

## **Gerald C. Kane, Ph.D.**

Carroll School of Management, Boston College  
140 Commonwealth Ave, Fulton 460E  
Chestnut Hill, MA 02467

**E-mail:** gerald.kane@bc.edu **Twitter:** @profkane

### **ACADEMIC EMPLOYMENT**

- 2012–present Associate Professor of Information Systems  
Boston College, Chestnut Hill, MA  
Carroll School of Management
- 2006–2012 Assistant Professor of Information Systems  
Boston College, Chestnut Hill, MA  
Carroll School of Management

### **EDUCATION**

- 2002–2006 Emory University, Atlanta, GA  
Goizueta Business School  
PhD in Information Systems
- 1999–2002 Georgia State University, Atlanta, GA  
MBA in Computer Information Systems
- 1994–1998 Emory University, Atlanta, GA  
Master's of Divinity
- 1990–1994 Furman University, Greenville, SC  
Bachelor's of Arts

### **PRIMARY RESEARCH AREAS**

- Using social media to manage knowledge within, between, and across firm boundaries.
- Investigating the intersection of information systems and social networks.
- Managing knowledge for organizational advantage, particularly in healthcare.
- Strategically using information technology to create business value.

### **AWARDS AND HONORS**

2015. Runner-up, Best Published Paper. Academy of Management (OCIS Division).

2014–2016. McKiernan Distinguished Fellow (\$30,000). Boston College, Carroll School of Management.

2012. U.S. Department of Defense (\$100,000). Title: Inferring Social and Psychological Meaning in Social Media. Small Business Technology Transfer Award *with Charles River Analytics*.

2011, 2012. Boston College Nominee: U.S. Professor of the Year, sponsored by Council for the Advancement and Support of Education (CASE) and the Carnegie Foundation for the Advancement of Teaching.

2009. National Science Foundation CAREER Award (\$500,000). Title: *Using Social Media to Manage Knowledge*, award number 0953285.

2009. Runner-up, Best Published Paper in *Information Systems Research*. INFORMS Information Systems Society.

2009. Best Paper. Academy of Management Annual Meeting, OCIS Division. Chicago, IL.

2009. Kelley Award (\$8,000) for research associated with the use of social media in organizations, Carroll School of Management, Boston College.

2009. Boston College Faculty Fellowship.

2007, 2008. Boston College Teaching with New Media (TWIN) Award.

## JOURNAL ARTICLES

Gerald C. Kane and Sam Ransbotham. "Content as Community Regulator: The Recursive Relationship Between Consumption and Contribution in Open Collaboration Communities." Forthcoming at *Organization Science*.

Gerald C. Kane and Sam Ransbotham. "Content and Collaboration: An Affiliation Network Approach to Information Quality in Online Peer Production Communities." *Information Systems Research* (27:2), June 2016, pp. 424–439.

Joshua Marineau, Guiseppa (Joe) Labianca, and Gerald C. Kane. "Direct and Indirect Negative Ties and Individual Performance." *Social Networks* (44), January 2016, pp. 238–252.

Maurice Kuegler, Stefan Smolnik, and Gerald C. Kane. "What's in IT for employees? Understanding the relationship between use and performance in enterprise social software." *Journal of Strategic Information Systems* (24:2), June 2015, pp. 90–112.

Gerald C. Kane, Douglas Palmer, Anh Nguyen-Phillips, and David Kiron. "Is Your Business Ready for A Digital Future?" *MIT-Sloan Management Review* (56:4), Summer 2015.

Gerald C. Kane. "Enterprise Social Media: Current Capabilities and Future Possibilities." *MIS Quarterly Executive* (14:1), March 2015, pp. 1–16.

Gerald C. Kane, Jeremiah Johnson, and Ann Majchrzak. "Emergent Lifecycle: The Tension Between Knowledge Change and Knowledge Retention in Open Online Coproduction Communities." *Management Science* (60:12), December 2014, pp. 3026–3048. Runner up for AoM (OCIS Division) Paper of the year for 2015.

Gerald C. Kane, Douglas Palmer, Anh Nguyen-Phillips, and David Kiron. "Finding the Value in Social Business." *MIT-Sloan Management Review* (55:3), Spring 2014.

