University
Curriculum Vitae

Qualifications:

- Ph.D. Georgia State University, Robinson College of Business, 2005
- Master of Information Systems, University of Queensland, Department of Commerce, 1999
- Bachelor of Commerce, 1st Class Honours, University of Queensland, Dept. of Commerce, 1998

Prior Work Experience:

- August 2026 onwards: Research Professor, Carey Business School, Johns Hopkins University
- 2012- 2026: Professor, UQ Business School, The University of Queensland
- 2011-2012: Associate Professor (tenured), Sauder School of Business, University of British Columbia
- 2005-2011: Assistant Professor, Sauder School of Business, University of British Columbia
- 2001-2005: Graduate Research and Teaching Assistant, Georgia State University
- 1999-2001: Consultant/Senior Consultant, PriceWaterhouseCoopers

Bio

Andrew Burton-Jones is Research Professor of Information Systems at Johns Hopkins Carey Business School. He obtained his BCom (1st Class Honours) and M. Information Systems from University of Queensland. After several years in IT risk consulting, he completed his PhD at Georgia State University. Prior to returning to UQ, he was an Associate Professor with tenure at the University of British Columbia. He recently transitioned back to the USA to join John Hopkins University.

Andrew conducts research on how individuals and organizations can use information systems effectively, how to improve systems analysis and design methods, and how to improve theories and methods in the Information Systems discipline. Much of his work focuses on the digital transformation of healthcare, where his insights have helped inform health service strategy and policy. He has received over \$10M in research funding and publishes his research in leading journals in Information Systems and Health Informatics.

Andrew has taught information systems courses across the undergraduate, postgraduate, and executive levels, in the USA, Canada, Australia, and China. He also co-led the development of UQ's university-wide Graduate Certificate in Clinical Informatics and Digital Health and served on the Education & Workforce Committee for the *Australian Council of Senior Academic Leaders in Digital Health* (ACSALDH).

He serves his universities and his scholarly field in many ways, including as Editor-in-Chief of *MIS Quarterly* (2021-2023) and President of the Association for Information Systems (2024-2025). He is also involved in international efforts to improve research impact, including serving on the AACSB Research Impact Taskforce and the Responsible Research in Business and Management (RRBM) Working Board. He is a Fellow of the Association for Information Systems and Fellow of the Academy of the Social Sciences in Australia.

Distinctions

Overall:

- Fellow, Association for Information Systems, 2019 (The AIS Fellow Award recognizes individuals who have made outstanding contributions to the information systems discipline in terms of research, teaching and service)
- Fellow, Academy of the Social Sciences in Australia (ASSA), 2021 (<https://socialsciences.org.au/>)

Research:

- AI Awards, Research and Education, *Australian Financial Review*, Finalist 2026.
<https://www.afr.com/lists-and-awards/ai-awards>

- Runner-up Best Paper Award, *Australasian Conference on Information Systems*, Dec 2023,
- John Campbell Research Impact Award, 2021, *Australasian Association for Information Systems*
- Best Research Impacts and Contribution to Knowledge (RICK) Paper Award, *Information and Organization*, 2020
- Best Short Paper Award, *International Conference on Information Systems*, 2020
- Best Paper Award, *AIS College of Senior Scholars*, 2019
- Runner-up Best Short Paper Award, *International Conference on Information Systems*, 2018
- Academy of Management OCIS Division's Third Runner Up for Best Published Paper, 2017
- Runner-up for Best Paper Award, *Information & Organization*, 2015
- Runner-up for Best Paper Award, *Information Systems Research*, 2014
- Best Paper in Track Award, *International Conference on Information Systems* (2012, 2017, 2020)
- Sauder School of Business, University of British Columbia, Research Excellence Award, 2011
- Leaders Opportunity Fund Award, Canadian Foundation for Innovation, 2009. For Canadian scholars in any discipline who are "the very best of today's and tomorrow's researchers."
- Best Paper Awards: *MIS Quarterly*, 2007, and AIS College of Senior Scholars, 2007
- ACM SIGMIS Doctoral Dissertation Award, 2006 (also known as the ICIS Best Thesis Award)
- Best Research Paper Award, *International Conference on Information Systems*, 2002

Teaching:

- UQ Business School, Senior Leadership Team Award – Executive Education, 2022
- Killam Teaching Prize, University of British Columbia (university-wide award), 2010

Service:

- Lifetime Service Award, Association for Information Systems, Special Interest Group on Grounded Theory Method, 2023.
- UQ Award for Excellence in Innovation, KeyPoint Team (Data Infrastructure), 2023
- AIS Doctoral Student College's Faculty Mentor Award, 2022
- Inducted into the *Journal of the Association for Information Systems* 'Reviewer Hall of Fame', 2019
- UQ Business School Award for Excellence in PhD Supervision, 2019 and 2022
- Best Associate Editor Award, *Information Systems Research*, 2012
- Best Reviewer Awards, from *Information Systems Research*, 2007, *Journal of the Association for Information Systems*, 2007 & 2010, and *Academy of Management Discoveries*, 2015
- Association for Information Systems, Technology Vision Award, 2012

RESEARCH

Major Publicly Funded Research Grants (\$6,909,675)

Individual research grants (Total: \$1,261,269):

- 2006-2008: Natural Sciences and Engineering Research Council of Canada: \$42,000
- 2006-2008: Social Sciences and Humanities Research Council of Canada: \$44,630
- 2009: Natural Sciences and Engineering Research Council of Canada, \$15,000
- 2009-2011: Social Sciences and Humanities Research Council of Canada, \$71,721
- 2009-2012: Canadian Foundation for Innovation/Leader's Opportunity Fund: \$83,058
- 2010: Social Sciences and Humanities Research Council of Canada: \$19,000
- 2013-2017: Australian Research Council, Future Fellowship (Level 3), \$985,860

Team research grants (Total: \$5,648,406):

- 2010-2012: Australian Research Council, Discovery Project: \$165,000
 - Investigators: **Burton-Jones, A.**, Weber, R.

- 2014-2017: Australian Research Council, Discovery Project: \$270,000
 - Investigators: Green, P., **Burton-Jones, A.**, Vessey, I.
- 2018-2022: Australian Research Council, Linkage Project: \$330,000
 - Investigators: **Burton-Jones, A.**, Spee, P., Akhlaghpour, S., Gannon, B.
- 2020-2025: ARC Training Centre for Information Resilience (2020–2025): \$4,883,406
 - Investigators: Sadiq, S., Zhou, X., Indulka, M., Western, M., **Burton-Jones, A.**, Demartini, G., Roosta-Khorasani, F., Asadhi, I., Taimre, T., Wang, S., Hua, W., Khosravi, H., Vaithianathan, R.

Major Industry Funded Research Grants (\$3,526,000)

Individual research grants (Total: \$1,806,000):

- 2017: \$100K, Metro South Health, for Assessment of Digital Health Investments
- 2018: \$134K, Metro South Health for Further Assessment of Digital Health Investments
- 2017-2019, \$278K, eHealth Qld, for Benefits Assessments of Digital Hospital Program
- 2017-2019: \$300K, Mater Misericordiae Ltd, for CBEH-Mater-UQBS Research on Strategic Change
- 2021-2022: \$144K, eHealth Qld, for Benefits Assessments of Digital Hospital Program (extension)
- 2022-2027: \$850K, University of Queensland and Queensland Health Higher-Degree Research Alliance Industry Partnership Program (for university-wide PhD Scholarships in Digital Health)

Team research grants (Total: \$1,720,000):

- 2020-2024: \$1.485M, Digital Health CRC and Queensland Health, for 'Bringing Digital Excellence to Clinical Excellence in Queensland Health'
 - UQ Project Leader: Burton-Jones, A., Sullivan, C.; Industry Project Leader: Littlewood, R.
- 2024-2026: \$235K, Digital Health CRC and Queensland Health, for 'Empowering Australian Healthcare Sectors to Embrace Digital Health – A Collaborative Initiative'
 - UQ Project Leaders: Sullivan C., Burton-Jones, A.

Industry/Policy Oriented Research and Benefits outside Academia

Since 2010, I have been conducting longitudinal research on the digital transformation of healthcare, in both Canada and Australia. This has enabled me to contribute to organisations and policy-makers in these regions. For instance, I have written three independent reports on the Queensland Digital Hospital rollout:

- Sole Author of Evaluation Report for Metro South Hospital and Health Service Digital Hospital Implementation, May 2017
- Sole Author of Evaluation Report for Queensland Health Digital Hospital Rollout, November 2019
- Lead Author of Evaluation Report for Queensland Health Digital Hospital Rollout, August 2022

The research reflected in these reports was relied on by the Queensland Government Audit Office in their review of Queensland's Digital Hospital program, and also by Queensland Health in their response to the Queensland Audit Office Report. Their reliance can be found in the report online:

(https://www.qao.qld.gov.au/sites/default/files/reports/digitising-public-hospitals_0.pdf).

Beyond this direct impact, my research has been cited in 33 policy documents in 9 countries (Source: SciVal), and 27 times in national and international news outlets and >200 times on social media (Source: Altmetrics).

Testimonials from Industry Partners

"Research by Professor Andrew Burton-Jones in the University of Queensland (UQ) Business School has helped the assessment of the impacts of the digital hospital transformation and provided insights into the governance and evaluation of the transformation. Professor Burton-Jones has also helped build an ecosystem of researchers and funding for research on digital health."

Damian Green, Deputy Director-General & Chief Information Officer, Queensland Health

"Working with you has produced some great work that supported the work we have delivered and also importantly helped us reflect on what we have done, and helped us learn."

