

Deborah J. Armstrong

Department of Business Analytics, Information Systems, & Supply Chain
College of Business • Florida State University
djarmstrong@business.fsu.edu

EDUCATION

The University of Kansas, Ph.D. Information Systems, 2001
Avila College, Master of Business Administration, 1996
California State University Long Beach, Bachelor of Arts, Economics, 1986

WORK HISTORY

Professor, Florida State University, Fall 2020

Business Analytics, Information Systems, & Supply Chain Department

Visiting Professor, Baylor University, Spring 2020

Hankamer School of Business, Information Systems Department

Associate Professor, Florida State University, Fall 2016 – Spring 2020

Business Analytics, Information Systems, & Supply Chain Department

Associate Professor, Florida State University, Fall 2013 – Spring 2016

Entrepreneurship, Strategy and Information Systems Department

Associate Professor, Florida State University, Fall 2009 – Spring 2012

Management Department

Assistant Professor, Florida State University, Fall 2007 – Spring 2009

Management Information Systems Department

Assistant Professor, University of Arkansas, Fall 2001 – Spring 2007

Information Systems Department

Graduate Teaching Assistant, University of Kansas, Fall 1997 - Summer 2000

Accounting and Information Systems Department

Graduate Assistant, University of Kansas, Fall 1996 – Summer 1997

Management Department

RESEARCH

Research Interests: Issues at the intersection of IS personnel and cognition involving the human aspects of technology, change, and learning.

Refereed Journal Articles

Riemenschneider, C. K., and Armstrong, D. J. “The Development of the Perceived Distinctiveness Antecedent of Information Systems Professional Identity,” *MIS Quarterly* (forthcoming).

Zeng, M., Lin, S.F. and Armstrong, D. J. (2020). “Are all Internet Users’ Information Privacy Concerns (IUIPC) Created Equal?” *AIS Transactions on Replication Research* 6:3, pp. 1-10.

Moon, Y., and Armstrong, D. J. (2020). “Service Quality Factors Affecting Customer Attitudes in Online-to-Offline Commerce Information Systems and e-Business Management,” *Information Systems and e-Business Management* 18, pp. 1-34.

- Riemenschneider, C. K., Armstrong, D. J., and Buche, M. (2019). "He said, she said: Communication theory of identity and the challenges men face in the information systems workplace," *The DATABASE for Advances in Information Systems* 50:3, pp. 85-115.
- Lin, S. F., and Armstrong, D. J. (2019). "Beyond Information Privacy: The Role of Territory in Privacy Management Behavior in Online Social Networks," *Journal of the Association for Information Systems* 20:4, pp. 434-475.
- Brooks, N., Riemenschneider, C. K., and Armstrong, D. J. (2019). "The Information Technology Professional: A Two-Wave Study of Factors Impacting Commitment and Satisfaction" *Communications of the AIS* 44: Article 29, pp. 600-629.
- Armstrong, D. J., Riemenschneider, C. K., Buche, M., and Armstrong, K.R. (2018). "Mitigating Turnover Intentions: Are all IT Workers Warriors?" *AIS Transactions on Replication Research* 4:1, pp. 1-10.
- Armstrong, D. J., Riemenschneider, C. K., and Giddens, L. (2018). "The Advancement and Persistence of Women in the Information Technology Profession: An Investigation of Ahuja's Model," *Information Systems Journal, Special Issue on Social Inclusion* 28:6, pp. 1082-1124.
- Liu, Y., Armstrong, D. J., and Riemenschneider, C.K. (2018). "The Relationship between Information Systems (IS) Assets, Organizational Capabilities, and IS-enabled Absorptive Capacity in U.S. State Information Technology Departments," *Communications of the AIS* 42:1, Article 6.
- Moon, Y. J., Choi, M., and Armstrong, D. J. (2018). "The Impact of Relational Leadership and Social Alignment on Information Security System Effectiveness in Korean Governmental Organizations" *International Journal of Information Management* 40, pp. 54-66.
- Tripp, J. and Armstrong, D. J. (2018). "Agile Methodologies: Organizational Adoption Motives, Tailoring, and Performance," *Journal of Computer Information Systems* 58:2, pp. 170-179.
- Loiacono, E., Iyer, L. S., Armstrong, D. J., Beekhuizen, J., and Craig, A. (2016). "AIS Women's Network: Advancing Women in IS Academia," *Communications of the AIS* 38:1, pp. 784-802.
- Armstrong, D. J., Brooks, J. G., and Riemenschneider, C. K. (2015) "Exhaustion from Information System Career Experience: Implications for Turn-Away Intention," *MIS Quarterly* 39:3, pp. 713-727.
- Moon, Y.J., Kim, W. G., and Armstrong, D. J. (2014). "Exploring Personality Traits in Flow and User-Generated Content Usage," *Information & Management* 51:3, pp. 347-358.
- Craig, C., Allen, M. W., Reid, M. F., Riemenschneider, C.K., and Armstrong, D. J. (2013). "The Impact of Career Mentoring and Psychosocial Mentoring on Affective Organizational Commitment, Job Involvement, and Turnover Intention," *Administration & Society* 45:8, pp. 948-971.
- Armstrong, D. J., Riemenschneider, C.K., Nelms, J. and Reid, M. F. (2012). "Revisiting the Barriers Facing Women in Information Systems," *Journal of Computer Information Systems* 53:2, pp. 65-74.
- Reid, M. F., Allen, M. W., Armstrong, D. J., and Riemenschneider, C.K. (2010). "Perspectives on Challenges Facing Women in IS: The Cognitive Gender Gap," *European Journal of Information Systems* 19:5, pp. 526-539.
- Chilton, M., Hardgrave, B.C., and Armstrong, D. J. (2010). "Performance and Strain Levels of IT Workers Engaged in Rapidly Changing Environments: A Person-Job Fit Perspective," *The Data Base for Advances in Information Systems* 41:1, pp. 8-35.