Gerald C. Kane, Maryam Alavi, Guiseppa (Joe) Labianca, and Stephen P. Borgatti. "What's Different About Social Media Networks? A Framework and Research Agenda." *MIS Quarterly* (38:1), March 2014, pp. 257–304.

- Ann Majchrzak, Samer Faraj, Gerald C. Kane, and Bijan Azad. "The Contradictory Influence of Social Media Affordances on Online Communal Knowledge Sharing." *Journal of Computer Mediated Communication* (19.1), October 2013, pp. 38–55.
- Sam Ransbotham, Gerald C. Kane, and Nicholas Lurie. "Network Characteristics and the Value of Collaborative User-Generated Content." *Marketing Science* (Vol. 31:3), May–June 2012, pp. 387–405.
- Gerald C. Kane and Stephen P. Borgatti. "Centrality-IS Proficiency Alignment and Workgroup Performance." *MIS Quarterly* (35:4), December 2011, pp.1063–1078.
- Gerald C. Kane and Giuseppe (Joe) Labianca. "IS Avoidance in Healthcare Groups: A Multilevel Investigation." *Information Systems Research* (22:3), September 2011, pp. 504–522.
- Sam Ransbotham and Gerald C. Kane "Membership Turnover and Collaboration Success in Online Communities: Explaining Rises and Falls from Grace in Wikipedia." *MIS Quarterly* (35:3), September 2011, pp. 613–627.
- Gerald C. Kane. "A Multimethod Study of Information Quality in Wiki Collaboration." *ACM Transactions on Management Information Systems* (2:1), March 2011, Article 4.
- Gerald C. Kane, Ann Majchrzak, and Blake Ives. "Enterprise and Industry Applications of Web 2.0." *MISQ Executive*, December 2010.
- Gerald C. Kane, Robert G. Fichman, John Gallaughier, and John Glaser. "Community Relations 2.0: With the Rise of Real-Time Social Media, the Rules about Community Outreach Have Changed." *Harvard Business Review* (87:11), November 2009, pp. 45–50.
- Gerald C. Kane and Robert G. Fichman. "The Shoemaker's Children: Using Wikis for IS Teaching, Research, and Publication." *MIS Quarterly* (33:1), March 2009, pp. 1–22.
- Veda C. Storey, Gerald C. Kane, and Kathy Stewart-Schwaig. "The Quality of Online Privacy Policies: A Resource-Dependency Perspective." *Journal of Database Management* (20:1), Winter 2009, pp. 19–37.
- Gerald C. Kane and Maryam Alavi. "Casting the Net: A Multimodal Network Perspective on User-System Interactions." *Information Systems Research* (19:3), September 2008, pp. 253–272. (Lead article, runner-up for best paper in *ISR* for 2008.)
- Gerald C. Kane and Maryam Alavi. "Information Technology and Organizational Learning: An Investigation of Exploitation and Exploration Processes." *Organization Science* (18:5), September-October 2007, pp. 786–812.
- Kathy Stewart-Schwaig, Gerald C. Kane, and Veda Storey. "Compliance to the Fair Information Practices: How are the Fortune 500 Handling On-line Privacy Disclosures?" *Information & Management* 43(7), October 2006, pp. 805–20.
- Kathy Stewart-Schwaig, Gerald C. Kane, and Veda C. Storey. "Privacy, Fair Information Practices, and the Fortune 500: The Virtual Reality of Compliance." *DATABASE* (36:1), January 2005, pp. 46–65.

## WORKS IN PROGRESS

Ning Nan, Ching Ren, and Gerald C. Kane. "Complex Adaptive Systems as a New Organizing Framework for IS Research." Revise and Resubmit, *MIS Quarterly*.

Lynn Wu and Gerald C. Kane. "Network-Biased Technical Change: How Social Media Tools Disproportionately Affect Employee Performance." Revise and Resubmit, *Management Science*.

Maurice Kuegler, Stefan Smolnik and Gerald C. Kane. "Is Organizational Climate the Key? Assessing the Determinants of Enterprise Social Software Use." Revise and Resubmit, *Journal of Management Information Systems*.

Ksenia Koroleva and Gerald C. Kane. "Relational Affordances of Information Processing on Social Network Sites." Revise and Resubmit, *Information & Management*.