Dr. Raelene Donovan, Acting Chief Clinical Information Officer, Queensland Health

Publications

Career publication metrics overall:

- 12,943 total citations (Google Scholar)
- h-Index, 47 (Google Scholar)
- 6 papers in the top 1% most-highly-cited worldwide, field-weighted (SciVal)
- 22 papers in the top 5% most-highly-cited worldwide, field-weighted (SciVal)

Career publication metrics in disciplinary context:

Ranking by # of publications in top IS journals since graduating from my PhD (from 2005 to end of 2025):

- Top two journals (MISQ, ISR): Ranked #40 in the world for publications during 2005-2025
- Top four journals (MISQ, ISR, JAIS, J MIS): Ranked #41 in the world for publications during 2005-2025

Source: <https://aisresearchrankings.org/rankings>

Scholarly Books, and Edited research books

NA

Scholarly book chapters

1. Burton-Jones, Alan, and Burton-Jones, Andrew. "Interdependencies between People and Information Systems in Organizations," *Oxford Handbook on Human Capital* (Chapter 20), Alan Burton-Jones and J.C. Spender (Editors), 2011, pp. 499-523.
2. Burton-Jones, A. "Keywords and Phrases I Work By," in: *Road to Success: A Guide for Doctoral Students and Junior Faculty Members in the Behavioral and Social Sciences*, V. Venkatesh (ed.), Dog Ear Publishing, Indianapolis, USA, 2011, pp. 207-213.
3. Burton-Jones, A., and Weber, R. "Building Conceptual Modeling on the Foundation of Ontology," in: *Information Systems and Information Technology, Volume 2* (Computing Handbook Set, Third Edition), H. Topi and A. Tucker (eds.), Taylor and Francis, Boca Raton, 2014, pp. 15(11)-15(24).
4. Burton-Jones, A., Bremhorst, M., Liu, F., and Trieu, T. V.-H. "IT Use: Notes on a Journey from Use to Effective Use," in: *The Routledge Companion to Management Information Systems*, R. Galliers and M.-K. Stein (eds.), Routledge, Abingdon, Oxon, 2017.
5. Wang, G., Burton-Jones, A., and Akhlaghpour, S. "Balancing the Momentum of Datafication with Qualitative Researchers as Design Thinkers," in *The Cambridge Handbook of Qualitative Digital Research*, Galliers, R.D. and Simeonova, B., 2023, pp. 268-281, Cambridge University Press.
6. Chukwudi, I., Eden, R. and Burton-Jones, A. "Health Information Systems: An Institutional Theory Perspective," in Gray, K. and Lederman, R. (Eds) *Edward Elgar Health Information Systems Research Handbook*, 2025, pp. 211-223. <https://doi.org/10.4337/9781802201307.00017>
7. Jordan, R., Axelsen, M., Matook, S., Bremhorst, M., Burton-Jones, A., Callan, V., Ferris, L., Karanasios, S., Mylonas, A., O'Quinn, R., Ranpara, A. "UQ Business School Indigenising Curriculum with Technology," in Bunda, T., Barney, K., Blue, L., and Deane, L. *Indigenising Curriculum at the University of Queensland*, QLD Australia, 2025.

Refereed Journal Articles

1. Burton-Jones, A. and Hubona, G.S. "Individual Differences and Usage Behavior: Revisiting a Technology Acceptance Model Assumption," *The DATABASE for Advances in Information Systems*, (36:2), 2005, pp. 58-77.

2. Burton-Jones, A., Storey, V.C., and Sugumaran, V., and Ahluwalia, P. "A Semiotic Metrics Suite for Assessing the Quality of Ontologies," *Data and Knowledge Engineering*, (55:1), 2005, pp 84-102.
3. Burton-Jones, A. and Meso, P.N. "Conceptualizing Systems for Understanding: An Empirical Test of Decomposition Principles in Object-oriented Analysis," *Information Systems Research*, (17:1), 2006, pp 38-60.
4. Burton-Jones, A. and Hubona, G.S. "The Mediation of External Variables in the Technology Acceptance Model," *Information and Management*, (43) 2006, pp. 706-717.
5. Burton-Jones, A. and Straub, D.W. "Reconceptualizing System Usage: An Approach and Empirical Test," *Information Systems Research* (17:3) 2006, pp. 228-246.
6. Burton-Jones, A. and Gallivan, M.J. "Towards a Deeper Understanding of System Usage in Organizations: A Multilevel Perspective," *MIS Quarterly* (31:4) Dec 2007, pp. 657-679. Best Paper Awards from MISQ and Association for Information Systems.
7. Storey, V.C., Burton-Jones, A., Sugumaran, V., and Purao, S. "CONQUER: A Methodology for Context-Aware Query Processing on the World-Wide-Web," *Information Systems Research* (19:1), 2008 pp. 3-25.
8. Burton-Jones, A., and Meso, P. "The Effects of Decomposition Quality and Multiple Forms of Information on Novices' Understanding of a Domain from a Conceptual Model," *Journal of the Association of Information Systems*, (9:12) Dec, 2008, pp. 748-802.
9. Burton-Jones, A., Wand, Y., and Weber, R. "Guidelines for Empirical Evaluations of Conceptual Modeling Grammars," *Journal of the Association for Information Systems* (10:6) 2009, pp. 495-532.
10. Burton-Jones, A. "Minimizing Method Bias through Programmatic Research," *MIS Quarterly* (33:3) 2009, pp. 445-471.
11. Bera, P., Burton-Jones, A., and Wand, Y. "Guidelines for Designing Visual Ontologies to Support Knowledge Identification," *MIS Quarterly* (35:4), Dec 2011, pp 883-908.
12. Burton-Jones, A. and Grange, C. "From Use to Effective Use: A Representation Theory Perspective," *Information Systems Research* (24:3) Sept 2013, pp. 632-658. Runner up for Best Paper Award ISR
13. Burton-Jones, A. "What Have we Learned from the Smart Machine?" *Information and Organization* (24:2), April 2014, pp 71-105. Runner up for Best Paper Award I&O.
14. Bera, P., Burton-Jones, A., and Wand, Y. "How Semantics and Pragmatics Interact in Understanding Conceptual Models," *Information Systems Research* (25:2) 2014, pp. 401-419.
15. Burton-Jones, A., McLean, E. and Monod, E. "Burton-Jones, A., McLean, E., and Monod, E. "Theoretical Perspectives in IS Research: From Variance and Process to Conceptual Latitude and Conceptual Fit," *European Journal of Information Systems* (24:6) 2015, pp. 664-679.
16. Clarke, R., Burton-Jones, A., and Weber, R. "On the Ontological Quality and Logical Quality of Conceptual-Modeling Grammars: The Need for a Dual Perspective," *Information Systems Research* (27:2), 2016, pp 365-382.
17. Burton-Jones, A. and Volkoff, O. "How Can we Develop Contextualised Theories of Effective Use? A Demonstration in the Context of Community-Care Electronic Health Records," *Information Systems Research* (28:3) 2017, pp. 468-489.
18. Burton-Jones, A., and Lee, A. S. "Thinking about Measures and Measurement in Positivist Research: A Proposal for Refocusing on Fundamentals," *Information Systems Research* (28:3) 2017, pp 451-467. Third Runner up, Academy of Management OCIS Division's Best Published Paper of 2017
19. Burton-Jones, A., Recker, J., Indulska, M., Green, P., and Weber, R. "Assessing Representation Theory with a Framework for Pursuing Success and Failure," *MIS Quarterly* (41:4) 2017, pp. 1307-1333
20. Staib, A., Sullivan, C., Prins, J. B., Burton-Jones, A., Fitzgerald, B., and Scott, I. "Uniting Emergency and Inpatient Clinicians Across the ED-Inpatient Interface: The Last Frontier?" *Emergency Medicine Australasia* (29:6) Dec 2017, pp. 740-745.

21. Bera, P., Burton-Jones, A., and Wand, Y. "Improving the Representation of Roles in Conceptual Modeling: Theory, Method, and Evidence," *Requirements Engineering Journal* (23:4) Nov 2018, pp. 465-491.
22. Gilchrist, A., Burton-Jones, A., Green, P. "The Process of Social Alignment and Misalignment within a Complex IT Project," *International Journal of Project Management* (36), 2018, pp. 845-860.
23. Eden, R., Burton-Jones, A., Scott, I., Staib, A., and Sullivan, C. "The Impacts of eHealth upon Hospital Practice: A Synthesis of the Current Literature," *Australian Health Review*, and Deebie Institute Evidence Brief, *Australian Healthcare and Hospital Association* (42:5) 2018, pp 568-578.
24. Grange, C., Benbasat, I., and Burton-Jones, A. "With a Little Help From My Friends: Cultivating Serendipity in Online Shopping Environments," *Information and Management* (56:2), March 2019, pp 225-235.
25. Eden, R., Burton-Jones, A., Casey, R., and Draheim, M. "Digital Transformation Requires Workforce Transformation," *MIS Quarterly Executive* (18:1), March 2019, pp 1-17. [AIS College of Senior Scholars Best Paper Award.](#)
26. Recker, J., Indulska, M., Green, P., Burton-Jones, A., and Weber, R. "Information Systems as Representations: A Critical Review of the Theory and Evidence," *Journal of the Association for Information Systems*, (20:6) 2019, pp. 735-786.
27. Dendere, R., Slade, C., Burton-Jones, A., Sullivan, C., Staib, A., and Janda, M. "Patient Portals Facilitating Engagement with Inpatient Electronic Medical Records: A Systematic Review," *Journal of Medical Internet Research* (21:4) (e12779), 2019, pp 1-13.
28. Grange, C., Benbasat, I., and Burton-Jones, A. "A Network-Based Conceptualization of Social Commerce and Social Commerce Value," *Computers in Human Behavior* (108) (105855) 2020, pp. 1-14.
29. Burton-Jones, A., Akhlaghpour, S., Ayre, S., Barde, P., Staib, A., and Sullivan, C. "Changing the Conversation on Evaluating Digital Transformation in Healthcare: Insights from an Institutional Analysis," *Information and Organization* (30:1) (100255), 2020, pp. 1-16. [Best RICK Paper Award, Information & Organization, and John Campbell Research Impact Award, Australasian Association of Information Systems.](#)
30. Eden, R., Burton-Jones, A., Grant, J., Collins, R., Staib, A., and Sullivan, C. "Digitising an Australian University Hospital: Qualitative Analysis of Staff-reported Impacts," *Australian Health Review* (44:5) 2020, pp. 677-689.
31. Eden, R., Burton-Jones, A., Staib, A., and Sullivan, C. "Surveying Perceptions of the Early Impacts of an Integrated Electronic Medical Record across a Hospital and Healthcare Service," *Australian Health Review* (44:5) 2020, pp. 690-698.
32. Smith, N., Burton-Jones, A., Sullivan, C. "From Benefits Idealisation to Value Optimisation: Application in the Digital Health Context," *Australian Health Review* (44:5) 2020, pp. 706-722.
33. Burton-Jones, A., Gilchrist, A., Green, P., and Draheim, M. "Improving Social Alignment During Digital Transformation," *Communications of the ACM* (63:9) 2020, pp, 65-71.
34. Hodgson, T., Burton-Jones, A., Donovan, R., and Sullivan, C. "The Role of Electronic Medical Records in Reducing Unwarranted Clinical Variation in Acute Health Care: Systematic Review," *Journal of Medical Internet Research (JMIR): Medical Informatics* (9:10), 2021.pp 1-15.
35. Akhlaghpour, S., Hassandoust, F., Fatehi, F., Burton-Jones, A., and Hynd, A. "Learning from Enforcement Cases to Manage GDPR risks," *MIS Quarterly Executive* (20:3) 2021, pp. 199-218.
36. Canfell, O., Littlewood, R., Burton-Jones, A., and Sullivan, C. "Digital Health and Precision Prevention: Shifting from Disease-Centred Care to Consumer-Centred Health," *Australian Health Review* (46), 2022, pp. 279-283, DOI: <https://doi.org/10.1071/AH21063>.
37. Sadiq, S., Aryani, A., Demartini, G., Hua, W., Indulska, M., Burton-Jones, A., Khosravi, H., Benavides-Prado, D., Sellis, T., Someh, I. and Vaithianathan, R., 2022. Information Resilience: the nexus of responsible and agile approaches to information use. *The VLDB Journal* (31) pp. 1059–1084.
38. Trieu, V-H., Burton-Jones, A., Cockroft, S., and Green, P. "Applying and Extending the Theory of Effective Use in a Business Intelligence Context," *MIS Quarterly*, (46:1) 2022, pp. 645-678.
39. Jarvis, L.C., Eden, R., Wright, A.L., Burton-Jones, A. "Integrating Information Systems and

