

SEAN WILLIAM HANSEN

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EDUCATION

CASE WESTERN RESERVE UNIVERSITY

Cleveland, Ohio

Weatherhead School of Management

Candidate – Ph.D. in Management – Department of Information Systems, 2004 – Present

- Dissertation Title: “The Distribution of Design Requirements”
- Dissertation Committee: Chair – Kalle Lyytinen, Richard Boland, Jr., Fred Collopy, John Leslie King
- Expected defense: January 2010

Master of Business Administration, 2002 – Management of Technology and Finance

- Dean’s Award for Academic Achievement – Ranked 1st in Class
- Weatherhead Scholar – Full-tuition scholarship recipient
- Excellence in Management Program, 2001 and 2002

HARVARD UNIVERSITY

Cambridge, Massachusetts

Bachelor of Arts, 1995 – Psychology

- Cum Laude Designation
- Robert Winthrop Scholar, 1991-95
- Academic All-American, District I, 1994

RESEARCH

Research Interests

My research interests center on the interplay between technological advances and the contexts of social action. I am interested in strengthening the link between the IS research community and the domains of business practice. Specific interests include the following:

- Management of contemporary design requirements and the generation of the design space
- Systems analysis and systems development methodologies
- Web 2.0 technologies and their impacts on business practice and society
- Reconceptualizing technology adoption through the perspective of distributed cognition
- Organizational and societal impacts of ubiquitous computing

Research Funding

NATIONAL SCIENCE FOUNDATION

2006 – 2009

Directorate for Computer & Information Science & Engineering (CISE) Science of Design Program

- “High Impact Design Requirements for Software Intensive Systems: The Challenge of New Computing Environments” – Grant Number: CCF-0613606
- Working with Principal Investigator (PI) Kalle Lyytinen and Co-PIs Pericles Loucopoulos, John Mylopoulos, and Bill Robinson as the primary Ph.D. Candidate dedicated to the research and workshop planning effort

CASE WESTERN RESERVE UNIVERSITY

2004 – 2008

Graduate Fellowship

PUBLICATIONS

Journals and Book Chapters

- Hansen, S.**, Bateman, P.J., Berente, N., and Pike, J.C. (2009). Productive Play and the Real-World Value of Immersive Virtual Environments. *Artifact*, 2(3), *Forthcoming*.
- Berente, N., **Hansen, S.**, Pike, J., and Bateman, P.J. (2009). Arguing the Value of Virtual Worlds: Patterns of Discursive Sensemaking of an Innovative Technological Environment. *MIS Quarterly*, Third round of reviews.
- Hansen, S.**, Berente, N., and Lyytinen, K. (2009). Wikipedia, Critical Social Theory, and the Possibility of Rational Discourse. *The Information Society*, 25(1), 38-59.
- Hansen, S.**, Berente, N., and Lyytinen, K. (2009). Requirements in the 21st Century: Current Practice and Emerging Trends. In Lyytinen, K., Loucopoulos, P., Mylopoulos, J., and Robinson, W. (Eds.), *Design Requirements Engineering: A Multi-disciplinary Perspective for the Next Decade*. New York: Springer-Verlag, 44-87.
- Berente, N., **Hansen, S.**, and Lyytinen, K. (2009). High Impact Design Requirements – Key Design Challenges for the Next Decade. In Lyytinen, K., Loucopoulos, P., Mylopoulos, J., and Robinson, W. (Eds.), *Design Requirements Engineering: A Multi-disciplinary Perspective for the Next Decade*. New York: Springer-Verlag, 1-10.
- Hansen, S.**, Berente, N., and Lyytinen, K. (2008). Emerging Principles for Requirements Processes in Organizational Contexts. *Networking and Information Systems [Ingénierie des Systèmes d'Information]*, 13(1), 9-35.
- Berente, N., Gal, U., and **Hansen, S.** Ethical Implications of Social Stratification in Information Systems Research. *Information Systems Journal*. Accept with Minor Revisions, September 2009.
- Dennis, A., Rennecker, J., and **Hansen, S.** Invisible Whispering: Restructuring Meeting Processes with Instant Messaging. *Decision Sciences*. Revise and resubmit, October 2009.
- Hansen, S.**, and Rennecker, J. Getting on the Same Page: Collective Hermeneutics in a Systems Development Team. *Information & Organization*. Second round of reviews, October 2009.