- Riemenschneider, C. K., Allen, M. W., Armstrong, D. J., and Reid, M. F. (2010). "Potential Absorptive Capacity of State IT Departments: A Comparison of Perceptions of CIOs and IT Managers," *Journal of Organizational Computing and Electronic Commerce* 20:1, pp. 68-90.
- Nelson, H. J., Armstrong, D. J., and Nelson, K. M. (2009). "Patterns of Transition: The Shift from Traditional to Object-oriented Development," *Journal of Management Information Systems* 25:4, pp. 273-300.
- Riemenschneider, C. K., Armstrong, D. J., and Moore, J. E. (2009). "Meeting the Demand for IT Workers: A Call for Research," *European Journal of Information Systems Special Issue on Refilling the Pipeline: Meeting the Renewed Demand for Information Technology Workers* 18:5, pp. 458-461.
- Lane, P. L., Alshare, K. A., Nickels, D. W., Armstrong, D. J., and Rodriguez-Abitia, G. (2009). "Managing Student Projects: Learning from the Past," Panel Report *Communications of the Association for Information Systems* 24:1, pp. 1-6.
- Allen, M. W., Armstrong, D. J., Riemenschneider, C.K., and Reid, M. F. (2008). "Factors Impacting the Perceived Organizational Support of IT Employees," *Information & Management*, 45:8, pp. 556-563.
- Reid, M. F., Riemenschneider, C.K., Allen, M. W., and Armstrong, D. J. (2008). "Information Technology Employees in State Government: A Study of Affective Organizational Commitment, Job Involvement, and Job Satisfaction," *American Review of Public Administration* 38:1, pp. 41- 61.
- Reid, M. F., Allen, M. W., Riemenschneider, C. K., and Armstrong, D. J. (2008). "The Role of Mentoring for State IT Workers: Issues and Outcomes," *Review of Public Personnel Administration* 28:1, pp. 60-78.
- Armstrong, D. J., Nelson, H. J., Nelson, K. M., and Narayanan, V. K. (2008). "Building the IT Workforce of the Future: The Demand for More Complex, Abstract, and Strategic Knowledge," *Information Resources Management Journal* 21:2, pp. 63-79.
- Armstrong, D. J. and Hardgrave, B.C. (2007). "Understanding Mindshift Learning: The Transition to Object-Oriented Development," *MIS Quarterly* 31:3, pp. 453-474.
- Armstrong, D. J., Riemenschneider, C. K., Reid, M. F., and Allen, M. W. (2007). "Advancement, Voluntary Turnover and Women in IT: A Cognitive Study of Work-Family Conflict," *Information and Management* 44:2, pp. 142-153.
- Riemenschneider, C. K., Armstrong, D. J., Reid, M. F., and Allen, M. W. (2006). "The Effects of Mentoring to Reduce Stress in a State IT Department during Times of Transformational Change," *International Journal of Learning and Change, Special Issue on Mentoring: A Tool for Social and Human Capital Learning* 1:4, pp. 429-445.
- Allen, M. W., Armstrong, D. J., Riemenschneider, C. K., and Reid, M. (2006). "Making Sense of the Barriers Women Face in the IT Work Force: Standpoint Theory, Self-Disclosure, and Causal Maps," *Sex Roles*, 54:11-12, pp. 831-844.
- Riemenschneider, C. K., Armstrong, D. J., Reid, M. F., and Allen, M. W. (2006). "Barriers Facing Women in the IT Work Force," *The Data Base for Advances in Information Systems*, 37:4, pp. 58-78.
- Armstrong, D. J. (2006). "The Quarks of Object-Oriented Development" *Communications of the ACM*, 49:2, pp. 123-128.

Chilton, M., Hardgrave, B. C., and Armstrong, D. J. (2005). "Person-Job Cognitive Style Fit for Software Developers: The Effect on Strain and Performance," *Journal of Management Information Systems*, 22:2, pp. 193-226.

Hardgrave, B. C., and Armstrong, D. J. (2005). "Software Process Improvement: It's A Journey, Not A Destination," *Communications of the ACM*, 48:11, pp. 93- 96.

Nelson, H. J., Armstrong, D. J., and Ghods, M. (2002). "Old Dogs and New Tricks," *Communications of the ACM*, 45:10, pp. 132 - 137.

Nelson, K.M., Armstrong, D. J., Buche, M. and Ghods, M. (2000). "Evaluating the CMM Level 3 KPA of Intergroup Coordination: A Theory-Based Approach," *Information Technology Management Journal*, 1:3, pp. 171-181.

Research in Progress

Zaza, I., Armstrong, D. J., and Joseph, D. "The Past, Present, and Future of Turnover Intention in Information Systems Research: Looking at the Forest and the Trees," under 2nd review at *MIS Quarterly*.