- Institutional Insights: Advancing the Conversation with Examples from Digital Health," *Research in the Sociology of Organizations* (83), 2022, pp. 211-233, doi:10.1108/S0733-558X20220000083009
40. Canfell, O.J., Davidson, K., Woods, L., Sullivan, C., Cocoros, N.M., Klompas, M., Zambarano, B., Eakin, E., Littlewood, R., Burton-Jones, A. "Precision public health for noncommunicable diseases: an emerging strategic roadmap and multinational use cases," *Frontiers in Public Health*, (Apr) 2022, doi: 10.3389/fpubh.2022.854525.
 41. Canfell, O.J., Davidson, K., Sullivan, C., Eakin, E., Burton-Jones, A. "Data Sources for Precision Public Health of Obesity: A Scoping Review, Evidence Map, and Use Case in Queensland, Australia," *BMC Public Health*, 22, 584 (2022). <https://doi.org/10.1186/s12889-022-12939-x>.
 42. Robertson S., Rosbergen, I., Grimley, R., Burton-Jones, A., and Brauer, S. "The effect of the Electronic Medical Record (EMR) on interprofessional practice: A systematic review," *Applied Clinical Informatics* (13), 2022, pp. 541-559. <https://doi.org/10.1055/s-0042-1748855>.
 43. Eden, R., Burton-Jones, A., Ballantine, C., Donovan, R., McKavanagh, D., Staib, A., and Sullivan, C. "The Digital Transformation Journey of a Large Australian Hospital: A Teaching Case," *Communications of the Association for Information Systems* (51) 2022, <https://aisel.aisnet.org/cais/vol51/iss1/25>.
 44. Canfell, O.J., Kodiyattu, Z., Eakin, E., Burton-Jones, A., Wong, I., Macaulay, C., and Sullivan, C. "Real-world data for precision public health of noncommunicable diseases: a scoping review," *BMC Public Health*, 22:2166, 2022. <https://doi.org/10.1186/s12889-022-14452-7>
 45. Canfell, O.J., Davidson, K., Sullivan, C., Eakin, E.E., Burton-Jones, A. "PREVIDE: A Qualitative Study to Develop a Decision-Making Framework (PREvention DeciDE) for Noncommunicable Disease Prevention in Healthcare Organisations," *International Journal of Environmental Research and Public Health*, 19:22, 2022, <https://doi.org/10.3390/ijerph192215285>.
 46. Tana, S., Breidbach, C.F., and Burton-Jones, A. "Digital Transformation as Collective Social Action," *Journal of the Association for Information Systems*, 24:6, 2023, DOI: 10.17705/1jais.00791.
 47. Burton-Jones, A. and Sarker, S. "MISQ's DEI Initiatives: A Continuing Journey," *Learned Publishing*, 36(1), 2023, 48-53.
 48. Robertson, S.T., Rosbergen, I.C.M., Brauer, S.G., Grimley, R.S., Burton-Jones, A. "Addressing complexity when developing an education program for the implementation of a stroke Electronic Medical Record (EMR) enhancement," *BMC Health Service Research*, 23:1, 2023, <https://doi.org/10.1186/s12913-023-10314-z>.
 49. Wood, L., Janssen, A., Robertson, S., Morgan, C., Butler-Henderson, K., Burton-Jones, A., and Sullivan, C. The typing is on the wall: Australia's healthcare future needs a digitally capable workforce. *Australian Health Review*, 47:5, 2023. <https://doi.org/10.1071/AH23142>.
 50. Robertson, S., Rosbergen, I., Grimley, R., Burton-Jones, A., Brauer, S. "Addressing complexity when developing an education program for the implementation of a stroke Electronic Medical Record (EMR) enhancement," *BMC Health Services Research*, 23:1, 2023, <https://doi.org/10.1186/s12913-023-10314-z>.
 51. Pool, J., Akhlaghpour, S., Fatehi, F., Burton-Jones, A. "A Systematic Analysis of Failures in Protecting Personal Health Data: A Scoping Review," *International Journal of Information Management*, 74, 2024, 102719, <https://doi.org/10.1016/j.ijinfomgt.2023.102719>.
 52. Canfell, O., Woods, L., Meshkat, Y., Krivit, J., Gunashanhar, B., Slade, C., Burton-Jones, A., Sullivan, C. "The impact of digital hospitals on patient and clinician experience: a systematic review and qualitative evidence synthesis," *Journal of Medical Internet Research*, 26:e47715, 2024, doi: 10.2196/47715.
 53. Huang, S., Burton-Jones, A., Xu, D. "A Configurational Theory of Digital Disruption," *Information Systems Journal*, 34:5, 2024, pp. 1737-1786. DOI: 10.1111/isj.12510.
 54. Pool, J., Akhlaghpour, S., Burton-Jones, A. "Unpacking the Complexities of Health Record Misuse: Insights from Australian Health Services," *Information Technology and People*, 2024, <https://doi.org/10.1108/ITP-12-2022-0931>.

55. Robertson, S., Brauer, S.G., Burton-Jones, A., Grimley, R., Rosbergen, I. "From use, value and user-centred design to context: A mixed methods analysis of a hospital Electronic Medical Record (EMR) enhancement," *Digital Health*, 10, 2024, doi:10.1177/20552076241279208.
56. Amano, T., Bowker, L., Burton-Jones, A. "AI-mediated translation presents two possible futures for academic publishing in a multilingual world," *PLOS Biology*, 23:6, 2025, <https://doi.org/10.1371/journal.pbio.3003215>.
57. Liu, F., Burton-Jones, A., Wang, W., and Xu, D. Retransmitting messages on social media in disasters: Effects of communication tool capabilities," *Journal of Global Information Management*, 33:1, 2025, pp. 1-26.
58. Burton-Jones, A., Amano, T., Boyce, J., Chau, P., Feng, J., Guzman, I.R., Jarvenpaa, S., Li, C., Namvar, M., Padmanabhan, B., Pineda, J., Richet, J-L., Sarker, S., Seidel, S., Sharma, S., Vogel, D., Wang, H., & Yoon, V., "This article is not just in English: Making science more inclusive and impactful with artificial intelligence translation," *Australasian Journal of Information Systems*, 29, 2025, pp. 1-54. <https://doi.org/10.3127/ajis.v29.5875>.
59. Pool, J., Akhlaghpour, S., Hassandoust, F., Fatehi, F., and Burton-Jones, A. "Towards a Model for Understanding Failures in Health Data Protection: A Mixed-Methods Study," *Behaviour & Information Technology*, 2025, pp. 1-26 <https://doi.org/10.1080/0144929X.2025.2551568>.
60. Canfell, O., Burton-Jones, A., Eakin, E., Woods, L., Macklin, S., Austin, R., Phillip, R., Lim, H.C., Ahmed, K.R., Slade, C., Francis, D., and Sullivan, C. "Development of a digital dashboard to address population-level obesity using electronic medical record data," *Public Health Research & Practice*, 35, <https://doi.org/10.1071/PU24029>, 2025.
61. Pak, A., Robertson, S., Nguyen, B.H., Hodgson, T., Sullivan, C., Burton-Jones, A. "Closing the variation gap: A mixed methods evaluation of a clinical decision support system to reduce unwarranted variation in care," accepted/forthcoming, *npj Digital Medicine*, <https://doi.org/10.1038/s41746-025-02141-9>
62. Smith, N. and Burton-Jones, A. "Improving digital transformation outcomes and pace: The role of the board and C-suite in reducing transformation friction," accepted/forthcoming, *Information Systems Journal*.
63. Du, R., Li, M., Burton-Jones, A., and Xie, J. The Impact of Traceability Information on Consumer Purchase Behavior in E-commerce Platforms, accepted/forthcoming, *Internet Research*.

Refereed Conference Proceedings

1. Burton-Jones, A., and Weber, R. "Understanding Relationships with Attributes in Entity-Relationship Diagrams," in *Proceedings of the 20th International Conference on Information Systems (ICIS)*, P. De and J. I. DeGross (eds.), Charlotte, NC, 1999, pp. 214-228.
2. Burton-Jones, A., and Meso, P. "How Good are these UML Diagrams? An Empirical Test of the Wand and Weber Good Decomposition Model," in *Proceedings of the 23rd International Conference on Information Systems (ICIS)*, L. Applegate, R. Galliers and J. I. DeGross (eds.), Barcelona, Spain, 2002, pp. 101-114,
3. Burton-Jones, A., Purao, S., and Storey, V.C. "Context-Aware Query Processing on the Semantic Web," in *Proceedings of the 23rd International Conference on Information Systems (ICIS)*, L. Applegate, R. Galliers and J. I. DeGross (eds.), Barcelona, Spain, Dec. 16-19, 2002, pp. 195-208.
4. Hubona, G.S., and Burton-Jones, A. "Modeling the User Acceptance of E-Mail," in *Proceedings of the 36th Annual Hawaii International Conference on System Sciences (HICSS)*, 2003.
5. Burton-Jones, A., Storey, V.C., Sugumaran, V., and Ahluwalia, P. "Assessing the Effectiveness of the DAML Ontologies for the Semantic Web," in *Proceedings of the 18th International Conference on Applications of Natural Language to Information Systems (NLDB)*, A. Düsterhöft and B. Thalheim (eds.), Burg (Spreewald), Germany, 2003, pp. 56-69.
6. Burton-Jones, A. and R. Weber, "Properties Do Not Have Properties: Investigating a Questionable Conceptual Modeling Practice," in *Proceedings of the Second Annual Symposium on Research in Systems Analysis and Design*, D. Batra, J. Parsons, and V. Ramesh (eds.), 2003, 14 pp.