Conference Proceedings

- Hansen, S.**, and Lyytinen, K. (2010). Challenges in Contemporary Requirements Practice. *The 43rd Hawaii International Conference on System Sciences (HICSS'10)*, Koloa, Hawaii, January 5-8.
- Hansen, S.**, Lyytinen, K., and Avital, M. (2009). Project Innovation through Exploration and Exploitation: Requirements Practice in Large-Scale IS Development Environments. *International Conference on Information Systems (ICIS'09)*, Phoenix, Arizona, December 15-18.
- Boland, R.J., Goraya, T., Berente, N., and **Hansen, S.** (2009). IT for Creativity in Problem Formulation. *International Conference on Information Systems (ICIS'09)*, Phoenix, Arizona, December 15-18.
- Hansen, S.**, and Lyytinen, K. (2009). Distributed Cognition in the Management of Design Requirements. *15th Americas Conference on Information Systems (AMCIS'09)*, San Francisco, California, August 6 – 9.
- Pierce, E., and **Hansen, S.** (2008). Leadership, Trust, and Effectiveness in Virtual Teams. *International Conference on Information Systems (ICIS'08)*. Paris, France. December 14-17.
- Berente, N., **Hansen, S.**, Pike, J.C., and Bateman, P.J. (2008). Virtual Worlds and Real-Life Organizations: A Study of Executive Perspectives. *Annual Meeting of the Academy of Management (AoM'08)*, Anaheim, California. August 8-13.
- Gal, U., Berente, N., and **Hansen, S.** (2008). The Ethics of Social Stratification and the IT User. *European Conference on Information Systems (ECIS'08)*, Galway, Ireland. June 9-11.
- Hansen, S.**, Berente, N., and Lyytinen, K. (2007). Wikipedia as Rational Discourse: An Illustration of the Emancipatory Potential of Information Systems. *Proceedings of the 40th Annual Hawaii International Conference on System Sciences (HICSS'07)*, Big Island, Hawaii. January 3-6.

- Hansen, S.**, and Rennecker, J. (2007). On the Same Page: Collective Hermeneutics in a Systems Development Team. *Proceedings of the Academy of Management Annual Meeting (AoM'07)*, Philadelphia, Pennsylvania. August 3-8.
- Hansen, S.**, Berente, N., and Avital, M. (2006). A First Step toward Innovative Projects: An Appreciative Approach to Requirements Elicitation. *The United Nations / Academy of Management Business as an Agent of World Benefit Forum*, Cleveland, Ohio. October 23-25.
- Hansen, S.**, Lyytinen, K., and Markus, M.L. (2006). The Legacy of 'Power and Politics' in Disciplinary Discourse: A Citation Analysis. *Proceedings of the International Conference on Information Systems (ICIS '06)*, Milwaukee, Wisconsin. December 10-13.
- Hansen, S.**, and Yoo, Y. (2006). Technology Adoption in Distributed Cognitive Environments. *Proceedings of the Academy of Management Annual Meeting (AoM '06)*, Atlanta, Georgia. August 11-16.
- Rennecker, J., Dennis, A.R., and **Hansen, S.** (2006). Reconstructing the Stage: The use of instant messaging to restructure meeting boundaries. *Proceedings of the 39th Hawaii International Conference on System Sciences (HICSS'06)*, Kauai, Hawaii. January 4-7.
- Hansen, S.** and Avital, M. (2005). Contributing Your "Wisdom" or Showing Your Cards: A Quantitative Inquiry of Knowledge Sharing Behavior. *Proceedings of the American Conference on Information Systems (AMCIS'05)*, Omaha, Nebraska. August 11-14
- Hansen, S.** and Vandenbosch, B. (2005). Progressive Insurance: TripSense and the Challenges of Innovation. *Proceedings of the Administrative Sciences Association of Canada Conference (ASAC'05)*, Toronto, Ontario. May 28-31.
- Hansen, S.**, Lyytinen, K., and Markus, M.L. Cite While You Write: Improving How We Use the Works of Others in the IS Community. Revising for resubmission to *MIS Quarterly*.
- Pierce, E., and **Hansen, S.** The Dynamics of Leader Personality and Virtual Team Effectiveness. Revising for resubmission to *Organization Science*.
- Hansen, S.**, and Yoo, Y. A Distributed Cognitive Model of IT Adoption. To be submitted to *Journal of the Association for Information Systems*.