Yong Kim and Gerald C. Kane. "Bridging Boundaries in an Organization: Enterprise Social Media, Perceived Proximity, and Cross-Boundary Tie Formation." Under Review, *MIS Quarterly*.

Burcu Bulgurcu, Witske Van Osch, and Gerald C. Kane. "The Rise of the Promoters: Understanding a New Class of Users and their Participation in Enterprise Online Communities." Under Review, *Journal of Management Information Systems*.

Gerald C. Kane. "Social Media: "Finally Fulfilling the Promises of Knowledge Management." Under Review, *Information and Organization*.

Gerald C. Kane, Douglas Palmer, Anh Nguyen-Phillips, and David Kiron. "The Paradoxical Effect of Technology on Work." Under Review, *MIT-Sloan Management Review*.

Christina Yuan, Ingrid Nembhard, Jason Fletcher, and Gerald C. Kane. "Change is Constant: The Role of Network Churn in IT Belief Formation." In Preparation for Submission to Journal of the American Medical Informatics Association.

M-H Charki, Nabila Boukef, and Gerald C. Kane. "Online-Offline Congruence: The Key to Enterprise Social Media Satisfaction." Working paper.

Amber Young and Gerald C. Kane. "It's Not What You Think: Gender Bias in Information about Fortune 1000 CEOs on Wikipedia." Conditionally Accepted, *2016 International Conference on Information Systems*.

Marco Marabelli, Xinru Page, and Gerald C. Kane. "Psychosocial Stages of Social Media Use." Working paper.

Marios Kokkodis and Gerald C. Kane. "The Relationship Between Disclosing Purchase Information and Reputation Systems in Electronic Markets." Working paper.

## RESEARCH REPORTS

Gerald C. Kane, Doug Palmer, Anh Nguyen Phillips, David Kiron, and Natasha Buckley. Aligning the Organization for its Digital Future. *2016 Research Report by MIT-Sloan Management Review*.

Gerald C. Kane, Doug Palmer, Anh Nguyen Phillips, David Kiron, and Natasha Buckley. The Digitally Transformed Business: IT Doesn't Matter. *2015 Research Report by MIT-Sloan Management Review*.

Gerald C. Kane, Doug Palmer, Anh Nguyen Phillips, David Kiron, and Natasha Buckley. Moving Beyond Marketing: Generating Social Business Value Across the Enterprise. *2014 Research Report by MIT-Sloan Management Review*.

## **BLOG POSTS, MIT-SLOAN MANAGEMENT REVIEW**

- One Weird Trick for Digital Transformation. August 2, 2016.
- Can Social Media Cultivate Long-Term Loyalty? (with Danielle Dalton and Bridget Akinc) June 7, 2016.
- Predicting the Future: How to Engage in Really Long-Term Strategic Digital Planning. May 3, 2016.
- Mass Customization and the Do-It-Yourself Supply Chain (with Mohan Subramaniam and Bala Iyer). April 05, 2016.
- Halting the Corporate Brain Drain. March 7, 2016.
- What Companies Should Learn About Social Media from American Politics. February 2, 2016.
- Balancing Tradeoffs in Social Media. January 4, 2016.
- The Rise of Visual Content Online (with Alex Pear). January 4, 2016.
- The Post-Email Organization. November 5, 2015.
- Digital Transparency and Permanence. October 5, 2015.
- The Talent Imperative in Digital Business. September 9, 2015.
- Social Media Expands Horizons for Workers with Autism Spectrum Disorder (with Emily Concannon). June 7, 2015.
- Thinking Outside the [Penalty] Box (with Erin Hughes). May 5, 2015.
- Are Social Media's Benefits Getting Lost in Translation? (with M.H. Charki and N. Bokeuf) March 10, 2015.
- Simplifying the Enterprise Social Media Landscape. February 3, 2015.
- Social Business Is Dead.... November 20, 2014.
- Why Your Company is Probably Measuring Social Media Wrong. October 7, 2014.
- Why Social Media will Fundamentally Change Business. September 8, 2014.
- The Paradox of Leading a Social Business. July 29, 2014.
- Be a Good Sport with Social Business. July 3, 2014.
- Social Media Marketing Doesn't Matter. June 3, 2014.
- How to Avoid a Social Media Fiasco. April 18, 2014.
- The Power of Unintentional Collaboration. January 22, 2014.
- Which Game are You Playing? January 10, 2014.
- Walking the Legal Tightrope of Social Business (with Kabrina Chang). November 25, 2013.
- It Started with a Hashtag: Revitalizing BC Football with Social Media. October 24, 2013.
- Why Social Business Initiatives Fail. October 07, 2013.
- Your Turn: What Questions Do Managers Have About Social Business? October 03, 2013.
- Social Business: Flat or Hierarchical? A Surprising Answer. August 21, 2013.
- Procedural Versus Strategic Approaches to Social Media. July 18, 2013.
- One Size Does Not Fit All in Social Media. June 25, 2013.
- What Is Social Media, Anyway? (And Why Managers Should Care). May 13, 2013.