7. Burton-Jones, A., Storey, V.C., Sugumaran, V., and Purao, S. "A Heuristic-based Methodology for Semantic Augmentation of User Queries on the Web," in *Proceedings of the 22nd International Conference on Conceptual Modeling (ER)*, I.-Y Song, S.W. Liddle, T.W Ling, and P. Scheuermann (eds.), Chicago, Illinois, October 13-16, 2003, pp. 476-489.
8. Burton-Jones, A., Straub, D.W. "Minimizing Method Variance in Measures of System Usage," in *Proceedings of the Southern Association for Information Systems (SAIS)*, R. Papp (ed.), Savannah, Georgia, 2004, pp. 336-342.
9. Storey, V.C., Sugumaran, V., and Burton-Jones, A., "The Role of User Profiles in Context-Aware Query Processing for the Semantic Web," in *Proceedings of the Ninth International Conference on Applications of Natural Language to Information Systems (NLDB)*, F. Mezziane and E. Métais (eds.), Salford, UK, June 23-25, 2004, pp. 51-63.
10. Burton-Jones, A., Wand, Y., and Weber, R. "Informational Equivalence, Computational Equivalence, and the Evaluation of Conceptual Modelling," in *Proceedings of the Annual Workshop of the AIS Special Interest Group on Systems Analysis and Design (SIG SAND)*, Tulsa, OK, 2007, 12pp.
11. Burton-Jones, A., and Grange, C. "Using Information Systems Effectively: A Representational Perspective," in *Proceedings of the Journal of the Association for Information Systems Theory Development Workshop*, K. Llytinen (ed.), Paris France 2008, 35pp.
12. Dashti, A., Benbasat, I., Burton-Jones, A. "Trust Reciprocity in Electronic Government: The Role of Felt Trust," *European and Mediterranean Conference on Information Systems*, July 13-14, Izmir Turkey, 2009. Received the "Best Overall Paper" Award.
13. Bera, P., Burton-Jones, A., and Wand, Y. "The Effect of Domain Familiarity on Modeling Roles: An Empirical Study," in *Pacific Asia Conference on Information Systems*. Hyderabad, India, 2009.
14. Dashti, A., Benbasat, I., and Burton-Jones, A. "Trust, Felt Trust, and E-Government Adoption: A Theoretical Perspective," *Journal of the Association for Information Systems Theory Development Workshop*, St Louis, Missouri, USA, Dec 2010.
15. Burton-Jones, A., and Lee, A.S. "Thinking about Measures and Measurement," *Hawaii International Conference on System Sciences*, Kauai, Hawaii, 2011, pp. 1-10.
16. Burton-Jones, A., Lazarenko, K., and Weber, R. "Problems with Recursive Relationships and Relationships with Attributes in ER models," *Proceedings of the 10th AIS SIGSAND Symposium*, Bloomington, Indiana, USA, June 3-4, 2011, pp. 1-6.
17. Clarke, R., Burton-Jones, A. and Weber, R. "Optionality in Conceptual Modeling: A Complete Approach," *Proceedings of the 11th AIS SIGSAND Symposium*, Vancouver, BC, June 2-3, 2012, p. 1-6.
18. Burton-Jones, A., Clarke, R., Lazarenko, K., and Weber, R. "Is Use of Optional Attributes and Associations in Conceptual Modeling Always Problematic? Theory and Empirical Tests," *Proceedings of the 33rd International Conference on Information Systems*, Orlando, 2012, pp. 1-16.
19. Clarke, R., Burton-Jones, A. and Weber, R. "Improving the Semantics of Conceptual Modeling Grammars: A New Perspective on an Old Problem," *Proceedings of the 34th International Conference on Information Systems*, Milan Italy, Dec 2013.
20. Bernhard, E., Recker, J., and Burton-Jones, A. "Understanding the Actualization of Affordances: A Study in the Process Modeling Context," in: *Proceedings of the 34th International Conference on Information Systems*, R.L. Baskerville and M. Chau (eds.), Milan, 2013, pp. 1-11. [Research in progress paper](#).
21. Burton-Jones, A., Green, P. F., and Vessey, I. "Toward a Theoretically Consistent Explanation of Business-IT Alignment," in: *Proceedings of the 34th International Conference on Information Systems*, R.L. Baskerville and M. Chau (eds.), Milan, 2013, pp. 1-10. [Research in progress paper](#).
22. Liu, F., Burton-Jones, A., & Xu, D. "Rumors on Social Media in Disasters: Extending Transmission to Retransmission," *Pacific Asia Conference on Information Systems*, Chengdu, June 2014.
23. Liu, F., Burton-Jones, A., and Xu, D. "Explaining the Transmission of Rumor and Information on Social Media in Disasters," *Academy of Management Annual Meeting*, Philadelphia, August 2014.
24. Burton-Jones, A., Green, P., Mazur, A., and Smidt, M. "Exploring Governance Uncertainty in a Complex Information Systems Project," in: *Information Systems Foundation Workshop*, S. Gregor, J. Campbell and I. Fiedt (eds.), Canberra, Australia, 2016, pp. 1-18.

25. Trieu, V-H. and Burton-Jones, A. "A Model of Representational Fidelity: Insights from the Business Intelligence Systems Context," *Academy of Management Annual Meeting*, Atlanta, August 2017.
26. Gilchrist, A., Burton-Jones, A., Green, P., Smidt, M. "The Process of Social Alignment and Misalignment within a Complex IT Project," In *Proceedings of the 38th International Conference on Information Systems*, Seoul Korea, 2017
27. Eden, R., Akhlaghpour, S., Spee, A. P., Staib, A., Sullivan, C., and Burton-Jones, A. "Unpacking the Complexity of Consistency: Insights from a Grounded Theory Study of the Effective Use of Electronic Medical Records," in: *Proceedings of the 51st Hawaii International Conference on System Sciences*, Big Island, Hawaii, 2018, pp. 1-10.
28. Burton-Jones, A., Akhlaghpour, S., Ayre, S., Barde, P., Staib, A., and Sullivan, C. "Evaluating Digital Transformation in Healthcare: An Institutional Logics Perspective," in: *Research Impact and Contributions to Knowledge Workshop*, M. Barrett (ed.), Hughes Hall, University of Cambridge, 2018.
29. Eden, R. and Burton-Jones, A. "The Dynamics of Organizational Culture: The Case of Culture Work in a Digital Hospital," *Proceedings of the Thirty-Ninth International Conference on Information Systems*, San Francisco, CA, Dec 13-16, 2018.
30. Eden, R. and Burton-Jones, A. "Beyond Effective Use: A Journey to Understand Inconsistencies in Use," *Proceedings of the Thirty-Ninth International Conference on Information Systems*, San Francisco, CA, Dec 13-16, 2018. Runner-up Best Short Paper Award.
31. Pool, J., Akhlaghpour, S., Fatehi, F., Burton-Jones, A. "Causes and Impacts of Personal Health Information (PHI) Breaches: A Scoping Review and Thematic Analysis," *Proceedings of the Pacific Asia Conference on Information Systems*, Xi'an China, 2019, pp. 1-14.
32. Eden, R., Burton-Jones, A., and Donovan, R. "Testing the Links from Fit to Effective Use to Impact: A Digital Hospital Case," in: *Proceedings of the Fortieth International Conference on Information Systems*, Munich, Germany, 2019, pp. 1-8.
33. Pool, J., Akhlaghpour, S., Fatehi, F., Burton-Jones, A. On the Complexity of Health Data Protection-in-Practice: Insights from a Longitudinal Qualitative Study," *Proceedings of the Australasian Conference on Information Systems*, December 2020. Best Theory Paper Award.
34. Wang, G. and Burton-Jones, A. "Governing Digital Transformation: A New Perspective," *Proceedings of the International Conference on Information Systems*, Dec 2020, pp. 1-9. Best Short Paper in Track Award; Nominated for Best Overall Short Paper Award.
35. Wang, G. and Burton-Jones, A. "Rethinking IT Governance Structure and Action," *Proceedings of the International Conference on Information Systems*, Dec 2020, pp. 1-9. Best Overall Short Paper Award.
36. Eden, R., Burton-Jones, A., Ballantine, C., Staib, A., and Sullivan, C. "The Transformation of Australia's First Large Digital Hospital: A Teaching Case," *Proceedings of the International Conference on Information Systems*, Dec 2020, pp. 1-15.
37. Pool, J., Akhlaghpour, S., and Burton-Jones, A. "Socio-technical Challenges to the Effective Use of Health Information Systems (IS) and Data Protection: A Contextual Theorization of the Dark Side of IS Use," *Proceedings of the Australasian Conference on Information Systems*, Dec 2021.
38. Hodgson, T., Burton-Jones, A., Sullivan, C. "Addressing unwarranted clinical variation in healthcare as a quality improvement process," *Proceedings of the 55th Hawaii International Conference on System Sciences*, Jan 2022, pp. 3885-3891.
39. Nguyen, L., Burstein, F., Morgan, C., Capurro, D., and Burton-Jones, A. "How to conduct translational research with the maximum impact: Reflections in the healthcare context," *Australasian Conference on Information Systems*, Dec 2022.
40. Wang, G. and Burton-Jones, A. "Miscellaneous Citation Groups are Buried in Journal Impact Factors: A Case of the Information Systems Field," *Proceedings of the International Conference on Information Systems*, Dec 2023, 9 pp.
41. Lin, Y. and Burton-Jones, A. "Understanding Digital Platform Generativity from a Sociomaterial Perspective," *Proceedings of the International Conference on Information Systems*, Dec 2023, 9 pp.

