

# Curriculum Vitae

JON IDEN

February 2025

## PRESENT POSITION

Professor. NHH Norwegian School of Economics, Department of Strategy and Management

## EDUCATION

1995 Dr. Polit. - Information Science, University of Bergen  
1990 Master - Information Science, University of Bergen

## RESEARCH INTERESTS

Information Systems  
Business Process Management  
Digitalization, Digital Innovation, Digital Transformation

## ACADEMIC APPOINTMENTS

2015-2018 NLA, Hauge School of Management: Adjunct Professor  
2007-2014 NHH Norwegian School of Economics: Associate Professor  
2003-2007 University of Bergen: Associate Professor  
1999-2001 NHH Norwegian School of Economics: Adjunct Professor  
1996-1997 University of Bergen: Adjunct Professor  
1991-1995 University of Bergen: Assistant Professor

## LIST OF PUBLICATIONS

### International journal articles

1. Osmundsen, K.S. & Iden, J. (2025). Capabilities for Digital Transformation Competencies. **Scandinavian Journal of Information Systems**, in press.
2. Iden, J., Danilova, K.B. & Eikebrokk, T.R. (2024). Business process management and digitalization – a reciprocal relationship. **Business Process Management Journal**, 1-23. <https://doi.org/10.1108/BPMJ-02-2024-0083>
3. Iden, J. & Bygstad, B. (2024). Sociotechnical Micro-Foundations for Digital Transformation. **European Journal of Information Systems**, 1–16. <https://doi.org/10.1080/0960085X.2024.2347950>
4. Bygstad, B. & Iden, J. (2024). Digital Management in the Public Sector – a framework. **Electronic Government**, 20(4), 442-458.
5. Danilova, K.B., Ulfsten, A., Eikebrokk, T.R., Iden, J., Johannessen, T.V. & Johanson, D. (2022). Explaining individual job performance in work from home (WFH) arrangements. **Information Technology & People**, 36 (5), 1915-1938.
6. Costabile, C., Iden, J. & Bygstad, B. (2022). Building digital platform ecosystems through standardization: an institutional work approach. **Electronic Markets**, Published 21 May, 1-13
7. Bygstad, B., Iden, J. & Ulfsten, A. (2020). Digital Business Strategies for Incumbent Firms. How a Scandinavian Hotel Chain Competes with the Internet Giants. **Scandinavian Journal of Information Systems**. 32 (2), 77-106.
8. Iden, J., Eikebrokk, T.R. & Marrone, M. (2020). Process Reference Framework as Institutional Arrangements for Service Innovation. **International Journal of Information Management**, 54, Article 102150

9. Otra-Aho, V.J., Iden, J. & Hallikas, J. (2019). The Impact of the Project Management Office Roles to Organizational Value Contribution. **International Journal of Information Technology Project Management**, 10(4), 79-99.
10. Iden, J. & Bygstad, B. (2018). The social interaction of developers and IT operation staff in software development projects. **International Journal of Project Management**, 36, 485-497
11. Iden, J., Methlie, L.B., & Christensen, G.E. (2017). The nature of strategic foresight research: A systematic literature review. **Technological Forecasting and Social Change**, 116, 87-97
12. Eikebrokk, T.R. & Iden, J. (2017). Strategizing IT service management through ITIL implementation: model and empirical test. **Total Quality Management & Business Excellence**, 28(3-4), 238-265.
13. Eikebrokk, T.R. & Iden, J. (2016). Enabling a culture for IT services: The role of the IT infrastructure library. **International Journal of Information Technology and Management**, 15(1), 14-40.
14. Iden, J. & Eikebrokk, T.R. (2015). The impact of senior management involvement, organisational commitment and group efficacy on ITIL implementation benefits. **Information Systems and e-Business Management**, 13(3), 527-552.
15. Iden, J. & Eikebrokk, T.R. (2014). Exploring the relationship between ITIL and process management: Theory development and empirical testing. **Knowledge and Process Management**, 21(4), 292-306.
16. Iden, J. & Eikebrokk, T.R. (2014). Using the ITIL process reference model for realizing IT Governance: An empirical investigation. **Information Systems Management**, 31(1), 37-58.
17. Iden, J. & Eikebrokk, T.R. (2013). Implementing IT Service Management: A systematic literature review. **International Journal of Information Management**, 33 (3), 512– 523.
18. Iden, J. (2012). Investigating process management in firms with quality systems: A multi-case study. **Business Process Management Journal**, 18(1), 104-121.
19. Iden, J., Tessem, B. and Paivarinta, T. (2012). IS development – IT operations alignment in system development projects: A multi-method research. **International Journal of Business Information Systems**, 11(3), 343-359.
20. Iden, J. and Methlie, L. B. (2012). The drivers of services on next-generation networks. **Telematics and Informatics**, 29 (2), 137-155.
21. Eikebrokk, T. R., Iden, J., Olsen, D. H., & Opdahl, A. L. (2011). Understanding the determinants of business process modelling in organizations. **Business Process Management Journal**, 17(4), 639-662.
22. Iden, J., Tessem, B. and Paivarinta, T. (2011). Problems in the Interplay of Development and IT Operations in System Development Projects: a Delphi Study of Norwegian IT Experts. **Information and Software Technology**, 53, 394-406.
23. Iden, J. and Methlie, L. B. (2010). Penetration of services on future networks: Exploring market players' opinions. **Journal of Telecommunications Management**, 3(3), 238-255.
24. Iden, J. and Langeland, L. (2010). Setting the stage for a successful ITIL adoption: a Delphi study of IT experts in the Norwegian Armed Forces, **Information Systems Management**, 27(2), 103-112.
25. Eikebrokk, T. R., Iden, J., Olsen, D. H., & Opdahl, A. L (2008). Validating the Process-Modelling Practice Model. **Enterprise Modelling and Information Systems Architecture. An international journal**, (3:2), 3-17.
26. Swenson, K. & Iden, J. (1996). Workflow Management: A Barrier to Self-Management? **SIGOIS Bulletin. Special Issue: Groupware for Self-Organization Units**, 17(1).