- What Can Managers Learn about Social Media from the Boston Marathon Bombing? April 25, 2013.

## CONFERENCES AND WORKSHOPS

Amber Young and Gerald C. Kane. "It's Not What You Think: Gender Bias in Information about Fortune 1000 CEOs on Wikipedia." *Conditionally Accepted* at International Conference of Information Systems. Dublin, Ireland. December 2016.

Burcu Bulgurcu, Witske Van Osch, and Gerald C. Kane. "Classifying Enterprise Social Media Users: A Mixed-Method Study of Organizational Social Media Use." *Conditionally Accepted* at International Conference of Information Systems. Dublin, Ireland. December 2016.

Yongsuk Kim and Gerald C. Kane. "Bridging Boundaries in an Organization: Enterprise Social Media, Perceived Proximity, and Cross-Boundary Tie Formation." Academy of Management Annual Meeting (OCIS Division). Anaheim, CA. August 2016.

Yongsuk Kim and Gerald C. Kane. "Online Tie Formation in Enterprise Social Media." International Conference on Information Systems. Fort Worth, TX. December 2015.

Gerald C. Kane. "Toward Big Data Qualitative Research." 8th Annual Grounded Theory Workshop at ICIS 2014. Auckland, NZ. December 2014.

Gerald C. Kane. "Social Business Is Dead, Long Live Social Business." Academic Keynote, Workshop on Business and Technology Innovation. Ross School of Business, University of Michigan. October 2014.

Gerald C. Kane. "Measuring Social Media as a Complex Adaptive System." SocialMedia.org Brands Only Summit. Orlando, FL. October 2014.

Mo Wang, Kevin Crowston, Gerald C. Kane, John Kammeyer-Mueller, Kevin W. Rockmann, and Paul Leonardi. "Funding Opportunities for Academy of Management Scholars, from the National Science Foundation." Panel presentation for 2014 Academy of Management Annual Meeting. Philadelphia, PA. August 2014.

Elizabeth Davidson, Daniel Robey, Gerald C Kane, Sirkka Jarvenpaa, and Andrew Burton-Jones. "Can This Paper Be Saved? Dealing with Difficult Reviews (and Reviewers)." Panel presentation for 2014 Academy of Management Annual Meeting. Philadelphia, PA. August 2014.

Gerald C. Kane and Sam Ransbotham. "Which Came First? Contribution Dynamics in Online Production Communities." International Conference on Information Systems, Milan, Italy. December 2013. Best paper nominee.

Gerald C. Kane. "Psychosocial Stages of Social Media Use." International Conference on Information Systems, Milan, Italy. December 2013.

Gerald C. Kane. "Multimodal Networks and Healthcare Team Performance." University of Texas – Austin Healthcare Symposium. Austin, TX. April 2013.

Gerald C. Kane and Sam Ransbotham. "Codification and Collaboration: Information Quality in Social Media." International Conference on Information Systems, Orlando, FL. December 2012.

Gerald C. Kane “Social Media 101” 53<sup>rd</sup> International Conference on Health & Science Communication. Providence, RI. June 2012.

Gerald C. Kane “Network Structure and Information Quality in Wikipedia” Presentation at the Advanced Networks Professional Development Workshop, Academy of Management Annual Meeting, San Antonio, TX. August 2012.

Gerald C. Kane. “Social Media in the Classroom: What I’ve Learned” Academy of Management Annual Meeting. Boston MA. August 2012.

Gerald C. Kane and Sam Ransbotham. “Collaborative Development in Wikipedia.” MIT Collective Intelligence Conference. Cambridge MA. April 2012.