**Working
Papers**

PRESENTATIONS

- "Distributed Cognition in the Management of Design Requirements." *15th Americas Conference on Information Systems (AMCIS'09)*, San Francisco, California, August 6 – 9.
- "The Distribution of Design Requirements: An Exploration of Requirements Engineering as Distributed Cognition." *The Big Ten Information Systems Symposium*, Bloomington, Indiana, May 1-3, 2009.
- "Distributed Cognition in the Management of Design Requirements." *Schloss Dagstuhl Workshop: High-Impact Requirements for Software-Intensive Systems*, Dagstuhl, Germany, October 8-11, 2008.
- "Virtual Worlds and Real-Life Organizations: A Study of the Perspectives of Executives." *The Academy of Management Annual Meeting (AoM '08)*, Anaheim, California, August 8-13, 2008.
- "On the Same Page: Collective Hermeneutics in a Systems Development Team." *The Academy of Management Annual Meeting (AoM' 07)*. Philadelphia, Pennsylvania, August 3-8, 2007.
- "Requirements Evolution: The Fluidity of Design." *The Design Requirements Workshop – An NSF Community Building Activities Event*. Cleveland, Ohio, June 3-6, 2007.
- "Analyzing Design Requirements." Guest Lecture, MBA Systems Analysis & Design Course (for Ryan Baxter), Case Western Reserve University, Cleveland, Ohio, February 22, 2007.
- "The Legacy of 'Power and Politics' in Disciplinary Discourse: A Citation Analysis." *International Conference on Information Systems (ICIS'06)*. Milwaukee, Wisconsin, December 10-13, 2006.
- "Technology Adoption in Distributed Cognitive Environments." *The Academy of Management Annual Meeting (AoM'06)*. Atlanta, Georgia, August 11-16, 2006.

“Progressive Insurance: TripSense and the Challenges of Innovation.” *The Administrative Sciences Association of Canada Conference*. Toronto, Ontario, May 28-31, 2005.

HONORS

ICIS 2007 Doctoral Consortium Selection. Dissertation Proposal: “The Distribution of Design Requirements.” l'Estérel Resort and Convention Center, Ville d'Estérel, Québec, Canada, December 6-9, 2007.

Best-in-Track Paper – Epistemological and Philosophical Issues in Information Systems: Hansen, S., Lyytinen, K., and Markus, M.L. (2006). The Legacy of ‘Power and Politics’ in Disciplinary Discourse: A Citation Analysis. *Proceedings of the International Conference on Information Systems (ICIS '06)*, Milwaukee, Wisconsin, December 10-13.

Honorable Mention – Case Track: Hansen, S. and Vandenbosch, B. (2005). Progressive Insurance: TripSense and the Challenges of Innovation. *Proceedings of the Administrative Sciences Association of Canada Conference*, Toronto, Ontario, May 28-31.

TEACHING

Philosophy

I believe that the teaching of information systems to both undergraduate and graduate students must go beyond instruction in specific methodologies, design tools, and applications to provide a grounding in the conceptual foundations of IS design and use. Foundational topics of interest include critical thinking, systems thinking, and group dynamics. In addition, I believe that ethical questioning and exploration should be effectively integrated into every IS course offered.

Teaching Experience

CASE WESTERN RESERVE UNIVERSITY *Weatherhead School of Management*

Cleveland, Ohio

MIDS 301 – Introduction to Information Systems

- Introductory class on Information Systems theory and practice for undergraduate students
- *Semesters:*
 - Fall 2005 – Instructor Rating: 4.10 out of a maximum score of 5.00; n=29
 - Spring 2006 – Instructor Rating: 4.75 / 5.00; n=28
 - Fall 2008 – Instructor Rating: 4.50 / 5.00; n=30

MIDS 409 – Introduction to Management Information Systems

- Introductory class on Information Systems theory and practice for students in the Saturday MBA program
- Combines traditional classroom instruction with distributed discussion and exercises using the eCollege platform
- *Semesters:*
 - Fall 2006 – Instructor Rating: 4.49/5.00; n=35
 - Fall 2007 – Instructor Rating: 4.14/5.00; n=34
 - Spring 2009 – Instructor Rating 4.17/5.00; n=30

Quantitative Methods Advising, Spring 2007 – Present

Executive Doctor of Management Program

The Executive Doctor of Management (EDM) Program is a selective doctoral education program for experienced executives who wish to pursue a rigorous plan of study as practitioner-scholars.