## National journal articles

27. Danilova, K, Iden, J. & Osmundsen, K. (2024). Hvordan kan norske offentlige virksomheter lykkes med digitalisering? **Magma - Tidsskrift for økonomi og ledelse**, 27(2), 87-95.
28. Knudsen, D-R., Danilova, K. & Iden, J. (2021). Erfaringer fra hjemmekontoret. **Magma - Tidsskrift for økonomi og ledelse**, 3/2021, 87-93.
29. Iden, J., Øyberg, L., Jordan, I. & Øvretveit, S. (2020). Digitalt grenseforsvar – en trussel mot personvernet? **Magma - Tidsskrift for økonomi og ledelse**, 2/2020, 45-54.
30. Iden, J., Fredriksen, V.K. & Kvitstein, I. (2019). Muligheter og konsekvenser ved å delta på digitale plattformer. **Magma - Tidsskrift for økonomi og ledelse**, 3/2019, 20-26.
31. Osmundsen, K. & Iden, J. (2019). Robotisert prosessautomatisering i DFØ. **Magma - Tidsskrift for økonomi og ledelse**, 3/2019, 51-57.
32. Danilova, K.B., Rydland, M., Iden, J. & Bygstad, B. (2019). Digitaldirektøren som endringsagent. **Magma – Tidsskrift for økonomi og ledelse**, 2/2019, 22-28.
33. Bygstad, B. & Iden, J. (2017). Styringsmodeller for digitalisering. **Magma - Tidsskrift for økonomi og ledelse**. 6/2017, 20-27.
34. Christensen, G.E., Haxhiraj, S., Iden, J. & Methlie, L. (2014). Scenarioer som grunnlag for innovasjon. **Magma Tidsskrift for økonomi og ledelse**, 8/2014, 1-14.
35. Iden, J. (2011). Fører investering i kvalitetssystem til prosessledelse? **Magma - Tidsskrift for økonomi og ledelse**, 1/2011, 49-57.

## Monographs

36. Iden, J., Danilova, K.B. & Osmundsen, K. (2022). **Digitaliseringsledelse**. Bergen: Fagbokforlaget.
37. Iden, J. (2022). **Prosessledelse**. 3dn Edition. Bergen: Fagbokforlaget.
38. Iden, J. (2018). **Prosessledelse**. 2dn Edition. Bergen: Fagbokforlaget.
39. Iden, J. (2016). **Prosessutvikling. Håndbok i modellering og analyse av prosesser**. 2dn Edition. Bergen: Fagbokforlaget.
40. Iden, J. (2013). **Prosessledelse**. Bergen: Fagbokforlaget.
41. Iden, J. (2009). **Business Process Management. The RIS methodology**. Bergen: IPA AS.
42. Iden, J. (2005/2007/2011). **Prosessutvikling. Håndbok i modellering og analyse av prosesser**. Trondheim: Tapir akademisk forlag.
43. Iden, J. (1995). **Six Essays on Business Process Reengineering**. PhD. dissertation. Det samfunnsvitenskapelige fakultet, Universitetet i Bergen 1995.