Gerald C. Kane, Bijan Azad, Ann Majchrzak, and Samer Faraj. “The Paradoxical Influence of Social Media Affordances on Intellectual Capital Creation.” Academy of Management Annual Meeting. San Antonio, TX. August 2011.

Joshua Marineau, Giuseppe (Joe) Labianca, and Gerald C. Kane. “Direct and Indirect Negative Ties and Individual Performance.” Academy of Management Annual Meeting. San Antonio, TX. August 2011.

Gerald C. Kane, Maryam Alavi, Giuseppe (Joe) Labianca, and Stephen P. Borgatti. “Social Media Networks: An Agenda for Research.” 3<sup>rd</sup> Boston College Social Media Workshop. Chestnut Hill, MA. May 2011.

Gerald C. Kane, Sam Ransbotham, Ann Majchrzak, Jeremiah Johnson, and Lily Chenisern. “Defending the Work of Others: Retaining Knowledge in Open Production Communities.” Organization Science Winter Conference, Steamboat Springs, CO. February 2011.

Steven L. Johnson, Brian Butler, Samer Faraj, Sirkka Jarvenpaa, and Gerald Kane. “New Directions in Online Community Research.” Panel presentation, 31<sup>st</sup> International Conference on Information Systems, St. Louis, MO. December 2010.

Sam Ransbotham, Gerald Kane, and Nicholas Lurie. “Social Networks and the Value of Collaborative User-Generated Content.” University of Maryland Complexity Conference, Washington DC. November 2010.

Sam Ransbotham, Gerald Kane, and Nicholas Lurie. “Social Networks and the Value of Collaborative User-Generated Content.” Association for Consumer Research, Jacksonville, FL. October 2010.

Gerald C. Kane and Sam Ransbotham. “Quality and Market Value of Medical Information on Wikipedia.” Workshop on Health IT and Economics. Washington DC. October 2010.

Gerald C. Kane and Giuseppe (Joe) Labianca. “IS Avoidance in Healthcare Groups: A Multilevel Investigation.” Workshop on Health IT and Economics. Washington DC. October 2010.

Gordon B. Schmidt, Gerald C. Kane, Richard N. Landers, James Lynch, Julia Teahen, and Michael Van Dervort. “Making Management Knowledge Connections Through Online Social Networking Sites.” Panel presentation, 2010 Academy of Management Annual Meeting. Montreal, Quebec. August 2010.

Gerald C. Kane and Sam Ransbotham. "A Social Network View of Wikipedia Collaboration." Boston College Web 2.0 Workshop. Chestnut Hill, MA. May 2010.

Robert G. Fichman, Gerald C. Kane, and Eric Walden. "Research Exemplars Panel: Information Systems Research." 2010 Academy of Management Entrepreneurship Research Exemplars Conference, University of Connecticut. Storrs, CT. May 2010.

Gerald C. Kane, Ann Majchrzak, Jeremiah Johnson, and Gloria Chenisern. "A Longitudinal Study of Perspective Development in a Fluid Online Collective." Research presentation, 30<sup>th</sup> International Conference on Information Systems, Phoenix AZ. December 2009.

Sam Ransbotham and Gerald C. Kane. "Fall from Grace: Knowledge Retention in Community-Based Peer Production." Research presentation, 2009 INFORMS Annual Meeting. San Diego, CA. October 2009.

Gerald C. Kane and Sam Ransbotham. "The Influence of Network Structure on the Quality of Peer Produced Medical Information." Workshop on Information Networks. Stern School of Management, New York University. September 2009.

Gerald C. Kane. "It's a Network, Not an Encyclopedia: A Social Network Perspective on Wikipedia Collaboration." Research presentation, 2009 Academy of Management Annual Meeting, Chicago, IL. August 2009 (Best paper, OCIS Division).

Gerald C. Kane, Ann Majchrzak, Jeremiah Johnson, and Gloria Chenisen. "A Lifecycle Model of Perspective Making and Perspective Taking in Online Collectives." Boston College Web 2.0 Workshop. Chestnut Hill, MA. May 2009.

Sam Ransbotham and Gerald C. Kane. "Fall from Grace: Knowledge Retention in Community-Based Peer Production." Boston College Web 2.0 Workshop. Chestnut Hill, MA. May 2009.