Zaza, I., Riemenschneider, C. K., and Armstrong, D. J. "Psychological Contract Breach and Violation of Information Technology Professionals: The Role of Burnout," under 2nd review at *Communications of the AIS*.

Deng, Y., Zaza, I., and Armstrong, D. J. "What Motivates First-generation College Students to Consider an IT Career? Perspectives on Capital and Individual Differences," under review at *Communications of the AIS*.

Zaza, I., Armstrong, D. J., and Riemenschneider, C. K. "The Impact of Job Demands and Resources on Information Technology Job and Career Mobility: The Role of Burnout," manuscript crafting phase.

Zaza, I., Armstrong, D. J. and Junglas, I. "Who Needs the Help Desk? Tackling One's Own Technological Problem via Self IT Service," manuscript crafting phase.

Zaza, I., Junglas, I., and Armstrong, D. J. "Composite Artifacts in IS Research: How Web 2.0 Platforms Witness the Emergence," manuscript crafting phase.

Brooks, N., Riemenschneider, C. K. and Armstrong, D. J. "Identity Perceptions within the Information Systems Profession: A Longitudinal Examination," manuscript crafting phase.

Zeng, M. and Armstrong, D. J. "Need-Affordance Fit and Social Media Addiction: A Techno-centric View," manuscript crafting phase.

Books and Book Chapters

Armstrong, D. J., Nelson, H. J., Nelson, K. M., and Narayanan, V. K. (2010). "Building the IT Workforce of the Future: The Demand for More Complex, Abstract and Strategic Knowledge," in M. Gordon Hunter (ed.) *Strategic Information Systems: Concepts, Methodologies Tools, and Applications*, Idea Group Publishing, Hershey, PA, pp. 1925-1941.

Armstrong, D. J., Reid, M. F., Allen, M. W., and Riemenschneider, C. K. (2007). "Managing IT Employee Retention – Challenges for State Government," in G. David Garson (Ed.) *Modern Public Information Technology Systems: Issues and Challenges*, Idea Group Publishing, Hershey, PA, pp. 221-238.

Narayanan, V. K., and Armstrong, D. J. (Eds.) (2005). *Causal Mapping for Research in Information Technology*, Idea Group Publishing, Hershey, PA.

Armstrong, D. J. (2005). "Causal Mapping: A Discussion and Demonstration," in Narayanan and Armstrong (Eds.) *Causal Mapping for Research in Information Technology*, Idea Group Publishing, pp. 20-45.

Armstrong, D. J., and Narayanan, V. K. (2005). "Moving from Causal Mapping to Survey Techniques," in V.K. Narayanan and D. J. Armstrong (Eds.) *Causal Mapping for Research in Information Technology*, Idea Group Publishing, pp. 174-194.

Refereed Proceedings

Deng, Y., Zaza, I., and Armstrong, D. J. (2020). "More Than Social Capital: Factors Influencing IT Career Choice Behaviors of Minority, First-generation College Students," *Proceedings of the Americas Conference on Information Systems*, Virtual, August.

Zaza, I., Junglas, I., and Armstrong, D. J. (2019). "Studying the Artifact of Q&A Platforms: The Central Role of the Crowd in Composing Questions and Answers," *Proceedings of the International Conference on Information Systems*, Munich, Germany, December.

Zaza, I., and Armstrong, D. J. (2017). "Information Technology Professionals' Turnover Intentions: A Meta-Analysis of Perceived Organizational Factors," *Proceedings of the International Conference on Information Systems*, Seoul, Korea, December.

Zaza, I., and Armstrong, D. J. (2016). "Turnover Intention among Information Technology Professionals: A Meta-Analytical Perspective," *Proceedings of the International Conference on Information Systems*, Dublin, Ireland, December.

Zaza, I., Armstrong, D. J., and Riemenschneider, C. K. (2016). "The Impact of Less Traditional Employee Benefits on the Turnover Intention of State Information Systems Employees," *Proceedings of the 2016 Americas Conference on Information Systems*, San Diego, CA, August.

Armstrong, D. J., and Zaza, I. (2016). "The Online Coffee Klatch: What Tech Women are Talking About," *Proceedings of the 2016 Americas Conference on Information Systems*, San Diego, CA, August.

Riemenschneider, C. K., and Armstrong, D. J. (2016). "Introduction to Minitrack on Human Capital and Technology in a Global Marketplace," *49th Hawaii International Conference on System Sciences*, Kona, HI, January.

Zaza, I., Armstrong, D. J., and Riemenschneider, C. K. (2015). "The Impact of Boundary Spanning on the Turnover Intention of State Information Systems Employees," *Proceedings of the 2015 Americas Conference on Information Systems*, San Juan, Puerto Rico, August.

Armstrong, D. J., Liu, Yi, and Riemenschneider, C. K. (2015). "How Managers and Workers See Their World: Perceptions of the Relationship Between Organizational Capabilities and Absorptive Capacity in U.S. State Information Systems Departments," *Proceedings of the 2015 European Conference on Information Systems*, Munster, Germany, May.

Riemenschneider, C. K., and Armstrong, D. J. (2015). "Introduction to the Life in the Fast Lane: The Intersection of Mobile Computing and the IS Workforce Minitrack," *48th Hawaii International Conference on System Sciences*, Kauai, HI, January.