42. Upreti, B.R., Wang, P., Akhlaghpour, S., Karanasios, S., Burton-Jones, "Trending Topics and Stale Subjects: Detecting Fashion in Information Systems Research," *Australasian Conference on Information Systems*, Dec 2023, paper 206, Runner-up for Best Paper Award.
43. Jiang, X., Burton-Jones, A., Sandberg, J. ""They don't know till they see what 'it' is not": How actors coordinate for distributed innovation in ecosystems," *Proceedings of the 37th Australia and New Zealand Academy of Management (ANZAM) Annual Meeting*. Dec 2024.
44. Kim, T.G., Akhlaghpour, S., Burton-Jones, A. Grounded Theory Analysis of Software Teams Strategic Responses to Privacy by Design (PbD) Challenges, *Proceedings of the International Conference on Information Systems*, Dec 2024 (Short Paper). Nominated for Best Short Paper Award
45. Elbanna, A., Koutsikouri, D., Jaser, Z., Andrade, A.D., Ravishankar, M.N., Burton-Jones, A. "Digital Humanism vs. Sociotechnical Perspective: An Exploration and Future Research Agenda, Panel Presentation," *European Conference on Information Systems*, Amman Jordan, 2025.
46. Lin, Y., and Burton-Jones, A. "The Temporal Dynamics of Configuring Digital Resources for Platform Generativity," *Academy of Management Proceedings*, Copenhagen, 2025, <https://journals.aom.org/doi/abs/10.5465/AMPROC.2025.12672abstract>.
47. Jiang, X., Sandberg, J., Burton-Jones, A. "Building a Plane While Flying it: How Actors Coordinate for Distributed Innovation in Ecosystems," *Academy of Management Proceedings*, Copenhagen, 2025, <https://journals.aom.org/doi/abs/10.5465/AMPROC.2025.295bp>.
48. Eden, R., Burton-Jones, A., Head, B., Pole, J., Richards, B., Vincent, M., Pointon, K., and Donovan, R. "Governing Digital Health Data: A Public Values Perspective," *Proceedings of the Americas Conference on Information Systems*, Montreal, 2025. https://aisel.aisnet.org/amcis2025/health_it/sig_health/13.

Other research outputs (non-refereed)

Non-refereed General

1. Straub, D.W. and Burton-Jones, A. "Veni, Vidi, Vici: Breaking the TAM Logjam," *Journal of the Association for Information Systems* (8:4), April 2007, pp. 223-229. Invited paper, editorially reviewed.
2. Tate, M., Sedera, D., McLean, E., and Burton-Jones, A. "Information Systems Success Research: the "Twenty Year Update?" Panel Report from PACIS, 2011," *Communications of the AIS* (34), April 2014, pp 1235-1246. Editorially reviewed only.
3. Eden, R., Burton-Jones, A., Scott, I., Staib, A., and Sullivan, C. "The Impacts of eHealth upon Hospital Practice: A Synthesis of the Current Literature," *Deeble Institute Evidence Brief*, Australian Healthcare and Hospital Association, 2017, pp 1-7. Featured in the Federal Safety and Quality Commission's newsletter "On the Radar: Issue #345 (October 2017)
4. Burton-Jones, A. "Questioning Assumptions in the Information Systems Discipline," *The Database for the Advances in Information Systems*, 2018. *Invited paper, editorially reviewed*.
5. Treiblmaier, H., Burton-Jones, A., Gregor, S., Hirschheim, R., and Myers, M. ""Against Method" and "Anything Goes"? A Critical Discussion of Based on the "Strange Ideas" from Paul Feyerabend on whether Epistemological Anarchy can Benefit IS Research," *Panel presentation, Proceedings of the Thirty-Ninth International Conference on Information Systems*, San Francisco Dec 13-16, 2018.
6. Vogel, D., Burton-Jones, A., Tan, C.-W., Ray, P., Lim, E. T., Cui, T., Xu, D., and Akhlaghpour, S. "Panel: Digital Transformation and Future of Health – How Can Information Systems Research Contribute," in: *Proceedings of the Pacific-Asia Conference on Information Systems*, Xi'an China, 2019.
7. Hovorka, D., Rowe, F., Markus, M. L., Jarvenpaa, S., Swanson, E. B., Lacity, M., Burton-Jones, A., Venkatesh, V., and Hirschheim, R. "Scholarly Commentaries on Hirschheim's "Against Theory", " *Journal of the Association for Information Systems* (20:9) 2019, pp 1358-1389. (Invited paper, editorially reviewed).

8. Nguyen, L., Burstein, F., Burton-Jones, A., Capurro, D., and Morgan, C. "How to conduct translational research with the maximum impact: reflections in healthcare context," *Australasian Conference on Information Systems*, 2022, Panel presentation.
9. Burton-Jones, A., Davison, R., Myers, M., Zwass, V., Schlagwein, D. "Ethics in the Publication and Review Process: Perspectives from AIS Basket Journal Editors," *International Conference on Information Systems (Senior Scholars Consortium)*, 2022, Panel Presentation.
10. Burton-Jones, A. "Bridging the digital divide: Inclusion and equity," Chair of Panel Presentation at the *Academy of Social Sciences Symposium on 'Digital Society: Social Science Perspectives'*, 2023.
11. Chan, Y., Grover, V., Conboy, K., Burton-Jones, A. "Intellectual diversity in the IS discipline: Do we need to do more?" *International Conference on Information Systems*, 2023, Panel Presentation.
12. Burton-Jones, A. "The Scandinavian Tradition. An outsider's perspective," *Scandinavian Journal of Information Systems*: Vol. 35: Iss. 2, Article 3. <https://aisel.aisnet.org/sjis/vol35/iss2/3>, 2023. (Invited paper based on keynote at the SCRIS/IRIS Conference, Finland, 2023).
13. Burton-Jones, A., Chau, P., Feng, J., Kanhanhalli, A. "Panel: AI Translation and the Future Language of Science," in: *Proceedings of the Pacific-Asia Conference on Information Systems*, Vietnam, 2024.
14. Burton-Jones, A. "Why is ECIS in English? Let's Create a Fairer, More Impactful Science by Using AI to Move Beyond English Language Dominance," *European Conference on Information Systems*, Jordan 2025, pp. 1-4. (Invited Provocation)
15. Burton-Jones, A., Tan, CH., and Xiao, B. "Navigating digital turbulence and seizing new possibilities: Special issue from the *Pacific Asia Conference on Information Systems* (62:5), 2025, *Information & Management*, <https://doi.org/10.1016/j.im.2025.104158>.
16. Rowe, F., Avital, M., Bohmann, T., Burton-Jones, A., Markus, M.L., Mithas, S., Ngwenyama, O., & Tarafdar, M. "Transforming the IS Scientific Knowledge Production System: Breaking Bad or Making Good?" Panel, *International Conference on Information Systems*, Dec 2025, Nashville USA.
17. Vom Brocke, J. Burton-Jones, A., Elo, J., Fitzgerald, B., Honigsberg, S., Leidner, D.E., Myers, M.D., Ram, S., Scott, S., Asadi Someh, I., Te'eni, D. "Research Integrity in Academic Publishing: The TRUST Framework for Navigating Ethical Uncertainty, *Communications of the Association for Information Systems*, Editorially reviewed, forthcoming, (2026).
18. Savoli, A., Akhlaghpour, S., Burton-Jones, A., Cano-Bejar, A., Cheung, C.M.K., Miranda, S.M., Qahri-Saremi, H., Robert, L.P., Srivastava, S.C., Weinert, C., & Weitzel, T. "Editorial: Rethinking Technology Adoption in the Age of Agentic Artificial Intelligence," *Internet Research*, Editorially reviewed, forthcoming (2026).

Non-refereed Editorial Statements and Curations at *MIS Quarterly*

1. Maruping, L., Yin, D., Chen, A., Kankanhalli, A., Burton-Jones, A., Brown, S. 2025 "Quantitative Behavioral IS Research: A Look Back and a Look Forward," *MIS Quarterly* (49:1), Mar, pp. iii-xviii.
2. Burton-Jones, A. 2023 "Editor's Comments: Tuum est," *MIS Quarterly* (47:4) Dec, pp. i-viii.
3. Burton-Jones, A. 2023 "Editor's Comments: Editing Innovation in MIS Quarterly," *MIS Quarterly* (47:3) Sept, pp. i-xii.
4. Burton-Jones, A. and Wang, G. 2023 "Editor's Comments: What Makes a Journal Significant: From the Tyranny of Metrics to True Impact," *MIS Quarterly* (47:2) June, pp. i-xiv.
5. Burton-Jones, A., Gray, P., Majchrzak, A. 2023 "Editor's Comments: Producing Significant Research," *MIS Quarterly* (47:1) March, pp. iii-x.
6. Monteiro, E., Constantinides, P., Scott, S., Shaikh, M. and Burton-Jones, A. 2022 "Editor's Comments: Qualitative Methods in IS Research: A Call for Phenomenon-Focused Problematization," *MIS Quarterly* (46:4) Dec, pp. iii-xix.
7. Mithas, S., Xue, L., Huang, N. Burton-Jones, A. 2022 "Editor's Comments: Causality Meets Diversity in Information Systems Research," *MIS Quarterly* (46:3) Sept, pp. iii-xviii.
8. Miranda, S., Berente, N., Seidel, S., Safadi, H., and Burton-Jones, A. 2022 "Editor's Comments: Computationally Intensive Theory Construction: A Primer for Authors and Reviewers," *MIS Quarterly* (46:2) June, pp. iii-xviii.