Gerald C. Kane "When Do Wikis Work? Understanding the Pros and Cons of User Generated Content." Health 2.0 Conference. Boston, MA, April 23, 2009.

Gerald C. Kane. "Aggregation and Coordination: A Social Network Perspective on IS Proficiency." Research presentation, 2008 INFORMS Annual Meeting. Washington DC. October 2008.

Gerald C. Kane. "The Social Structure of Collaboration on Wikipedia." Research presentation, 2008 INFORMS Annual Meeting. Washington DC. October 2008.

Gerald C. Kane, Robert G. Fichman, Gina Ashe, Yael Glassman, and Amir Lewkowicz. "The Impact of Web 2.0 on the Healthcare Industry." Panel presentation, 2008 INFORMS Annual Meeting. Washington DC. October 2008.

Gerald C. Kane. "Crisis by Consensus: A Study of the Wikipedia Article Dedicated to the Virginia Tech Massacre." Poster presentation, 14<sup>th</sup> annual *Organization Science* Winter Conference. Squaw Valley, CA. February 2008.

Gerald C. Kane. "IS Proficiency in Social Networks." Proceedings of the 28<sup>th</sup> International Conference on Information Systems. Montreal, Quebec. December 2007.



Richard J. Boland, Brian S. Butler, Samer Faraj, Gerald C. Kane, and Youngjin Yoo. "Has IS Missed the Network Revolution?" Panel presentation, 27<sup>th</sup> International Conference on Information Systems. Milwaukee, WI. December 2006.

Gerald C. Kane and Michael J. Prietula. "Influence and Structure: Extending a Model of Organizational Learning." Poster presentation, 12<sup>th</sup> annual Organization Science Winter Conference. Steamboat Springs, CO. February 2006.

Gerald C. Kane and Maryam Alavi. "Casting the Net: A Multimodal Network Perspective on Knowledge Management." Proceedings of the 26<sup>th</sup> International Conference on Information Systems. Las Vegas, NV. December 2005.

Gerald C. Kane and Maryam Alavi. "Information Technology and Organizational Learning: An Investigation of Exploitation and Exploration Processes." Proceedings of the 26<sup>th</sup> International Conference on Information Systems. Las Vegas, NV. December 2005.

Gerald C. Kane. "Casting the Net: Towards a Theory of Multimodal Knowledge Sharing Networks." 2005 International Conference on Information Systems Doctoral Consortium. Las Vegas, NV. December 2005.

Gerald C. Kane. "Walk Softly and Carry a Big STIK: Towards an Integrated Theory of Knowledge Management." Queen's College Doctoral Consortium. Kingston, ON. November 2004.

Gerald C. Kane and Giuseppe (Joe) Labianca. "Disconnection within the Connection: Studying the Social Ledger in a Religious Organization." 2004 Academy of Management Conference. New Orleans, LA. August 2004.

Gerald C. Kane. "Holes in the Net: Towards a Structural Theory of Knowledge Management." JAIS Theory Building Workshop. Seattle, WA. December 2003.

Gerald C. Kane and Michael J. Prietula. "Influence and Structure: Extending a Model of Organizational Learning." Proceedings of the North American Conference on Social and Organizational Systems. Pittsburgh, PA. July 2003.

## **BOOK CHAPTERS**

Jeremiah Johnson and Gerald C. Kane. "Social Media." In *Wiley Encyclopedia of Management* (Third Edition), forthcoming.

Sam Ransbotham and Gerald C. Kane, "Web 2.0." In *Wiley Encyclopedia of Management* (Third Edition), forthcoming.

Gerald C. Kane, Kathy Stewart-Schwaig, and Veda C. Storey, "Information Privacy: Understanding How Firms Behave Online." In *Theoretical and Practical Advances in Information Systems Development: Emerging Trends and Approaches*. Keng Siau, ed. IGI Global, 2011.

Maryam Alavi and Gerald C. Kane. "Social Networks and Information Technology: Evolution and New Frontiers." In *Knowledge Management: An Evolutionary View*. Dorothy Leidner and Irma Becerra-Fernandez, eds. AMIS Research Monograph, 2008.