- Armstrong, D. J., and Riemenschneider, C. K., (2014). "The Barriers Facing Women in the Information Technology Profession: An Exploratory Investigation of Ahuja's Model," *SIGMIS-CPR '14 Proceedings of the 52nd ACM Conference on Computers and People Research*, Singapore, May. *Best Paper*
- Tripp, J. and Armstrong, D. J. (2014). "Exploring the Relationship Between Organizational Adoption Motives and the Tailoring of Agile Method," *Hawaii International Conference on System Sciences*, Kona, HI, January.
- Junglas, I., Armstrong, D. J., Goel, L., and Harris, J. (2013). "Personal Professional Networks: Their Effect on Extracurricular Work Behaviors Among IT Professionals," *International Conference on Information Systems*, Milan, Italy, December.
- Armstrong, D. J., Riemenschneider, C. K., and Reid, M. F. (2012). "Schema Accuracy and Career Challenges for Men in the Information Technology Workforce" *SIGMIS Computer Personnel Research Conference*, Milwaukee, WI, June.
- Riemenschneider, C. K. and Armstrong, D. J. (2012). "What Influences IT Professional Psychological Contract Violation?" *Hawaii International Conference on System Sciences*, Maui, HI, January.
- Armstrong, D. J., and Riemenschneider, C. K. (2011). "The Influence of Demands and Resources on Emotional Exhaustion with the Information Systems Profession," *International Conference on Information Systems*, Shanghai, China, December.
- Armstrong, D. J., Reid, M. F., Riemenschneider, C. K., and Gomillion, D. L. (2011). "The Perceived Uniqueness of the IS Profession: The Role of Gender," *Americas Conference on Information Systems*, Detroit, MI, August. *Runner Up - Best Paper*
- Armstrong, D. J., Riemenschneider, C. K., Reid, M. F., and Nelms, J. (2011). "Challenges and Barriers Facing Women in the IS Workforce: How Far Have We Come?" *SIGMIS Computer Personnel Research Conference*, San Antonio, TX, May.
- Allen, M. W., Armstrong, D. J., Reid, M. F. and Riemenschneider, C. K. (2009). "IT Employee Retention: Employee Expectations and Workplace Environments," *SIGMIS Computer Personnel Research Conference*, Limerick, Ireland, May.
- Reid, M. F., Riemenschneider, C. K., Allen, M. W., and Armstrong, D. J. (2008). "Adaptive Capacities of State IT Departments: Perceptions of CIOs Coping with Change," *International Conference on Public Administration*, Montreal, Canada, May.
- Hardgrave, B. C., Riemenschneider, C. K., and Armstrong, D. J. (2007). "Making the Business Case for RFID," in H.D. Haasis, H.J. Kreowski, and B. Scholz-Reiter (Eds.) *Dynamics in Logistics: First International Conference, LDIC 2007*, Bremen, Germany, August.
- Riemenschneider, C. K., Armstrong, D. J., Reid, M. F., Rashé, R.L., and Allen, M. W. (2007). "Barriers IT Employees Face - A Gender Perspective," *Americas Conference on Information Systems*, Keystone, CO, August.
- Allen, M. W., Armstrong, D. J., Reid, R., and Riemenschneider, C. K. (2007). "Lessons Learned from Conducting Interdisciplinary IT Workforce Research," *SIGMIS Computer Personnel Research Conference*, St. Louis, MO, April.
- Hardgrave, B.C., Armstrong, D. J., and Riemenschneider, C. K. (2007). "RFID Assimilation Hierarchy," *Hawaii International Conference on System Sciences*, Kona, HI, January.

- Reid, M. F., Riemenschneider, C. K., Allen, M. W., and Armstrong, D. J. (2006). "Affective Commitment in the Public Sector: The Case of IT Employees." *SIGMIS Computer Personnel Research Conference*, Pomona, CA, April. *Winner – Magid Igbaria Outstanding Conference Paper of the Year.*
- Riemenschneider, C. K., Armstrong, D. J., Allen, M. W., and Reid, M. (2004). "What I'm Not Willing to Share: A Discussion of Turnover and Barriers to Promotion with Women IT Workers," *Americas Conference on Information Systems*, New York, August.
- Rutner, P., Armstrong, D. J., and Walker, W.P. (2004). "The Effectiveness of Two Methods of Capturing Mental Models of Student Learning." *Americas Conference on Information Systems*, New York, August.
- Armstrong, D. J., and Narayanan, V. K. (2003). "Juxtaposing Causal Mapping and Survey Techniques to Characterize Object Oriented Expertise," *Academy of Management Conference*, Seattle, WA, August.
- Armstrong, D. J. and Narayanan, V.K. (2003). "Software Development Expertise: An Empirical Comparison Using Revealed Causal Maps" *Academy of Management Conference*, Seattle, WA, August.
- Armstrong, D. J., Nadkarni, S., Narayanan, V.K. and Nelson, K.M. (2003). "Advances in Causal Mapping: A Panel Discussion," *Proceedings of the Association for Computing Machinery Special Interest Group – Computer Personnel Research/Management Information Systems Conference*, Philadelphia, PA, May.
- Armstrong, D. J., Nelson, H. J., and Nelson, K. M. (2001). "Charting the Rocky Shoals of an Object-Oriented Mindshift," *Proceedings of the Eleventh Annual Workshop on Information Technologies and Systems*, New Orleans, LA, December.
- Armstrong, D. J., and Nelson, K. M. (2000). "Software Engineering and Certification: An Empirical Analysis," *Proceedings of the Tenth Annual Workshop on Information Technologies and Systems*, Brisbane, Queensland, Australia, December.
- Armstrong, D. J., and Nelson, H. J. (2000). "Knowledge Transfer Between Languages and Paradigms," *Americas Conference on Information Systems*, Long Beach, CA, August.
- Nelson, H. J., and Armstrong, D. J. (2000). "Old Dogs and New Tricks: Retraining Legacy Programmers in Object-Oriented Technology," *Information Resources Management Association*, Anchorage, AK, June.
- Nelson, K. M., Nelson, H. J., and Armstrong, D. J. (2000). "Revealed Causal Mapping as an Evocative Method for Information Systems Research," *Hawaii International Conference on System Sciences*, Maui, HI, January.
- Nelson, H. J., and Armstrong, D. J. (1999). "Enabling Quantum Shift Learning: A Preliminary Study in Transforming Object-Oriented Learning," *Americas Conference on Information Systems*, August. *Winner - Best Paper in Track.*
- Nelson, K. M., Armstrong, D. J., Ghods, M., and Buche, M. (1998). "Evaluating the CMM Level 3 KPA of Intergroup Coordination: A Theory Based Approach," *International Workshop on Information Technology Systems Conference*, December. *Winner - Best Paper.*