9. Padmanabhan, B., Fang, X., Sahoo, N. Burton-Jones, A. 2022 "Editor's Comments: Machine Learning in Information Systems Research," *MIS Quarterly* (46:1) Mar, pp. iii-xix.
10. Burton-Jones, A., and Sarker, S. 2021. "Editor's Comments: Creating Our Editorial Board Position Statement on Diversity, Equity, and Inclusion (DEI)," *MIS Quarterly* (45:4), Dec, pp i-x.
11. Burton-Jones, A., and Stein, M.-K. 2021. "Editor's Comments: Towards Scholarly Flourishing in Information Systems: Stories, Reflections, and Actions in an Emotional Time," *MIS Quarterly* (45:3), Sept, pp v-xvi
12. Burton-Jones, A., Boh, W. F., Oborn, E., and Padmanabhan, B. 2021. "Editor's Comments: Advancing Research Transparency at MIS Quarterly: A Pluralistic Approach," *MIS Quarterly* (45:2), pp iii-xviii.
13. Burton-Jones, A. 2021. "Editor's Comments: Continuing and Extending the MIS Quarterly Trifecta Vision," *MIS Quarterly* (45:1), March, pp iii-viii.
14. Burton-Jones, A., Butler, B., Scott, S. V., and Xu, S. X. 2021. "Next-Generation Information Systems Theorizing: A Call to Action," *MIS Quarterly* (45:1), March, pp 301-314.
15. Burton-Jones, A., Stein, M-K., and Mishra, A. "IS Use," in *MIS Quarterly Research Curations*, Ashley Bush and Arun Rai, Eds., <http://misq.org/research-curations>, December 1, 2017; updated March 2020. doi: 10.25300/12012017
16. Burton-Jones, A. and Parsons, J. "Representation Genre of Design Science Research," (p. xi-xii), invited section of: Rai, A. "Editor's Comments: Diversity of Design Science Research," *MIS Quarterly* (41:1) March 2017, pp. iii-xviii.

Working papers

1. Eden, R., Burton-Jones, A., Donovan, R. "Becoming a digital hospital: A case study of values work in change-as-renewal," being revised for 5th round review, *Information Systems Research*. [Conditionally accepted at third round and again at fourth round]
2. Tana, S., Briedbach, C., Burton-Jones, A., and Wang, P. "Organizing Vision Theory and the Layered Structure of Digital Innovation Ecosystems: Lessons from Australia's First Cryptocurrency Town," under second round review, *Information Systems Research*
3. Sengupta, A., Karanasios, S., Burton-Jones, A., and Sarkar, S. Forgetting that Sharing is Caring: A Mixed-Methods Evaluation of Medicare's Interoperability Policy, being revised for second round review, *Journal of the Association for Information Systems*.
4. Liu, F., Burton-Jones, A., and Xu, D. "How Word Spreads: An Online Experiment on Message Retransmission in Disasters," being revised for second round review, *Journal of the Association for Information Systems*.
5. Lin, Y. and Burton-Jones, A. Advancing the temporal turn in system architecture research: Temporal work amid temporal plurality, under first round review, *MIS Quarterly*.
6. Seymour, M., Burton-Jones, A., Schlagwein, D., Davern, M., Tate, M., Wang, B., Sarker, S., and Lee, A., GenAI in IS Academic Publishing: Tensions, Paradoxes and Governance Principles, under first round review, *Information Systems Journal*.
7. Robertson, S.T., Sullivan, C., Donovan, R., Burton-Jones, A., Haines, M., McKavanah, D., Blanch, A., Ludwig, K., and Woods, L. "Digital health competence of an Australian healthcare workforce: A statewide cross-sectional study," under first round review, *Journal of Medical Internet Research*.
8. Chughtai, H., Andrade, A., Tarafdar, M., Davison, R., Burton-Jones, A. "Conflict and Researcher's Gaze," recent rejection, being revised for another journal.
9. Robertson, S.T., Rosbergen, I.C.M., Burton-Jones, A., Grimley, R.S., and Brauer, S.G. "Design and implementation of an electronic medical record enhancement: a qualitative study to understand non-adoption," recent rejection; being revised for another journal.
10. Wang, G., Burton-Jones, A., Spee, P., Sullivan, C. "Theorizing Governance in Digital Transformation: The Case of a Digital Hospital Implementation," received reject-resubmit at *Information Systems Research*, being revised for another journal.
11. Bremhorst, M. and Burton-Jones, A. Information systems design is mainly fitting, not mapping: Updating representation theory with case study insights. Preparing for A* journal submission.

Research complete; write-up 80% complete.

12. Trieu, V-H. and Burton-Jones, A. "Tales of Representation Work: Effective Use, Multiple Models, and the Priority-Revealing Priority of Information Systems." Preparing for A* journal submission.

Ph.D. Supervision (Chair or Co-Chair)

1. Steven Glover. Graduated 2008. Placement: Assistant Prof., Royal Roads University, Canada
2. Bo Xiao. Graduated 2010. Placement: Assistant Prof., Hong Kong Baptist University, Hong Kong
3. Ali Dashti. Graduated 2010. Placement: Assistant Prof., Kuwait University, Kuwait.
4. Camille Grange. Graduated 2014. Placement: Assistant Prof., HEC Montreal, Canada.
5. Thi Van Hau Trieu, Graduated 2016. Placement: Associate lecturer, University of Melbourne.
 - Winner of the *ICIS Best Dissertation Prize* (main dissertation prize in the IS field globally)
6. Fang Liu, Graduated 2017. Placement: Industry (Data Analytics Expert).
7. Mark Bremhorst, Graduated 2020. Placement: Qld Government.
 - UQ Dean's Award for Outstanding PhD thesis
 - Australian Council of Heads and Professors of Information Systems (ACPHIS) Medal (for best IS dissertation in Australia)
8. Natalie Smith, Graduated 2021. Placement: Consulting.
 - Best thesis, UQ Business School (Rama Krishna Sastry Pappu Memorial Prize in Business)
9. Yanpei Lin, Graduating 2025. Placement: Stockholm School of Economics (House of Innovation)
 - AIS Doctoral Student Service Award, 2021
10. Yuan Fang, in progress, final PhD examination to be conducted June 2026.

Ph.D. Associate Supervision (Committee Member)

1. Palash Bera. Graduated 2008. Placement: Texas A&M International
2. Lior Limonad. Graduated 2010. Placement: IBM Israel.
3. Andrew Staib, Graduated 2019. Placement: Metro South Health, Qld Health
4. Javad Pool, Graduated 2022. Placement: Postdoctoral fellowship, UQ.
 - Best thesis, UQ Business School (Rama Krishna Sastry Pappu Memorial Prize in Business)
 - Australian Council of Heads and Professors of Information Systems (ACPHIS) Medal (for best IS dissertation in Australia)
5. Silviana Tana, Graduated 2022. Placement: Australian National University.
6. Sha Huang. Graduated 2023. Placement: Postdoc fellow, Queensland University of Technology.
 - Australian Council of Heads and Professors of Information Systems (ACPHIS) Medal (for best IS dissertation in Australia)
7. Sam Robertson, Graduated 2025. Placement: Postdoc fellow, University of Queensland.
8. Xianxian Jiang, in progress, UQ
9. Krishna Dermawan, in progress, UQ
10. Tae Gyun Kim, in progress, UQ
11. Amanda Holford, in progress, UQ
12. James Boyce, in progress, UQ.
13. Hetiao (Slim) Xie, in progress, UQ

Ph.D. External Examination

1. Queensland University of Technology, Feb 2008
2. University of Pretoria, Sept 2009
3. Institute of Business Administration, Karachi, Pakistan, Oct 2013
4. Memorial University of Newfoundland, June 2014
5. Queensland University of Technology, Jan 2015
6. City University of Hong Kong, Dec 2015

7. Joona Ruissalo, Aalto University, Finland, August 2023
8. Marta Villa, University of Oslo, October 2023
9. Tamara Roth, University of Luxembourg, 2024
10. Leo Kwong, Monash University, October 2024

Invited Research Seminars (Since 2010):

- 2010: Georgia State University, University of Georgia, Temple University, HEC Montreal
- 2011: University of Queensland
- 2012: University of Sydney, National University of Singapore, University of New South Wales, Fudan University, Shanghai Jiao Tong University
- 2013: Monash University, University of Canberra, University of Maryland College Park
- 2014: University of Auckland, University of Wollongong, Victoria University of Wellington, Simon Fraser University, Australian National University
- 2015: Nanyang Technological University, Singapore
- 2016: University of New South Wales
- 2018: Temple University, USA
- 2019: China University of Geosciences (Wuhan China), Xi'an Jiao Tong University China
- 2020: Australian National University, AIS India Chapter (INAIS), HEC Montreal, San Antonio, University of Georgia, Deakin University, Washington State University, London School of Economics, Xidian University, University of British Columbia
- 2021:
 - *Research talks*: University of Oslo, Georgia State University, Case Western Reserve University, Warwick Business School, Copenhagen Business School, University of South Florida.
 - *MISQ talks*: Zhejiang University of Technology China, University of Cincinnati, Rotterdam School of Management, RMIT, Washington State University, Institut Mines-Télécom Business School (IMT-BS) France.
- 2022:
 - *Research talks*: National University of Ireland (NUI) Galway, University of Mannheim (Germany), Southern U. of Science and Technology (China), University of Auckland
 - *MISQ talks*: University of Auckland
- 2023:
 - *Research/MISQ talks*: Hong Kong Polytechnic University, SIRION (Singapore Institutional Research Integrity Offices Network) Research Integrity Conference, Nanyang Technological University of Singapore (NTU), Central South University, Fudan University, Hong Kong University, National Taiwan University, Indian Institute of Management Kozhikode, Victoria University of Wellington, University of Auckland, George Washington University
 - *Multi-day visits*: Victoria University of Wellington, University of Hong Kong, University of Auckland, Joint Poly U. - Chinese U. – Hong Kong U. Summer Workshop
 - *Full-day symposia*: Hong Kong University of Science and Technology, National Taiwan University
- 2024:
 - *Research talks*: London School of Economics
 - *Multi-day visits*: Hong Kong University of Science and Technology, University of Auckland
- 2025:
 - *Research talks*: Indian Institute of Management Sambalpur
- 2026:
 - Invited panel presentation: “Data Studies at the Frontier: Anticipating the Next Decade of Data Research in Information Systems,” Inaugural Data Studies Workshop, Lisbon.