## Book chapters

44. Iden, J. & Knudsen, D-R. (2021). Trenger vi hjemmekontoret? Rolfsen, M. & Rolstadås, A. (Eds). **Den digitale hverdagen**. John Grieg Forlag.
45. Iden, J. (2009). Implementing IT Service Management. Lessons from a University IT Department. In A. Cater-Steel (Ed.), **Information Technology Governance and Service Management: Frameworks and Adaptations**. Hershey, USA: IGI Global.

46. Iden, J. (2001). RIS – roller i samarbeid. Et alternativt perspektiv på prosesser og prosessmodellering. Gottschalk, Petter og Anne Welle-Strand (Eds.) **Læring gjennom økonomi, system og prosjekt**. Oslo: NKI-forlaget.

### **Publications in referred international conference proceedings**

47. Osmundsen, K. S., Costabile, C., Bygstad, B., Iden, J. & Eikebrokk, T.R. (2023). Diversity in digital platform ecosystems: Purposes, governance, and outcomes. **The 15<sup>th</sup> Mediterranean Conference on Information Systems (MICS) and The 6<sup>th</sup> middle east & North Africa Conference on digital information systems**, Madrid, Spain.
48. Danilova, K.B.; Iden, J. & Bygstad, B. (2022). The Evolving Strategies of Chief Digital Officers. Balancing Lightweight and Heavyweight IT during the Digital Transformation. **Proceeding from the 55 Hawaii International Conference on System Sciences (HICCS 2022)**. Hawaii, USA.
49. Stendal, K. & Iden, J. (2022). The Effects of Virtuality on Agile Development. **Proceeding from the 55 Hawaii International Conference on System Sciences (HICCS 2022)**. Hawaii, USA.
50. Iden, J. & Bygstad, B. (2021, January 5-8). Managing Digital Transformation with Sociotechnical Micro-Foundations: A Dynamic Capabilities Approach. **Proceeding from the 54 Hawaii International Conference on System Sciences (HICCS 2021)**. Hawaii, USA.
51. Osmundsen, K.S., Iden, J. Bygstad, B. (2019, January 8-11). Organizing Robotic Process Automation: Balancing Loose and Tight Coupling. **Proceeding from the 52 Hawaii International Conference on System Sciences (HICCS 2019)**. Hawaii, USA.
52. Osmundsen, K.S., Iden, J., & Bygstad, B. (2018, September 29-30). Digital transformation: Drivers, success factors and implications. **The 12<sup>th</sup> Mediterranean Conference on Information Systems (MICS)**, Corfu, Greece.
53. Bygstad, B., Aanby, H.-P. & Iden, J. (2017). Leading Digital Transformation: The Scandinavian Way. **8<sup>th</sup> Scandinavian Conference on Information System, SCIS 2017**, Halden, Norway, August 6-8
54. Bygstad, B. & Iden, J. (2017). A governance model for managing lightweight IT. In: Rocha Á., Correia A., Adeli H., Reis L., Costanzo S. (eds) **Recent Advances in Information Systems and Technologies**. WorldCIST 2017. Advances in Intelligent Systems and Computing, vol 569. Springer, Cham
55. Iden, J. & Eikebrokk, T.R. (2016, April 6). IT Service Management: Exploring ITIL Adoption over time in the Nordic Countries. **First Nordic Research Workshop on IT Service Management (ITSM 2016)**. Stockholm, Sweden.
56. Eikebrokk, T.R. & Iden, J. (2012, September 3). ITIL implementation: The Role of ITIL software and project quality. **Proceedings from the 23rd International Workshop on Database and Expert Systems Applications (DEXA 2012)**. Vienna, Austria.
57. Iden, J., Tessem, B. and Paivarinta, T. (2011, August 24-26). Problems in the interplay of IS development and IT operations: An alignment analysis. **Proceeding from the 20th International Conference on Information Systems Development (ISD2011)**. Edinburgh, Scotland.
58. Iden, Jon & Eikebrokk, T. (2011, August 29). Understanding the ITIL implementation project. Conceptualization and Measurements. **Proceedings from the 22nd International Workshop on Database and Expert Systems Applications (DEXA 2011)**. Toulouse, France.
59. Eikebrokk, T. R., Iden, J., Olsen, D. H., & Opdahl, A. L. (2010, January 5-8). Determinants to the use of business process modeling. **Proceeding from the 43 Hawaii International Conference on System Sciences (HICCS 2010)**. Hawaii, USA.