Refereed Presentations, Panels and Tutorials

- Armstrong, D. J., and Armstrong, K. R. (2018). "A Comprehensive View of Individual Problem-Solving Performance," paper presented at *Pre-ICIS TREO Workshop*, San Francisco, CA, December.
- Zaza, I., and Armstrong, D. J. (2018). "A Look on the Generational Differences in IT Self-Service Engagement," *Americas Conference on Information Systems*, New Orleans, LA, August.
- Gallivan, M., Armstrong, D. J., Eckhardt, A., Joseph, D., Quesenberry, J., and Trauth, E. (2018). "Looking Back at 18 Years of Best Papers at SIGMIS CPR: The Authors Speak," Panel Member, *ACM SIGMIS Conference on Computers and People*, Niagara Falls, NY, June.
- Armstrong, D. J., and Riemenschneider, C. K. (2018). "Strategic Careers in Information Systems: Where is the Competitive Advantage?" *SIM Connect Live*, Dallas, TX, May.
- Iyer, L., Loiacono, E., and Armstrong, D. J. (2016). "Where do Women Stand? - Academic Career Advancement in Information Systems," paper presented at the *2nd Post-ICIS Special Interest Group on Social Inclusion (SigSI) Research Workshop*, December.
- Riemenschneider, C. K., Armstrong, D. J., and Buche, M. (2016). "Applying the Communication Theory of Identity to Challenges Men Encounter in the IS Profession," paper presented at the *2nd Post-ICIS Special Interest Group on Social Inclusion (SigSI) Research Workshop*, December.
- Urquhart, C., Eckhardt, A., and Armstrong, D. J. (2016). "How does the Composition of the AIS Community Affect our Research?" Panel Member, the *2nd Post-ICIS Special Interest Group on Social Inclusion (SigSI) Research Workshop*, December.
- Carter, M., Armstrong, D. J., Lee, A. S., Loiacono, E. T., and Thatcher, J. B. (2013). "Social Inclusion in A Hyperconnected World," Panel Member, *Americas Conference on Information Systems*, Chicago, IL, August.
- Urquhart, C., Fedorowicz, J., Beekhuyzen, J., and Thatcher, J. B. (2013). "The Incredible Shrinking Pipeline: Refashioning IS participation in the 21st Century," Panel Moderator, *European Conference on Information Systems*, Utrecht, Netherlands, June.
- Trauth, E., Adya, M., Armstrong, D. J., Joshi, K. D., Kvasny, L., Quesenberry, J. and Riemenschneider, C. K. (2010). "Taking Stock of Research on Gender and the IT Workforce", Panel Member, *ACM SIGMIS CPR 2010*, Vancouver, Canada, May.
- Lane, P. L., Alshare, K.A., Nickels, D.W., Armstrong, D. J., and Rodriguez-Abitia, G. (2008). "Managing Student Projects: Learning from the Past" Panel member, *Americas Conference on Information Systems*, Toronto, Ontario, Canada, August.
- Riemenschneider, C. K., Hardgrave, B. C., and Armstrong, D. J. (2007). "Is There a Case for RFID?" *Americas Conference on Information Systems*, Keystone, CO, August.
- Riemenschneider, C. K., Hardgrave, B. C., and Armstrong, D. J. (2007). "Finding Business Value with RFID: A Map to the Elusive Treasure," MISQ Executive Workshop, *Americas Conference on Information Systems*, Keystone, CO, August.
- Sleeth, R. G., Armstrong, D. J., Champoux, J. E., Dunham, R. B., Marx, R., and Weiner, J. (2006). "Teaching with Technology: Providing Students with Tools to Put Course Knowledge into Organizational Action," Professional Development Workshop, *Academy of Management Meeting*, Atlanta, GA, August.

Hardgrave, B. C., Armstrong, D. J., and Armstrong, K. R. (2006). "Radio Frequency Identification (RFID) – Redefining the Supply Chain," Tutorial, *Hawaii International Conference on Systems Sciences*, Kauai, Hawaii, January.