- Advisor in quantitative methods for five (5) candidates in the Weatherhead EDM Program
- Provide assistance with a range of quantitative research methods topics including instrument and scale development, data collection procedures, multiple regression analysis, exploratory

and confirmatory factor analysis, and structural equation modeling

Quantitative Methods Tutoring, 2005 – 2006

Executive Doctor of Management Program

- One-on-one tutoring in quantitative methods with three EDM candidates
- Instruction and assistance with exploratory factor analysis, confirmatory factor analysis, and structural equation modeling methods and interpretation

Teaching Interests

I have worked with undergraduate, graduate, and doctoral students, and I find that each setting presents significant benefits and constructive challenges to the instructor. Based on experiences with distributed education, I believe that technology-enabled instruction and course management can support a fruitful educational experience. I am interested in the ways in which traditional classroom instruction and distributed activities complement one another in alternative instructional programs.

Topics of Interest:

- Introductory management of information systems
- Systems analysis and design
- Database development and management
- Ubiquitous computing – Concepts and technologies
- Virtual teaming and distributed work
- Ethics and information systems

PROFESSIONAL EXPERIENCE

NATIONAL CITY CORPORATION

Assistant Vice President/Business Consultant

Cleveland, Ohio

October 2002 – August 2004

- Primary point of contact between the information systems business units and the Wealth Management line-of-business
- Initiated all information technology investment projects for Wealth Management; 5-10 large projects (over \$250 K) and 10-15 small projects annually
- Managed the requirements analysis process for all proposed IT projects
- Facilitated all planning and budgeting for Wealth Management IT projects
- Managed approval for subsequent project development from discovery through system implementation

CGI MANAGEMENT CONSULTANTS, INC.

Manager

Consultant

Cleveland, Ohio

May 2002 – October 2002

May 1996 – April 2002

Information Technology Management

Managed the design, development, and implementation of customized customer tracking and activity management systems for clients in the government sector

- Conducted analyses of legacy system components and core data sets to develop timely and effective data migration plans.
- Managed component design in response to client requirements and the input of prospective users. Throughout all projects, emphasized user-oriented system design.
- Managed communication with all client representatives, including sessions to clarify demands and report on system implementation status.

Strategy Development

Directed strategic plan development efforts for clients in multiple industries

- Initiated intensive primary and secondary research, including focus group discussions, survey

design and administration, data mining and utilization, database design, and statistical analysis for clients spanning a broad industrial spectrum.

- Designed and developed databases for the analysis of client data or related information to identify trends in market dynamics, customer behavior, and organizational processes.
- Assisted client firms in creating a new organizational vision, including the generation of strategic objectives and the determination of resource requirements.

SERVICE

Reviewing

Journals

- Information and Organization [Elsevier], 2005 – Present
- Information Systems Research [INFORMS], 2007 – Present
- Journal of the Association for Information Systems [AIS], 2005 – Present
- Journal of Strategic Information Systems [Elsevier], 2007 – Present
- MIS Quarterly [University of Minnesota], 2008 – Present

Conferences

- Annual Meeting of the Academy of Management (AoM), 2006 – 2008
- International Conference on Information Systems (ICIS), 2006 – 2009
- International Federation for Information Processing (IFIP) – WG 8.2, 2005
- Computer-Human Interaction Conference (CHI) – 2008

Workshop Organizing

- *NSF Design Requirements Workshop* – June 3-6, 2007 – Cleveland, Ohio
- *Bold Ideas 2007: The Weatherhead School of Management's Interdisciplinary Research Symposium*
- IFIP Working Group 8.2 Conference, 2005

TECHNICAL SKILLS

Extensive knowledge of computer software, hardware, and networking technologies. Experience with multiple technology assessment methodologies, including causal mapping, scenario analysis, episodic and semantic modeling, and stakeholder analysis. I am comfortable working with and instructing students in a wide range of application domains, including the following.

- Databases: MS Access, SQL Server 7.0, Oracle
- Statistical Analysis: Amos, Atlas.ti, JMP IN, MATLAB, LISREL, SAS, SPSS, STORM
- Web Development: HTML, Adobe Dreamweaver, NetObjects Fusion, MS FrontPage
- Geographic Information Systems: Autodesk, ESRI, Scan/US, Maptitude
- Office Software: All MS Office and OpenOffice applications

LETTERS OF REFERENCE

Letters of recommendation can be obtained from the following:

- Kalle Lyytinen – Iris S. Wolstein Professor, Department of Information Systems
Weatherhead School of Management – Case Western Reserve University
- Richard J. Boland, Jr. – Professor, Department of Information Systems
Weatherhead School of Management – Case Western Reserve University
- John Leslie King – Vice Provost for Academic Information and Professor
School of Information – University of Michigan