60. Iden, J. (2009, August 7-11). Process Management and Quality Systems: What are the hampering and enabling conditions? **Proceedings from Academy of Management**, Chicago, USA.
61. Eikebrokk, T. R., Iden, J., Olsen, D. H., & Opdahl, A. L. (2008, June 9-11). Towards a model of process-modelling practice: quantitative validation and results. **Proceedings from the 16th European Conference on Information Systems (ECIS 2008)**, Paris.
62. Eikebrokk, T. R., Iden, J., Olsen, D. H., & Opdahl, A. L. (2008, January 7-10). Exploring Process-Modelling Practice: Towards a Conceptual Model. **Proceeding from the 42 Hawaii International Conference on System Sciences (HICCS 2008)**, Hawaii, USA.
63. Tessem, B. & Iden, J. (2008, May 5). Cooperation between developers and operations in software engineering projects. **Proceeding from the 2008 international workshop on Cooperative and Human Aspects of Software Engineering, CHASE '08**, Leipzig, Germany.
64. Iden, J., Opdahl, A. L., Eikebrokk, T. R., & Olsen, D. H. (2007, September 25-26). What Makes Process Modelling effective - Modelling or Project Factors? **Proceeding from the 1st International Working Conference on Business Process and Services Computing, BPSC 2007**, Leipzig, Germany.
65. Iden, Jon, Eikebrokk, Tom R., Olsen, Dag H, and Opdahl, Andreas L. (2006, June 12-14). Process Change Projects: A Study of Norwegian Practice. **Proceedings from the 14th European Conference on Information Systems (ECIS 2006)**, Gothenburg, Sweden.
66. Iden, Jon and Swenson, Keith D. (1995, September 10-14). Workflow Management: A Barrier to Self-Management?, **Presented at the Fourth European Conference on Computer Supported Cooperative Work, ECSCW95**, Stockholm, Sweden.
67. Iden, Jon (1995, August 13-16). Business Process Reengineering: Examining Some Major Roadblocks to Increased Self-Control for the Employee. **Proceedings from the Conference on Organizational Computing Systems**, Milpitas California, USA.

### **Publications in national refereed conference proceedings**

68. Iden, J., Danilova, K.B. & Osmundsen, K. (2023). Digitalisering i norske virksomheter: konsekvenser og utfordringer. **Proceedings from the 30th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Stavanger. NOKOBIT, vol. 30, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
69. Iden, J., Bygstad, B., Hanseth, O. & Nielsen, S.A. (2023). Hvordan fikk Norge et betalingsformidlingssystem i verdensklasse? En historisk analyse av samarbeidende digitale økosystemer i banksektoren. **Proceedings from the 30th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Stavanger. NOKOBIT, vol. 30, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
70. Bygstad, B., Iden, J. & Øvreid, E. (2022). *The emergence of a national collaborative digital ecosystem. A study of one-citizen-one-health-record in Norway.* **Proceedings from the 29th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Kristiansand. NOKOBIT, vol. 29, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
71. Danilova, K. B., Iden, J. & Eikebrokk, T.R (2022). *Prosessledelse og Digitalisering.* Proceedings from the 29th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT), Kristiansand. NOKOBIT, vol. 29, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
72. Iden, J. Bygstad, B., Osmundsen, K., Costabile C. & Øvreid, E. (2021). *Digital Platform Ecosystem Governance: Preliminary Findings and Research Agenda.* **Proceedings from the 28th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Trondheim. NOKOBIT, vol. 28, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.