Sleeth, R. G., Armstrong, D. J., Champoux, J. E., Dunham, R. B., Marx, R., and Weiner, J. (2005). "Teaching with Technology: Hands-On Seismic Examples and Human Insights for the 21st Century," Professional Development Workshop, *Academy of Management Meeting*, Honolulu, Hawaii, August.

Armstrong, D. J. (2005). "A Discussion of the Advances in Causal Mapping for Research and Practice" *Information Resources Management Association Conference*, San Diego, CA, May.

Armstrong, D. J., Riemenschneider, C. K., Reid, M., and Allen, M. W. (2005). "The Life of a Woman Working in IT," panel on gender research in IT, *Women in IT Conference 2005: Learning, Leading and Living*, Rogers, AR, March.

Armstrong, D. J., Riemenschneider, C. K., Reid, M., and Allen, M. W. (2004). "Voluntary Turnover and Women in IT: A Cognitive Study of Work-Family Conflict," *Fourth Annual SIG IS Cognitive Research Workshop* (ICIS Pre-Conference), Washington, DC.

Invited Panels and Presentations

Speaker. "Women in the IT Profession: Review of Research Findings," Women and Minority Lecture Series, School of Business, Michigan Technological University, March 14, 2016.

Panel Member. "IT Pipeline for Women Research Panel," *AISWN Pre-ICIS Workshop*, Auckland, New Zealand, December, 2014.

Panel Member. "Journal Editors Panel," *SIGMIS-CPR '14 Proceedings of the 52nd ACM Conference on Computers and People Research*, Singapore, June, 2014.

Speaker. "SmartPLS versus WarpPLS: A Methodological Comparison," Hankamer School of Business, Baylor University, October 28, 2011.

Speaker. "Revealed Causal Mapping," Invited Session, *DIGIT 2000 Conference*, Brisbane, Queensland, Australia, December, 2000.

Speaker. "Knowledge Interference: Overcoming Barriers to IT Paradigm Shifts," Invited Session, *INFORMS 2000 Conference*, Salt Lake City, UT, May, 2000.

Panel Member. "Knowledge and Technology", *INFORMS 1998 Conference*, Seattle, WA, October, 1998.

Research Grants

Interindustry Commerce Solutions (VICS) Association, March 15 – December 31, 2007, \$109,949 (co-PI). Apparel / Footwear Item-Level Tagging: Feasibility and Field Trials.

This radio frequency identification (RFID) study was designed to better understand the benefits of item-level tagging and how it might solve problems retailers struggle with, such as inventory management. Phase I uncovered the major use cases of interest to the VICS board and conducted feasibility tests in a lab setting. Phase II took the use cases into the field (pilot studies).

Blair Center of Southern Politics and Society (Agency), January 5, 2007 – December 5, 2008, \$13,000 (co-PI). NASCIO Research Collaboration on Managing Change in the IT Workplace.

This project proposes to identify a sample of southern and non-southern states (control group) to conduct a comprehensive survey of state IT departments. The researchers have obtained support from the National Association of State CIO's (NASCIO) for this project. The project will examine how differences in the composition of state IT workforces (e.g., use of virtual teams, outsourcing, public - private partnerships) affect organizational performance and work outcomes (e.g., turnover and retention, satisfaction, trust).

Award Winning Papers

- *Magid Igbaria Outstanding Conference Paper*, 2014 SIGMIS Computers & People Research ACM Conference. "The Barriers Facing Women in the Information Technology Profession: An Exploratory Investigation of Ahuja's Model."
- *Best Paper Runner Up*, AMCIS, 2011. "The Perceived Uniqueness of the IS Profession: The Role of Gender."
- *Magid Igbaria Outstanding Conference Paper*, 2006 SIGMIS Computer Personnel Research ACM Conference. "Affective Commitment in the Public Sector: The Case of IT Employees."
- *Best in Track*, AMCIS, 1999. "Enabling Quantum Shift Learning: A Preliminary Study in Transforming Object-Oriented Learning."
- *Best Paper*, International WITS Conference, 1998. "Evaluating the CMM Level 3 KPA of Intergroup Coordination: A Theory Based Approach."

TEACHING

Teaching Interests

Graduate, executive, and undergraduate courses in business technology and systems, including but not limited to database, business analytics, software development, and IT management.

Teaching Experience

Doctoral Seminar in Decision Processes and Structures: Graduate seminar that provides a retrospective and prospective look at the literature in the IS field primarily from an individual level theoretical perspective.

Doctoral Seminar in General Systems Theory: Graduate seminar that provides a retrospective and prospective look at the literature in the IS field for first semester PhD students.

Systems Analysis and Design: Online graduate course that provides information system analysis and design theory and practice from three perspectives (structured, object-oriented, agile) including information requirements analysis, design methodology, and system implementation considerations. Average Rating: 4.8 (5-point scale, 5 = Excellent).

Knowledge Management and Business Intelligence: Online graduate course that examines knowledge management (KM) and the business intelligence (BI) that results from KM activities from an organizational perspective. Average Rating: 4.6 (5-point scale, 5 = Excellent).

Management of IT Seminar: Online graduate course that uses a case-based approach to address how IT can be used to transform the organization, as a competitive strategy, and create new

relationships with other firms. Students utilize the people, process and technology knowledge gained throughout the MSIS program to develop a prototype system. Average Rating: 4.4 (5-point scale, 5 = Excellent).