Recent Local Industry/Engagement Seminars

- 2019: Health Informatics Seminar Series; UQ Centre for Health Services Research and Qld Health
- 2019: UQ Australian Institute for Business and Economics Conversation Series “Evaluating Digital Transformation in Healthcare: The Move to an Evidence-Based Approach” [MC: Prof. Mark Blows, Pro Vice Chancellor (Research)]
- 2019: Children’s Health Queensland Hospital and Health Service; Health Services Research Workshop: Understanding the true value and impact of Health Services Research
- 2021: Presentation on AI paper in the Qld Health, Digital Health Journal Club, October 13, 2021
- 2021: Presentation on health IT evaluation in the Qld Health, Digital Health Grand Rounds, September 29, 2021
- 2022: Two panels at the Digital Health Summit, Sydney, Oct 18, 2022: “Leader’s Breakfast Panel” (Digital health research innovation, translation and transformation: enablers, barriers, leadership), and “Educating the healthcare workforce: New ways to attract, train, maintain and retain talent.”
- 2024: MC for The Business and Economics of Artificial Intelligence in Healthcare, Future of Health Symposium, Customs House (13 Sept)

Keynote Talks:

- 2011: QUT Doctoral Consortium
 - Topic: Improving Measurement in IS Research
- 2012: Information Systems Foundations Workshop, ANU Canberra
 - Topic: Reconfiguring Core Theories in Information Systems
- 2016: AIS Special Interest Group on the Grounded Theory Method, Dublin Ireland
 - Topic: Building a Grounded Theory of Effective Use
- 2019: Wuhan International Conference on E-Business, Wuhan China
 - Topic: The Evaluation of Digital Transformation in Healthcare
- 2020: International Conference on Digital Health and Medical Analytics (China)
 - Topic: The Evaluation of Digital Transformation in Healthcare
- 2020: International Conference on Information Systems Doctoral Consortium (India/online)
 - Topic: A Vision for MIS Quarterly and the Turn to Scholarship
- 2021: AIS India Chapter Joint Paper Development Workshop (IIM Lucknow - IIM Trichy)
 - Topic: What makes a good paper?
- 2021: Pre AOM Conference on Artificial Intelligence, Keynote, July 27 (online)
 - Topic: Research to underpin AI: Information resilience and information work
- 2021: AMCIS Doctoral Consortium Keynote
 - Topic: Emotions, Heart, and Soul in Scholarship
- 2021: City University of Hong Kong, IS Research Exchange, Keynote
 - Topic: Publishing in MIS Quarterly
- 2021: Junior Faculty Consortium for IS Research in German Speaking Countries, Keynote
 - Topic: The Emotions, Heart, and Soul of IS Research in Germany and MISQ
- 2021: Australasian Conference on Information Systems, Keynote
 - Topic: The Emotions, Heart, and Soul of IS Research in Australasia
- 2022: City University of Hong Kong, Information Systems Department, Summer Virtual Workshop
 - Topic: A Pause Between Crises?
- 2022: Hong Kong University, Area of Innovation and Information Management, Summer Workshop
 - Topic: A Pause Between Crises?
- 2022: Pacific Asia Conference on Information Systems
 - Topic: A Pause Between Crises?
- 2022: National University of Singapore, Dept. of Inf. Systems and Analytics, Summer Workshop

- Topic: A Pause Between Crises?
- 2022: Pre AOM Conference on Artificial Intelligence, Keynote, August 4 (online)
 - Topic: Does Data Scarcity Reinforce Status Quo?
- 2022: Americas Conference on Information Systems, August 12
 - The State of the IS field and Future Directions (joint with Dorothy Leidner & Alok Gupta)
- 2022: China Summer Workshop on Information Management, August 19
 - When the Scholar's Quest meets the Academic Marathon: Career Reflections
- 2022: Association for Information Systems - China Chapter Conference (hosted by Shanghai International Studies University), October 2022
 - Topic: The State of the IS field and Future Directions
- 2022: The IFIP Dewald Roode Workshop (DRW) on Information Systems Security Research, Oct 7
 - Topic: Information Security Research – What's Needed
- 2022: Workshop on Information Technology and Systems (WITS), December
 - Topic: Data, Reality, and Digital Transformation
- 2023: CDOIQ (Chief Data Officer and Information Quality) ASIA-PACIFIC SYMPOSIUM, Singapore
 - Topic: An organizational perspective on the foundations of information quality for CDOs
- 2023: China Summer Workshop on Information Management (CSWIM)
 - Topic: Information systems in China: Perspectives from MISQ
- 2023: Digital organisation Society (Royal Holloway University of London)
 - Topic: Making Impact through IS Research
- 2023: City University Summer Workshop
 - Topic: Perspectives from MIS Quarterly
- 2023: National Taiwan University
 - Topic: Impact and Innovation at MIS Quarterly
- 2023: University of Hong Kong Conference on Behavioural Science in the Age of Smart Technology
 - Topic: Behavioural Science in the Age of Smart Technology: Perspectives from *MISQ*
- 2023: Joint Poly University of HK, Chinese University of HK, Hong Kong University Summer Workshop
 - Topic: Editing Innovation in MISQ
- 2023: Harbin Summer Digital Health Workshop
 - Topic: Reflections on digital health research and MISQ
- 2023: Academy of Management CTO Division – Junior Faculty Consortium
 - Topic: Building Research Communities
- 2023: Information Systems Research in Scandinavia (IRIS) Conference
 - Topic: Reflections on the Nordic Tradition in IS Research
- 2024: Inaugural Summer Workshop on AI for Business, Shanghai China
 - Topic: The Time has Come: Harnessing AI Translation for Multilingual Science
- 2024: International Conference on Digital Health and Medical Analytics (China)
 - Topic: Digital Transformation of Healthcare in Australia: Lessons Learned from Two Cases
- 2025: Queensland University of Technology Centre for Future Enterprise HDR Colloquium
 - Topic: Transforming the Language of Science
- 2025: 9th Information Systems in Latin America (ISLA 2025) Conference
 - Topic: Transforming the Language of Science

Journal Editor Panels/Talks:

- 2024, Editors Panel, “Advancing the Scale and Impact of IS Research,” Conference on Information Systems and Technologies (CIST) INFORMS Panel Oct 20, 2024
- 2023, Editor's Panel, Intellectual Diversity in IS Research, International Conference on Information Systems, December 11

- 2023, Editor's Panel, Australian Council of Heads and Professors of IS, October 27
- 2023, Editor's Panel, BU Platform Strategy Symposium, July 18
- 2023, Editors' Session with AIS Chinese Scholars Chapter, March 20
- 2023, AIS Doctoral Student College Panel, Writing a 'Best Paper' Award-Winning Paper, Feb 3
- 2022, WITS Academic Panel (Continuing to Innovate in the IS Discipline), December 15
- 2022, ICIS Senior Scholars' Panel "Ethics in Publishing", December 14
- 2022, AIS SIG Social Inclusion Senior Scholar Panel, December 12
- 2022, AIS SIG DSA (Editor's Panel), December 12
- 2022, ACIS Panel, "Meet the editors," December 4
- 2021, MENACIS (Middle East and North Africa Conference on IS), Editors' Panel, Nov 19
- 2022, MALC (MIS Academic Leadership Conference), Nov 10-12, Editor's Panel.
- 2022, AMCIS Panel "Towards Promotions and Tenure", August 12
- 2022, AOM CTO Division Paper Development Workshop and Editors' Panel, August 6
- 2022, AOM Professional Development Workshop (Topic: Widening the divide through digital health innovation? A Towards Health Futures), August 6
- 2022, PACIS, Editor's Panel, July 10
- 2021, AIS SIG-ADIT, Editors' Panel, 2021, Dec 11
- 2021, ACIS Panel "Q&A: Boundaries of IS Research", Dec 10
- 2021, ICIS Doctoral Consortium, Editors' Panel, 2021, Dec 10
- 2021, INFORMS Workshop on Data Science 2021, Nov 13
- 2021, MENACIS (Middle East and North Africa Conference on IS), Editors' Panel, 2021, Nov 11
- 2021, UK Academy of Information Systems (UKAIS), Oct 19
- 2021: Q&A with MISQ EIC, Chinese Scholars Chapter Senior Scholar series, August 18, 2021
- 2021, AMCIS Journal Editors Panel, August 13
- 2021, AOM Professional Development Workshop (Topic: Bringing back digital transformation to Management), August 1
- 2021, AOM Professional Development Workshop (Topic: Integrating Induction and Abduction for Theory Development in Big Data Research), July 31
- 2021, PACIS Editors Panel, July 13
- 2021, PACIS Doctoral Consortium Panel Q&A, July 12
- 2021, IFIP 9.4 Virtual Conference, May 17
- 2021, 16th International Conference on Business and Information Systems Engineering, Germany, "Creating value from digital data in healthcare," March 10
- 2020, Association for Information Systems, Research Exchange online talk, Nov 18
- 2020, Workshop on Information Technology and Systems (WITS), Journal Editor Panel, Dec 18

TEACHING

I have taught many information systems courses across the undergraduate, professional graduate, doctorate, and executive levels, in the USA, Canada, Australia, and China. I specialise in teaching digital health, IT risk management, IT governance and strategy, systems analysis and design, and research methods. I co-led the development of UQ's university-wide Graduate Certificate in Clinical Informatics and Digital Health and also serve on national groups to develop/refine curriculum standards in digital health.

Teaching Experience at the University of British Columbia

I taught approximately three courses per year from 2005-2012 at UBC

- IT security & risk management at the undergraduate (Comm 456) and graduate levels (BAIT 512)
- Systems analysis and design at the undergraduate (Comm 436) and graduate levels (BAIT 506)

- Advanced topics in Information Systems at the PhD level (BAIT 580A)
- Management of IT in Business in the International MBA program (BAIT 501)

Average teacher evaluation across 24 classes at UBC: 4.67 out of 5.00.

Teaching/service innovations at UBC:

- I established two successful advisory boards (an Executive Advisory Board and an Alumni Board) to improve teaching, research, and innovation in our division.
- I led the initiative for UBC to be accredited and successful reaccredited by the Information Systems Audit and Control Association (2006-2009, 2010-2012)

Teaching Experience at the University of Queensland

- INFS6211 – Information Systems Honours (Semester 1, 2013)
- MGT57808 – Services & Systems (Semester 2, 2013)
- From 2014 to 2017, I was supported by a research-only ARC Future Fellowship
- From 2018-2020, I was supported by a research-only UQ Development Fellowship.
- From 2020-2022, I co-led the development of a university-wide Graduate Certificate Program in Clinical Informatics and Digital Health across four faculties at UQ. I also led the development of its capstone course *Reimagining Healthcare through Digital Health* (CIDH7304).
- In 2022, I co-designed and co-delivered *Digital Health Foundations* and *Reimagining Healthcare* in the Executive Education Leadership Program for Metro South Health (8 full days) and co-designed and delivered a 2-day ‘Advance Australia International’ program for Indonesian Health Executives on ‘Digital Technologies for the Healthcare Sector.’
- During 2023-2025, I co-taught *Reimagining Healthcare through Digital Health* in the Executive Education Leadership Program for Metro South Health (3-4 full days) and also coordinated and co-taught “Re-imagining Healthcare” (CIDH7304) in the Graduate Certificate in Clinical Informatics and Digital Health. I also served as Chair of Education for UQ’s Queensland Digital Health Centre.
- During Sem 1, 2026, I co-taught BISM4203 Advanced Studies in Business Information Systems. As a low-enrolment course, I did not receive teaching evaluations.
- Most recent teaching evaluation (Dec 2025) “Overall, how would you rate this teacher?”, 4.5/5.0 for CIDH7304.