73. Iden, J. & Stendal, K., Elston, D. & Rostrup, H. M. (2021). *Hva skjer når etablerte, samlokaliserte agile team må arbeide og samarbeide fra hjemmekontor?* **Proceedings from the 28th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Trondheim. NOKOBIT, vol. 28, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
74. Danilova, K., Iden, J., Knudsen, D-R., Costabile, C., Johannessen, T-V., Johansen, B-D. & Ulfsten, A. (2020, November 24-25). Virtual work during covid-19 lockdown. Lessons Learned. **Proceedings from the 27th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Hønefoss. NOKOBIT, vol. 27, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
75. Costabile, C. & Iden, J. (2020) Towards a digital ecosystem for sustainability. **Proceedings from the 27th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Hønefoss. NOKOBIT, vol. 27, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
76. Bygstad, B., Lanestedt, G., Iden, J. (2019, November 25-27). Some elements to a theory of digital management. **Proceedings from the 26th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Narvik. NOKOBIT, vol. 26, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
77. Iden, J., Kaarbøe, K., Nyholt, E.H. & Egenæs, O.W. (2019, November 25-27). Hva driver en digital transformasjon og hva leder den til? **Proceedings from the 26th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Narvik. NOKOBIT, vol. 26, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
78. Danilova, K.B., Iden, J. & Bygstad, B. (2019, November 25-27). Digitaldirektørens bidrag til digital transformasjon gjennom håndtering av usikkerhet i organisasjonen. **Proceedings from the 26th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Narvik. NOKOBIT, vol. 26, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
79. Osmundsen, K.S., Iden, J. & Bygstad, B. (2018, September 18-20). Hva er digitalisering, digital innovasjon og digital transformasjon? En litteraturstudie. **Proceedings from the 25th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Svalbard.
80. Torp-Holte, M., Marcelius, K., Bygstad, B. & Iden, J. (2018, September 18-20). 'Strategizing' i en smart og tilkoblet verden: En kvalitativ studie av hvordan strategi praktiseres i norske IOT-selskaper. **Proceedings from the 25th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**, Svalbard.
81. Iden, J. and Eikebrokk, T.R.: The adoption of ITIL in the Nordic Countries: exploring regional differences (2017, November 27-29). **Proceedings from the 24th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**. NOKOBIT, vol. 25, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
82. Stople, A., Steinsund, H., Iden, J. and Bygstad, B.: Lightweight IT and the IT function: experiences from robotic process automation in a Norwegian bank (2017, November 27-29). **Proceedings from the 24th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**. NOKOBIT, vol. 25, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
83. Bygstad, B. and Iden, J.: Competing in digital infrastructures. How a Nordic hotel chain competes with the online travel agents (2017, November 27-29). **Proceedings from the 24th Norsk konferanse for organisasjoners bruk av informasjonsteknologi (NOKOBIT)**. NOKOBIT, vol. 25, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
84. Iden, J., Farbu, A. & Serigstad, E. (2015, November 18-20). Fet grunnmur for mager produksjon: Suksessfaktorer for implementering av Lean. **Proceedings from the 22th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Ålesund.

85. Iden, J., Andestad, M. & Grung-Olsen, H-C. (2013, November 18-20). Prosessledelse og Innovasjon: En litteraturstudie. **Proceedings from the 20th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Stavanger.
86. Iden, J. (2012, November, 19-21). Factors for Assessing the Alignment of IS Development and IT Operations in System Development Projects. **Proceedings from the 19th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Bodø.
87. Iden, J., Tessem, B. and Paivarinta, T. (2011, November 21-23). The alignment of IS development and IT operations in system development projects: A multi-method research. **Proceedings from the 18th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Tromsø.
88. Iden, J. (2010, November 22-24). The adoption of ITIL in the Nordic countries: A survey. **Proceedings from the 17th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Gjøvik.
89. Iden, Jon & Langeland, Lars (2009, November 23-25). Hva er de viktigste faktorene for å lykkes med ITIL? **Proceedings from the 16th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Trondheim.
90. Iden, J. & Tessem, B. (2008, November 17-19). Inhibitors of system development – operations alignment. **Proceedings from the 15th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Kristiansand.
91. Iden, J. (2008, November 17-19). Norwegian IS based Research on Business process Change. **Proceedings from the 15th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**. Kristiansand.
92. Iden, J., Steindal, F., & Stokke, B. (2007, November 19-21). The Implementation of IT Infrastructure Library (ITIL) in Norway: Progress, success factors and benefits. **Proceedings from the 14th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**. Trondheim.
93. Iden, J. & Vindegg, E. (2007, November 19-21). Vil prosessorientert omstilling medføre endringer i organisasjonskulturen? **Proceedings from the 14th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Oslo.
94. Tessem, B. & Iden, J. (2007, November 19-21). Issues in the transfer of software from development to operations. **Proceedings from the 14th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Oslo.
95. Iden, J. (2006, November 20-22). Towards a framework for managing organisational processes. **Proceedings from the 13th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Molde.
96. Eikebrokk, T. R., Iden, J., Olsen, D. H., & Opdahl, A. L. (2006, November 20-22). Process Modelling Practice: Theory Formulation and Preliminary Results. **Proceedings from the 13th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Molde.
97. Iden, J., Eikebrokk, T. R., Olsen, D. H., & Opdahl, A. L. (2005, November 21-23). Prosessforbedring – en vurdering av nasjonal praksis. **Proceedings from the 12th Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Bergen.
98. Iden, J. (1995, June 19-20). Business Process Reengineering in Norway: What do professional reengineering consultants say? **Proceedings from the 3rd Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Trondheim.
99. Iden, J. (1995, June 19-20). Self-Managing the Flow: Organizational Dimensions of Workflow Management. **Proceedings from the 3rd Norsk konferanse for organisasjoners bruk av informasjonsteknologi**, Trondheim.