Social and Organizational Issues in MIS: Online graduate course that explores a wide range of issues related to information systems and their place in society, including how information systems impact the workplace and social relationships. Issues such as information privacy and safety are considered. Average Rating: 4.0 (5-point scale, 5 = Excellent).

Global Business Experience Seminar: Graduate immersive course that allows students to develop an initial understanding of the international marketplace necessary to become informed leaders in the business community and the dynamics that affect success in doing business internationally.

Spreadsheet Applications for Business Administration: Graduate MBA case-based course which takes a problem-solving approach to show students how spreadsheets are used to guide decision-making for today's business executives.

Information and Technology Management: Graduate MBA course (taught in face-to-face, online and hybrid format) designed to improve managerial understanding of both information and the technology that supports it. Average Rating: 3.3 (5-point scale, 5 = Excellent).

Introduction to Business Analytics: Undergraduate introductory course intended to familiarize students with basic business analytics concepts and applications, with special emphasis on working through applications and examples of analytics in the real world. Average Rating: 4.7 (5-point scale, 5 = Excellent).

Management Information Systems: Undergraduate course for all business majors on the fundamental MIS concepts and the application of MIS to the business environment.

Systems Analysis and Design: Undergraduate course that provides an in-depth treatment of the theory and practice of MIS including information requirements analysis, design methodology, and system implementation considerations. Average Rating: 4.4 (5-point scale, 5 = Excellent).

Decision Support Systems: Undergraduate capstone project course covering decision support systems, strategy and business-IT alignment. Average Rating: 4.5 (5-point scale, 5 = Excellent).

Advanced Application Development: Undergraduate course on object-oriented concepts and Microsoft Visual Basic.Net programming language. Average Rating: 3.9 (5-point scale, 5 = Excellent).

Introduction to Information Systems: Designed course materials, developed and taught undergraduate course on the fundamental concepts used in developing IS systems. Provides a framework for students to use throughout IS curriculum. Average Rating: 4.5 (5-point scale, 5 = Excellent).

Database Management: Undergraduate course on database design and implementation for business applications. In depth study of logical systems modeling; physical file management; and software requirements. Average Rating: 4.8 (5-point scale, 5 = Excellent).

Object-Oriented Technology: Assisted in preparing and presenting a graduate course on Object-Oriented Technology. No evaluations available.

Organizational Behavior: Taught undergraduate course on the fundamentals of organizational behavior. Average Rating: 4.0 (5-point scale, 5 = Excellent).

SERVICE

Professional Activities

- Advisory Board Member, Association for Information Systems Women's Network, 2019 - present.
Doctoral Consortium Co-Chair, *SIGMIS Computer Personnel Research Conference*, Nuremberg, Germany (Virtual), June 2020.
Association for Information Systems Women's Network Co-Chair 2013 – 2016.
Conference Co-Chair, *SIGMIS Computer Personnel Research Conference*, San Antonio, TX, May 2011.
Advisory Board Member, Association for Information Systems Student Chapter, 2011.
Doctoral Consortium Co-Chair, *SIGMIS Computer Personnel Research Conference*, Vancouver, British Columbia, May 2010.
Chair, Nominating Committee for the ACM-SIGMIS 2009 elections.
Committee Member, Academy of Management, OCIS Division, 2013 Officer Election Committee.
Committee Member, Academy of Management, OCIS Division, 2009 Officer Election Committee.
Workshop Co-Chair, *SIG Information Systems-Cognitive Research Exchange*, Pre-ICIS Workshop, Phoenix, AZ, December 2009.
Doctoral Consortium Co-Chair, *SIGMIS Computer Personnel Research Conference*, Limerick, Ireland, May 2009.
Workshop Chair, *SIG Information Systems-Cognitive Research Exchange*, Pre-ICIS Workshop, Montreal, Canada, 2007.
Doctoral Consortium Mentor, *SIGMIS Computer Personnel Research Conference*, 2007, 2008.

Editorial:

- Editor in Chief (co). *The Database for Advances in Information Systems*, 2020 – present.
Senior Editor, *The Database for Advances in Information Systems*, 2018 – 2019.
Senior Editor, *Information Technology & People*, 2012 –2019.
Associate Editor, *International Conference on Information Systems 2019*, Future of Work Track, Munich, Germany.
Mini-track Co-chair, *Americas Conference on Information Systems 2019*, Problem Solving in IS: Where hardware, software, and wetware coalesce, Cancun, Mexico.
Mini-track Co-Chair, *Hawaii International Conference on System Sciences*, 2001-2006, 2013-2016.
Mini-track Co-Chair, *Americas Conference on Information Systems*, Computing Personnel, August, 2012, 2013, 2014, 2018, 2019.
Associate Editor, *International Conference on Information Systems 2013*, Research Methods Track, Milan, Italy, December 2013.
Associate Editor, *International Conference on Information Systems 2012*, Social Track, Orlando, FL, December 2012.
Associate Editor, *Academy of Management Conference 2012*, Boston, MA, August 2012.
Editor, Special Section of the *European Journal of Information Systems* on Meeting the Renewed Demand for IT Workers, 18(5), October 2009.
Track Co-Chair, Breakthrough Ideas, *International Conference on Information Systems*, Phoenix, AZ, December 2009.
Program Co-Chair, *SIGMIS Computer Personnel Research Conference*, Charlottesville, VA, April 2008.
Mini-track Co-Chair, *Americas Conference on Information Systems*, IT Management - RFID, August, 2007, 2008, 2009, 2010.