Teaching Experience at Johns Hopkins University

- BU.350.620 AI and Digital Strategy – Developing new course in Fall 2026

EXTERNAL AND INTERNAL SERVICE

Major Academic Professional Service Roles

International Interdisciplinary Committees:

- AACSB Research Impact Task Force Member (2025-)
- RRBM (Responsible Research in Business & Management) Working Board (2025-)
 - o Chair of Strategic Planning Taskforce (2026)

National roles:

- Appointed member of *Australian Council of Senior Academic Leaders in Digital Health* (ACSALDH) (2024-), including member of ACSALDH Education & Workforce Committee (2025-)

Journal Editorial Boards:

- Special Issue co-Editor, *Information & Management* (PACIS 2023 Special Issue) (2024-2025)

- Editor in Chief, *MIS Quarterly* (2021-2023)
- Senior Editor, *MIS Quarterly* (2013-2021)
- Senior Editor, *Information & Organization* (2020; retired to take MISQ EIC role)
- Special Issue Senior Editor, *MIS Quarterly* (Next-Generation Theories in IS) (2018-2020)
- Special Issue co-Editor, *Journal of Database Management* (Ontological Analysis in Conceptual Modelling Special Issue) (2017)
- Special Issue co-Editor, *Information & Management* (PACIS 2015 Special Issue) (2016)
- Associate Editor, *MIS Quarterly* (2009-2012)
- Associate Editor, *Information Systems Research* (2011-2013)
- Editorial Board, *Information and Organization* (2016-present)
- Editorial Board, *Academy of Management Discoveries* (2014-2017)
- Editorial Board, *Journal of the Association for Information Systems* (2008-2010)
- Editorial Board, *Journal of Database Management* (2005-2020)

Journal Advisory Boards:

- Advisory Board, *Sage Open Access Journal on Business & Management* (2026-present)
- Advisory Board, *AIS Transactions on Human Computer Interaction* (2026-present)
- Advisory Board, *Pacific Asia Journal of the Association for Information Systems* (2024-present)
- Advisory Board, *MIS Quarterly Executive* (2023-present)
- Advisory Board, *International Journal of Information Management Data Insights* (2023-present)
- Advisory Board, *Information and Organization* (2022-present)
- Advisory Board, *Internet Research* (2020-present)
- Advisory Board, *IIM Kozhikode Society & Management Review* (2019-present)

Conference – Academic Programs:

- Program co-chair, International Conference on Information Systems (2026)
- Panel member, Best Paper Award Committee, CIST (Conference on Information Systems and Technology, 2026)
- Track co-chair, International Conference on Information Systems (2012, 2014, 2018, 2020, 2024, 2025)
- Founder and Conference Co-Chair, RRBM Asia-Pacific Responsible Research Summit (2024, 2025)
- Advisory Committee, China Summer Workshop on Information Systems (CSWIM), 2024
- Program co-chair, Pacific-Asia Conference on Information Systems (2015, 2023)
- Program co-chair, Americas Conference on Information Systems (2016)
- Track co-chair, *Wirtschaftsinformatik* (2023)
- Track co-chair, Australasian Conference on Information Systems (2012-2013)
- Track co-chair, Americas Conference on Information Systems (2010-2012, 2015)

Student and Early Career Mentorship:

- Organizing team, Academy of Management CTO Division, Career Mentorship Program (2026)
- Mentor, Asia Pacific Academic Mentoring Program, Australian Academy of Science (2025-2026)
- Junior Faculty Consortium Chair, European Conference on Information Systems (2025)
- Mid-Career Faculty Consortium Mentor, International Conference on Information Systems (2025)
- Mentor, Association for Information Systems Career Mentoring Program, and Chair, Paper Development Workshop (2024-2025)
- Junior Faculty Consortium Mentor, International Conference on Information Systems (2024)
- Doctoral Consortium Co-Chair, Australasian Conference on Information Systems (2024)
- ECIS African IS Paper Development Workshop (2024) [held post-ECIS]. Included serving on panel: "How can data from the African continent be better leveraged for top journal publications?"

- Mentor, University of Auckland Qualitative Paper Development Workshop (2022-2024)
- Doctoral Consortium Mentor, International Conference on Information Systems, (2022)
- Junior Faculty Consortium Mentor, Academy of Management (CTO Division) (Seattle) (2022)
- Doctoral Consortium Mentor, Pacific Asia Conference on Information Systems, Online, (2021)
- Doctoral Consortium Co-Chair, Pacific Asia Conference on Information Systems, Xi'an China, (2019)
- Australian Council of Heads and Professors of Information Systems (ACPHIS) Best PhD Dissertation Medal Selection Committee (2018)
- Doctoral Consortium Mentor, Australasian Conference on Information Systems (2016, 2018)
- Doctoral Consortium Mentor, Academy of Management (OCIS Division) (2015)
- Doctoral Consortium Mentor, International Conference on Information Systems (2015, 2022)
- Junior Faculty Consortium Mentor, International Conference on Information Systems (2013, 2016)
- MIS Camp (Junior Fac. Consortium) Co-Chair, Americas Conference on Information Systems (2012)
- Doctoral Consortium Co-Chair, International Conference on Conceptual Modeling (ER) (2010)

Academic Associations (Information Systems discipline):

- International Conference on Information Systems (ICIS) Executive Committee (2025-present)
- Association for Information Systems, President (2024-2025); President-Elect (2023-2024)
- *Journal of the Association for Information Systems*, Editor-in-Chief Selection Committee (2018)
- Association for Information Systems, Early Career Research Award Committee (2017-2019)
- Pacific-Asia Conference on Information Systems (AIS), Region 3 Board (2015-2016, 2019-2022)
- Americas Conference on Information Systems (AIS), Executive Committee (2016-2017)
- Academy of Management (OCIS Division), International Representative-at-large (2012-2015)
- Association for Information Systems, Representative for the Americas (2010-2012)

Ad hoc peer review:

- I perform ad hoc reviews for a range of journals and conferences in the Information Systems and Health Informatics fields. The journals and conferences are not listed here but can be provided.

Other external service roles

- School reviews:
 - Chair of External Review Panel, Department of Information Systems and Business Analytics, Deakin University, November 2021
 - Review of Promotion and Tenure Journal Standards, University of Auckland Business School (Faculty Staffing Committee), July 2022
- Journals:
 - Ad-hoc reviewer: MISQ, MS, ISR, JMIS, JAIS, and other journals in IS and health informatics
- Conferences:
 - Program Committee for the Academy of Social Sciences of Australia's Annual Symposium, 2023
 - AE or reviewer multiple years for ECIS, AMCIS, PACIS, ICIS, AOM(OCIS)
 - Annual PC member for WITS since 2006
- Agencies:
 - Assessor for national assessments in Australia (ERA)
 - Assessor for granting agencies in Australia (ARC), Singapore (SSRC), Belgium (FWO), Canada (SSHRC, NSERC), England (Leverhulme), Hong Kong (RGC), Germany (DAAD), and USA (NSF)
- Advisory boards:
 - International Advisory Committee member, The Centre for Digital Transformation (CDT), Indian Institute of Management Ahmedabad (IIMA).

- Advisory board member, Increasing the Participation and AdvanCement of Women in Information Technology (ImPACT IT), 2024-present.

Internal Service Roles at the University of Queensland

- University Wide:
 - Member, UQ Data Science Academic Advisory Committee (university-level committee) (2025-present)
 - Member, UQ Trusted Research Environment Operational Group (Previously Keypoint Steering Committee) (2022-present)
- Faculty of Medicine:
 - Member, Program Control Group (Education Lead, and Representative for Business Economics and Law), Queensland Digital Health Centre, UQ Faculty of Medicine (2022-present)
 - Member, UQ Medical School Teaching and Learning Committee (2023-2025), as Program Convener for the Graduate Certificate in Clinical Informatics and Digital Health
- Faculty of Business, Economics, and Law:
 - School-level Co-leader, Interdisciplinary Research Hub on the Future of Health (2018-Present)
 - Recruitment/Selection Committee for Interim Head of UQ Business School (2021)
 - Discipline Co-Leader (Business Information Systems) (2020)
 - Member of UQ Business School Research Fund Committee (2 school-wide rounds) (2020)
 - Associate Director, Research Training (School-wide PhD Program Director, ~150 students) (2018-2019)
 - Member of School-Level Academic Staff Promotion Committee (2019-2020)
 - Member of School-Level Research Committee (2013-2019), Deputy-Chair (2018-2019)
 - Research Performance Subcommittee (2013)
 - PhD Coursework Subcommittee (2016-2017)
 - Super A* Journal Review Subcommittee (2017)
 - Research Incentive Subcommittee (2018)
 - Special Studies Program (Sabbatical) Subcommittee (2018-2020)
 - Member of School/Faculty Program Review Subcommittees:
 - Honours Review Subcommittee (2016-2017)
 - BCom Curriculum Review Subcommittee (2017-2018)

Letter Writer for External Tenure and/or Promotion Cases:

- 2013: 2 (Asia)
- 2014: 2 (North America), 1 (Asia), 1 (Australasia), 1 (Europe)
- 2015: 2 (North America), 1 (Asia)
- 2016: 3 (North America)
- 2017: 1 (Europe)
- 2018: 3 (North America), 2 (Asia), 2 (Australasia)
- 2019: 9 (North America), 3 (Asia), 2 (Australasia)
- 2020: 4 (North America), 2 (Asia), 2 (Australasia), 1 (Europe)
- 2021: 4 (North America), 1 (Asia), 2 (Australasia), 3 (Europe)
- 2022: 9 (North America), 1 (Asia), 2 (Europe)
- 2023: 10 (North America), 4 (Asia)
- 2024: 6 (North America), 4 (Asia), 2 (Australasia), 4 (Europe)
- 2025: 7 (North America), 2 (Asia), 1 (Australasia)
- 2026: 7 (North America), 3 (Asia), 1 (Australasia), 1 (Europe)