## INVITED PRESENTATIONS

April 2016. University of Massachusetts. Amherst, MA.  
October 2015. Clemson University. Clemson, SC.  
June 2015. Bentley University. Waltham, MA.  
April 2015. Boston University. Boston, MA.  
March 2014. Baylor University. Waco, TX.  
March 2014. University of Texas at Austin. Austin, TX.  
March 2014. EDHEC Business School. Lille, FR.  
January 2014. University of Hawaii. Honolulu, HI.  
October 2013. McGill University. Montreal, QC  
October 2013. University of Texas. Austin, TX  
June 2013. US Army Soldier Systems Center, Natick MA.  
May 2013. Charles River Analytics, Cambridge, MA  
April 2013. University of Texas at Austin. Austin, TX.  
February 2013. Yale University. New Haven CT.  
November 2012. Michigan State University. East Lansing, MI.  
May 2011. Georgia Institute of Technology. Atlanta GA.  
April 2011. American Society of Training & Development. New York, NY.  
March 2011. University of Texas at Austin. Austin, TX.  
November 2010. Temple University. Philadelphia, PA.  
October 2010. New York University. New York, NY.  
April 2010. University of Oulu. Oulu, Finland.  
September 2009. Communispace, Inc. Watertown, MA.  
May 2009. Business Development Institute. New York, NY.  
March 2009. University of Southern California. Los Angeles, CA.  
January 2009. Wentworth Institute of Technology. Boston, MA.  
October 2008. University of Minnesota. Minneapolis, MN.  
September 2008. University of Maryland. College Park, MD.  
July 2008. Biotechnology Industry Organization. Washington DC.  
March 2008. Simmons University. Boston, MA.  
February 2008. Bentley University, Waltham, MA.  
November 2007. Boston University, Boston, MA.

## REFERENCES IN THE PRESS

- Sean Captain. "Slacklash: Group Messaging Apps Are Stressing Some People Out." *Fast Company*. March 17, 2016.
- Gerald C. Kane "Social media brings risks, benefits to workplaces." *Boston Globe*. October 9, 2015.
- Gerald C. Kane and Erin Hughes. "Pinterest, NHL an unlikely social media success story." *Boston Globe*. June 28, 2015.
- Ryan Lenora Brown. "Facebook cracks down on hate speech against women." *Christian Science Monitor*. May 30, 2013.
- Hayley Tsukayama. "YouTube paid channels officially launch." *Washington Post*. May 9, 2013.
- Ana Luiza Leal, Luiza Dalmazo, and Bruno Ferrari. "As empresas caíram nas redes sociais." *Exame* August 8, 2012.
- David Kiron, Doug Palmer, Anh Nguyen Phillips, and Nina Kruschwitz. "Social Business: What Are Companies Really Doing? 2012 Social Business Global Executive Study and Research Project." *MIT Sloan Management Review*. May 30, 2012.

- Raphael Satter. "UK Surveillance Could Yield Window Into Lives." *Associated Press*. May 18, 2012
- Nina Kruschwitz. "Size Matters in Social Business Adoption." *MIT Sloan Management Review*. April 4, 2012.
- Kate Dailey. "Kony2012: The rise of online campaigning." *BBC News Magazine*. March 9, 2012.
- Doug Cope. "The Parent Report: Facebook Depression." *CBS Boston Newsradio WBZ 1030*. April 13, 2011.
- Thomas Grillo. "Patriots Sell Chargers Tickets with Social Media Blitz." *Boston Herald*. October 22, 2010.
- Steve Kowlchick. "Whither the Wikis." *Inside Higher Ed*. July 14, 2010.
- William Bole. "The Finals Frontier: Students Create their Own Exams." *Boston College Magazine*. Spring 2010.
- Miles O'Brien. "Trading Textbooks for Twitter." *ScienceNation*. May 10, 2010.
- Diane Hessian. "Jerry Kane Shares His Perspective on Social Media." *Communispace Blog*, November 20, 2009
- Tim Czerwinski. "Peer Pressure." *Boston College Magazine*. Fall 2009.
- T. Peterson. 2009. "Waddayaknow? Knowledge Management Can Be an Organization's Key to Survival." 304, *The Conference Board*, New York.
- Matt Vilano. "Wikis, Blogs, and More, Oh My!" *Campus Technology*. April 1, 2008.
- Dave Greenfield. "Wikis While You Work." *eWeek*. November 27, 2007.
- Dan Carnevale. "Wikis Win a Convert." *Chronicle of Higher Education*. August 17, 2007.
- Heather Haverstein. "Wiki Becomes Textbook in Boston College Classroom." *Computerworld*. August 15, 2007.