100. Iden, J. (1993, June 16). Coordination, and how it can be identified, represented, and analyzed. **Proceedings from the first Norsk konferanse for organisasjoners bruk av informasjonsteknologi, NOKOBIT**, 1993, Oslo.

## **RESEARCH PROJECT EXPERIENCE**

- CDO – Digitalization in Organizations, NHH, Project Manager, 2024-present
- Digital Business, NHH, Project Manager, 2019 - 2023
- ITSM Monitor, Project Manager, 2010 - 2017
- NHH Norwegian School of Economics: *Center for service Innovation*, Project Manager, 2011 - 2014
- NHH Norwegian School of Economics: *Debussy*, 2008 - 2011
- NHH, University of Bergen and University of Agder: *Transfer*, Project Manager, 2005 - 2012
- NHH, University of Bergen and University of Agder: *Process Modeling Practice*, Project Manager, 2004- 2009
- Innovasjon Norge: *Effektiv forretningsdrift*, Project Manager, 1996
- The Research Council of Norway: *IDIS – Integrerte Distribuerte Informasjonssystemer*, Project Manager, 1992-1994

## **TEACHING**

### **NHH Norwegian School of Economics:**

- Applied Digitalization
- Digitalization
- Business Process Management
- Process- and Quality Management
- Project Management
- IT project management
- Process modelling and analysis
- Management Information Systems
- IT enabled Process Change

### **University of Bergen:**

- Information Systems
- IT Service Management
- Computer Networks and Telecommunication
- Computer Architecture and Operating Systems

### **Guest lectures**

- University of Bergen, University of Oslo, NTNU Norwegian University of Science and Technology, Nord University, Bergen University College, The Arctic University of Norway, NLA- Hauge School of Management

## **ACADEMIC SERVICES**

- NHH Norwegian School of Economics. Member of the digitalization board. 2018- present
- NHH Norwegian School of Economics, Department of strategy and management, Member of the Board, 2009-2013
- NHH Norwegian School of Economics, Department of strategy and management, Teaching Coordinator, 2009-2013
- NHH Norwegian School of Economics, Member of committee for language guidelines, 2009 - 2010.
- NOKOBIT – Norwegian Conference for IT in Business, Chair of the Board, 2008- 2011
- NOKOBIT – Norwegian Conference for IT in Business, Member of the Board, 2007-2012
- NHH Norwegian School of Economics, Department of strategy and management, Chair of the Information System Group, 2008-2013
- University of Bergen, Department of information science and media studies, Teaching Coordinator, 2006-2007
- University of Bergen, The IT department, Chair - committee for reorganizing the IT department, 2006



## **REVIEWER FOR JOURNALS AND BOOKS**

- European Journal of Information Systems
- Journal of Information Technology
- International Journal of Information Management
- International Journal of Technology Management
- International Journal of Contemporary Hospitality Management
- Technological Forecasting & Social Change
- Information and Software Technology
- Business Process Management Journal
- Information Systems Management
- Information and Organizations
- Communications of the Association for Information Systems
- Journal of Economics and International Finance
- Scandinavian Journal of Information systems
- Government Information Quarterly
- Computer Standards and Interfaces
- International Journal of Management Science and Engineering Management
- Information Technology Governance and Service Management: Frameworks and Adaptations. A. Cater-Steel (Ed.) Hershey, USA: IGI Global
- Lean blir norsk. Organisasjonsprinsippet lean møter norsk arbeidsliv og den norske samarbeidsmodellen. Bergen: Fagbokforlaget
- Arbeid i team. Bergen: Fagbokforlaget