Associate Editor, International Conference on Information Systems 2008, Social Track, Paris, France, December 2008.

Associate Editor, *International Conference on Information Systems* 2003, Individuals, Teams, and Virtual Communities Track, Seattle, WA, December 2003.

Reviewer:

Grant Proposal

Israel Science Foundation

Journals

Management Information Systems Quarterly, Information Systems Research, Management Science, Organization Studies, Communications of the ACM, The Data Base for Advances in Information Systems, Communications of the AIS, Journal of Engineering and Technology Management, Information Systems Management, Journal of Information Systems Education, Information Systems Journal, Human Resource Management

Conferences

Academy of Management, International Conference on Information Systems, Americas Conference on Information Systems, Annual Meeting of the Decision Sciences Institute, Hawaii International Conference on Systems Science

Session Chair / Discussant:

International Conference on Information Systems 2000, 2003, 2007

Annual Conference Decision Science Institute 2005

Academy of Management Conference 2002, 2003, 2006, 2008, 2010, 2012, 2013

Knowledge and Technology Invited Session, INFORMS 2000 Conference, Salt Lake City, UT, May 2000

Professional Memberships:

Association for Computing Machinery (ACM)

Association for Information Systems (AIS)

Institutional Service

Committees:

University Sabbatical Committee, 2016-2018

University Library Committee, 2011-2017

University Faculty Senate, 2011 – 2013

College Promotion and Tenure Committee, 2014, 2017, 2018

College Undergraduate Policy Committee, 2013-2016

College Awards Committee, 2007 – 2012

College Ethics Committee, 2008 – 2009

College Diversity Committee, 2007 – 2008

College Learning and Instruction Committee, 2002

MIS Program Curriculum Committee, 2010-present

BAISSC Department Bylaws Committee, 2016

BAISSC Department Promotion and Tenure Committee, 2016- 2017

ESIS Department Bylaws Committee, 2013-2016

ESIS Department Promotion and Tenure Committee, 2013- 2016
ESIS Department Faculty Search Committee, 2013 – 2014; 2014-2015
MIS Department Promotion and Tenure Committee, 2007- 2009
MIS Department Scholarship Committee, 2008-2009
MIS Department Annual Peer Review Committee, 2004- 2007
MIS Department Faculty Search Committee, 2005 - 2006
MIS Department Curriculum Revision Committee, 2003 - 2004
MIS Department Endowed Chair Search Committee, 2003-2004

Student Advising:

Undergraduate MIS Program Director, 2010-2016, 2018 - 2019
Masters MIS Program Director, 2016 - 2017
Undergraduate MIS Program Honors in Major Liaison, 2015 – 2016
MIS Association Faculty Advisor, 2009 – 2013
FSU Women in IT Symposium sponsor 2008, 2009, 2010
Faculty advisor for Association of Information Technology Professionals (AITP) student chapter,
2002 – 2007

Doctoral Dissertation Committee Chair

Miaoyi Zeng, Ph.D. in MIS
Shuai-Fu Lin, Ph.D. in MIS, 2013

Doctoral Dissertation Committee Member

Christy Chatmon, Ph.D. in Information Technology
Joshua Palmer, Ph.D. in Management
D. J. Steffensen, Ph.D. in Management, 2019
Ibitissam Zaza, Ph.D. in MIS, 2018
Jeff Clements, Ph.D. in MIS, 2014
Yi-Te Chiu, Ph.D. in MIS, Queens University, 2014
Adam Worrell, Ph.D. in Information Technology, 2014
David Gomillion, Ph.D. in MIS, 2013
Carlos Torres, Ph.D. in Information Technology, 2011
Kim Church, Ph.D. in Accounting, University of Arkansas, 2010
Paul Di Gangi, Ph.D. in MIS, 2010
Sam Goh, Ph.D. in MIS, 2010
Robert Hooker Goh, Ph.D. in MIS, 2010
Cindi Smatt, Ph.D. in MIS, 2009
Jamey Worrell Ph.D. in MIS, 2008

Honors Thesis Advisor

Kai Daniels, “The Development of the New Ventures Agile Manifesto” (2014)
Jane Watkins, “The Impact of Standards on Technology: The Future of Interactive Television”
(2006)
Bala Krishnan, “Information Technology: A Cultural Comparison” (2006)

Service Awards

FSU College of Business Core Values Award 2019
Academy of Management 2013, MOC Division, Top Reviewer
MIS Student Association Professor of the Year, 2008-2009
Academy of Management 2005, OCIS Division, Best Reviewer (runner up)
Academy of Management 2001, OCIS Division, Best Reviewer
International Conference on Information Systems, 1999, Doctoral Consortium

PROFESSIONAL EXPERIENCE

Manager, Customer Service, American Century Investments, 1994 - 1996: Direct supervision of 15-member team of customer service agents. Team responsibilities included: planning, hiring, leading and developing team members. Task force responsibilities included initial Audio Response Unit development and implementation and pre and post-merger consolidated statement design and implementation.

Instructor, American Century Investments, 1990 - 1994: Provided technical training to new employees in the Customer Service department and ongoing departmental training as needed.

Cost Analyst, Business Operations, McDonnell Douglas Space Systems Company, 1988 - 1989: Provided business support to the Operations functions on the Space Station program. Full spectrum of responsibilities that included estimating, scheduling, budgeting and analysis.

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