## PROFESSIONAL ACTIVITIES

### GUEST EDITOR

2013–present. Guest Editor for Social and Digital Business, *MIT-Sloan Management Review*.

### SENIOR EDITOR

Society for Information Management Advanced Practices Council Academic Workshop:  
Enterprise and Industry Applications of Web 2.0. December 2009. Phoenix, AZ.  
Special Issue: Enterprise and Industry Applications of Web 2.0. *MIS Quarterly Executive*,  
December 2010.

### ASSOCIATE EDITOR

*MIS Quarterly* (2012–2016).  
*Information Systems Research*, Guest AE  
*Information Systems Research*, Special Issue: Role of Information Systems in Healthcare  
Organizations.  
International Conference on Information Systems (2008–2012)  
Academy of Management Annual Meeting (OCIS Division, 2011–2013)

### TRACK CHAIR

International Conference on Information Systems (2014, 2015): Social Media and Digital  
Collaboration Track.

### EDITORIAL BOARDS

*MIS Quarterly Executive* (2013–present)  
*Journal of Information Technology Case and Application Research* (2009–2011)

*Journal of the Association of Information Systems*, Special Issue on Social Networks (2007–2009)

#### **REVIEWER**

*Information Systems Research, MIS Quarterly, Organization Science, Management Science, Academy of Management Journal, Academy of Management Review, Sloan Management Review, Journal of Management Information Systems, Journal of the Association of Information Systems, Journal of Management Studies, IEEE Transactions on Engineering Management, DATABASE, Communications of the AIS, Journal of Information Technology Case and Application Research, Social Sciences and Humanities Research Council of Canada, Israeli Science Foundation.*

#### **SESSION CHAIR**

International Conference on Information Systems (2011)  
Academy of Management Annual Meeting (OCIS Division, 2011)

#### **PANELIST**

National Science Foundation. (CAREER Award, Big Data Initiative)

#### **COMMITTEE MEMBER**

Executive Committee, Academy of Management (OCIS Division), Member at Large 2012–2015.  
Nominating Committee (2011, 2016), Academy of Management (OCIS Division, 2011)

#### **DOCTORAL COMMITTEE**

- 2015. Christina Yuan, Yale University. “Understanding how social influence and social networks affect the implementation of an electronic medical record system.”
- 2013. Michael Fisher, Case Western Reserve University. “The Co-production of Social Contagion: A Comparative Analysis of Social Networking Sites.”
- 2012. Ksenia Koroleva, Humboldt University of Berlin. “The Role of Social Network Sites in Creating Information Value and Social Capital.”
- 2010. Teppo Raisainen, University of Oulu. “All for One, One For All: Organizational Knowledge Creation and Utilization Using a New Generation of IT Tools.”

#### **FACULTY MENTOR**

Doctoral Consortium. Americas Conference on Information Systems (AMCIS), 2011.

#### **UNIVERSITY SERVICE**

- University Strategic Planning Committee for Marketing and Communications (2016).
- Assistant Department Chair (AY 2011–present)
- Chair, IS Department Faculty Search (AY 2011–present)
- Carroll School of Management Teaching Committee (2010–present)
- Carroll School Education Policy Committee (2013–present)
- Organizer, Boston College Social Media Workshop (2009–2011)
- Social Media Advisor (Public Affairs Office, Law School Development Office, Leadership for Change, Academic Technology Office, Carroll School of Management MBA Program)
- Faculty Advisor (2007–2012)
- Faculty Advisor: First-Year Experience (2007, 2008)

## **CONSULTING ACTIVITY AND ADVISORY BOARDS**

- Institute for Healthcare Improvement. Cambridge, MA.
- MetLife. New York, NY.
- Deloitte. Boston, MA.
- Partner's Healthcare. Boston, MA.
- AGL Energy. Sydney, Australia.
- Axel Johnson, Inc. New York, NY.
- LEAD. Dubai, UAE.

## **PREVIOUS PROFESSIONAL EXPERIENCE**

- 1994–2006      Ordained Clergy, North Georgia United Methodist Church
- One of five clergy staff for a 5000-member congregation