## **EDITORIAL BOARD / PROGRAM COMMITTEE / REVIEWER**

- International Conference on Information Systems (ICIS)
- European Conference on Information Systems (ECIS)
- Hawaii International Conference on System Sciences (HICSS)
- Australasian Conference on Information Systems (ACIS)
- Conference on Business Informatics (CBI)
- The International Conference on Exploring Modeling Methods in Systems Analysis and Design (EMMSAD)
- International Conference on the Quality of Information and Communications Technology (QUANTIC)
- Working Conference on the Practice of Enterprise Modelling (PoEM)
- Norsk Konferanse for Organisasjoners Bruk av IT (NOKOBIT)

## **PHD STUDENT SUPERVISOR**

- Carolina Costabile, NHH Norwegian School of Business, 2019 – 2024
- Andreas Ulfsten, NHH Norwegian School of Business, 2018 –2022
- Karen Osmundsen, NHH Norwegian School of Business, 2017 –2021
- Anastasiy Henk, Nord University, 2016-2019
- Kjersti Berg Danilova, NHH Norwegian School of Business, 2013 –2018

## **EVALUATION COMMITTEES**

- Excellent Teaching Practitioner, NHH - Norwegian School of Economics, 2024
- Professorship in Economics, NHH - Norwegian School of Economics, 2023
- Expert Committee for Assessment of Master Program in Digitization at UiA, 2022
- Application for Full Professor, NTNU, 2018
- Sanna Heikkinen, PhD. (University of Eastern Finland), 2018
- Malcolm Blumberg, PhD. (USQ University of Southern Queensland, Australia), 2016
- Allan Salling, PhD (CBS Copenhagen Business School, Denmark), 2015
- Professorship in Information Systems, BI Norwegian School of Management, 2009
- Professorship in Information Systems, University of Nordland, 2008

## INDIVIDUAL GRANTS

- Equinor Academy: Digital Transformation II, 2024-2028
- Equinor Academy: Digital Transformation, 2019-2023
- NHH Norwegian School of Economics: DIN 2017
- NHH Norwegian School of Economics: ITMS Monitor 2016
- NHH Norwegian School of Economics: ITMS Monitor 2015
- NHH Norwegian School of Economics: ITMS Monitor 2014
- NHH Norwegian School of Economics: ITMS Monitor 2012
- NHH Norwegian School of Economics: ITMS Monitor 2010
- University of Bergen: Process Modelling Practice, 2005
- EVRY: IT Service Management, 2005

## INTERNATIONAL EXPERIENCE

- 1 year sabbatical at Manchester Business School, University of Manchester, 2010-2011
- 7 months visiting scholar at University of California, Irvine, 1994

## AWARDS AND PRIZES

- NHH, Honored with the status Excellent Teaching Practitioner, 2022.
- NOKOBIT 2017: Best paper: Bygstad, B. and Iden, J.: Competing in digital infrastructures. How a Nordic hotel chain competes with the online travel agents
- NHH, Norwegian School of Economics, Bronsesvampen, (The bronze sponge, Students' Teaching award), 2016
- NHH, Department of Strategy and Management: Undervisningsprisen (The teaching prize), 2014
- University of Bergen, Department of Information and Media Science: (The best course, Students' Teaching award), 2006
- University of Bergen, Department of Information Science: Beste foreleser (The best lecturer, Students' Teaching award), 1993

## PROFESSIONAL SERVICES

- IPA AS: Chairman of the board, 1998-present
- itSMF Norway: Chair of the editorial board, Norwegian IT Management Dictionary
- Delfi Data AS: Member of the board, 2001-2003
- Den norske Dataforening: Chair, Business Process Reengineering interest group, 1994-1996
- Den norske Dataforening: Co-organizer of conference for Workflow Management, 1995
- Den norske Dataforening: Co-organizer of INFOTECH'93, 1993

## AFFILIATIONS

- Association for Information Systems (AIS)
- Norsk forening for kvalitet og risikostyring (NFKR)
- IT Service Management Forum, Norwegian Chapter (itSMF)

## ARTICLES IN MAGAZINES AND NEWSPAPERS

- Umulig å få tak i IT-hodene? Gå ikke over bekken etter vann. Feature article in **Dagens Næringsliv**, February 17., 2022
- Her er fire lærdommer fra livet på hjemmekontoret. Feature article in **Dagens Næringsliv**, September 16., 2020
- Drøye påstander fra BT om ny sikkerhetslov. Feature article in **Bergens Tidende**, October 15., 2020
- Kan UH-sektoren lære noe av perioden med hjemmekontor? Khrono, September 9., 2020
- Ledelse i en digital tid. Hva gjør de beste i offentlig sektor? Feature article in **Stat og styring, 4-2018**
- For mye uavhengighet. Feature article in **Stat og styring, 4-2018**
- Robotisering i norske kommuner. Feature article in **Dagens Næringsliv**, September 10., 2018
- Digital ledelse i offentlig sektor. Hva gjør de beste? Feature article in Ukeavisen ledelse, June 29, 2018
- Hotellkjeden som takler nettgigantene. Feature article in **Dagens Næringsliv**, October 8., 2017

- Vi trenger bedre IT-ledelse. Feature article in **Bergens Tidende**, March 18., 2015
- Hva er viktig for å lykkes med ITIL? Feature article in **Computerworld**, Nr. 43, week 50, 2009
- ITIL versjon 3, hva synes vi? Feature article in **Computerworld**, Nr. 33, week 40, 2007
- BPR og menneskets plass i moderne organisasjonsteori. **Arena** 3 (1), 25-29, 1996
- Iden, J. & Opdahl, A.L. IT-sikkerhet. Vårt sårbare samfunn. Feature article in **Bergens Tidende**, December 2., 2005

## **BUSINESS SEMINARS / TALKS**

### *Business seminars includes:*

Aibel, Atea, Avenir, Bankenes Betalingssentral, Bergen Group, Bergens Næringsråd, Bertil O. Steen, BKK, BKK Nett, Delta, Digitaliseringsstyret for UH-sektoren, Det norske Veritas, Den Norske Bank, Departementenes Servicesenter, Det digitale Trøndelag, Direktoratet for høyere utdanning og kompetanse, Direktoratet for internasjonalisering og kvalitetsutvikling i høyere utdanning, Direktoratet for samfunnssikkerhet og beredskap, DFØ Direktoratet for økonomistyring, Eidsiva, Ergo Group, Evry, Eviny, Equinor, Fiskeridirektoratet, Gjensidige, Halliburton, Handelsbanken, Havforskningsinstituttet, Helse Vest, Helse Møre og Romsdal, Helse Nord IKT, Helse Vest IKT, Helse Vestre Viken, HKDIR - Direktoratet for høyere utdanning og kompetanse, Hydro, Kulturrådet, Loisenberg Diakonale Høgskole, Lyse AS, Miles, NAV, NCE Seafood Innovation Cluster, NCE Heidner Biocluster, Norges Forskningsråd, Nordea, Nordpool, North Sea Group, NTNU, Olje og energidepartementet, Oljedirektoratet, Oslo Kommune, Petroleumstilsynet, Politidirektoratet, PST Politiets Sikkerhetstjeneste, Qualisoft, Sjøfartsdirektoratet, Skatteetaten, Sparebank1 Midt Norge, Sparebanken Vest, Statnett, Statskonsult, Stortinget, Sykehusapotekene, Telenor, Tolletaten, Trondheim kommune, Tryg Forsikring, TV2, Universitetet i Bergen, Universitet i Stavanger, Utlendingsdirektoratet, Vestfold Fylkeskommune, Vestland Fylkeskommune, VID – Vitenskapelig høyskole, Virke.

### *Invited speaker and talks at conferences includes:*

Bitstream II, Den norske Dataforening, Digitaliseringsstyret, Econa medlemsmøte, Handelshøyskolen i Bodø, Helgelandskonferansen, Informasjonsvitenskap UiB 50 år, IT-Forum Solstrand ved UiB, IT:Puls, Lederkonferansen 2022, NHH Vårkonferansen, Norsk konferanse for IKT i offentlig sektor, Norsk forbund for innkjøp og logistikk, Norsk forening for kvalitet og risikostyring, Norwegian CIO Forum, Næringsforeningen i Stavanger, Næringslivssymposiet at NHH, Project Management Institute, itSMF årskonferanser.