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***DETAILED CURRICULUM VITAE***

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**GEORGE M. GIAGLIS**

**Vice Rector**

**Athens University of Economics and Business**

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## 1. Education

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- 1999      **PhD Information Systems**, Department of Information Systems and Computing, Brunel University.  
Thesis Title: '*Dynamic Process Modelling for Business Engineering and Information Systems Evaluation*'
- 1993      **BSc (Hons) Information Systems**, Department of Informatics, Athens University of Economics and Business, 4-year degree, final grade 8.32/10.

## 2. Academic Experience

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### 2.1 Full-time Posts

September 2011 – now

**Vice Rector – Finance and Development**, Athens University of Economics and Business, Greece.

July 2006 – now

**Associate Professor of Electronic Business**, Department of Management Science and Technology, Athens University of Economics and Business, Greece.

November 2002 – July 2006

**Assistant Professor of Electronic Business**, Department of Management Science and Technology, Athens University of Economics and Business, Greece.

September 2001 – November 2002

**Assistant Professor of Information Systems**, Department of Financial and Management Engineering, University of the Aegean, Greece.

December 1998 – August 2001

**Lecturer (Scale B) of Information Systems**, Department of Information Systems and Computing, Brunel University, UK.

April – November 1998

**Research Fellow**, Department of Information Systems and Computing, Brunel University, UK.

September 1994 – August 1996

**Researcher**, Department of Informatics, Athens University of Economics and Business, E-Commerce Research Group (ELTRUN).

### 2.2 Part-time & Visiting Posts

Academic Years 2007-08 – now

Visiting Professor, Master in Business Administration (MBA), **University of Cyprus**.

Academic Years 2002-03 – now

Instructor, BSc in Information Technology, **Hellenic Open University**.

Academic Years 2005-2006 and 2006-2007

Visiting Professor, MBA for Engineers, **University of the Aegean**.

Academic Year 2000-01

Adjunct Lecturer, Department of Management Science and Technology, **Athens University of Economics and Business**.

Academic Year 2000-01

Adjunct Lecturer, Department of Financial and Management Engineering, **University of the Aegean**.

Academic Years 1999-00 to 2001-02

Visiting Professor, Executive MBA, **Athens University of Economics and Business**.

Academic Years 1999-00 to 2001-02

Visiting Professor, Distance Learning MBA, **Nottingham Trent University**.

Academic Years 1998-99 to 2001-02

Visiting Professor, MSc in Decision Sciences, **Athens University of Economics and Business**.

Academic Year 1998-99

Visiting Professor, MSc in Health Informatics, **National University of Athens**.

Academic Years 1996-97 to 1997-98

Part-time Lecturer, Department of Information Systems and Computing, **Brunel University**.

Academic Year 1996-97

Visiting Lecturer, MSc in Educational Management Information Systems, Institute of Education, **University of London**.

### 3 Academic Publications

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#### 3.1 Synopsis

My publication record includes **134 articles**, distributed as follows:

- ❖ 42 articles in peer-reviewed academic journals (of which **30** in journals with an ISI Impact Factor).
- ❖ 73 articles in conference proceedings (with full article review).
- ❖ 19 articles in edited volumes (with full article review).

Moreover, my publication record also includes **12 authored or edited books**, distributed as follows:

- ❖ 4 books, of which 3 textbooks, in Greek (sole author).
- ❖ 1 teaching material volume in English (with co-authors).
- ❖ 3 volumes in English with international publishers (co-editor).
- ❖ 4 volumes of conference proceedings (co-editor).

#### 3.2 Refereed Journal Papers

1. Koutroumpis, P., Lekatsas, A., Giaglis, G.M. and Kourouthanassis, P. (2011) Between a rock and a hard place: Recession and Telecoms Taxation, *Telecommunications Policy*, 35, pp. 681-688 (**ISI Impact Factor 0.963, ABS Category: 2**).
2. **Giaglis, G.M.** and Spinellis, D. (forthcoming) Division of Effort, Productivity, Quality and Relationships in FLOSS Virtual Teams: Evidence from the FreeBSD Project, *Journal of Universal Computer Science* (**ISI Impact Factor 0.572**).
3. Karaiskos, D.C., Drossos, D., Tsiaousis, A.S., **Giaglis, G.M.** and Fouskas K. (forthcoming) Affective and Social Determinants of Mobile Data Services Adoption, *Behaviour and Information Technology* (**ISI Impact Factor 0.835, ABS Category: 2**).
4. Fouskas, K. and **Giaglis G.M.** (forthcoming) The impact of managerial perceptions on competitive response variety, *Management Decision* (**ISI Impact Factor 1.078, ABS Category: 1**).
5. Vlachos, P.A., **Giaglis G.M.**, Lee, I. and Vrechopoulos, A.P. (2011) Perceived Electronic Service Quality: Some Preliminary Results from a Cross-National Study in Mobile Internet Services, *International Journal of Human Computer Interaction*, 27, 3, pp. 217-244 (**ISI Impact Factor 0.681**).
6. Kourouthanassis, P.E., **Giaglis G.M.** and Karaiskos, D.C. (2010) Delineating 'Pervasiveness' in Pervasive Information Systems: A Taxonomical Framework and Design Implications, *Journal of Information Technology*, 25, pp. 273-287 (**ISI Impact Factor 2.907, ABS Category: 3**).
7. Bouwman, H., Carlsson, C., Giaglis, G.M., Molina, F.J. and Walden, P. (2010), Factors affecting the adoption of advanced mobile data services: Comparing the Dutch, Finnish and Greek markets, *International Journal of Mobile Communications*, 8, 4, pp. 430-450(**ISI Impact Factor 0.940**).

8. Bina, M., Karaiskos, D.C. and **Giaglis, G.M.** (2008) Insights on the Drivers and Inhibitors of Mobile Data Services Uptake, *International Journal of Mobile Communications*, 6, 3, pp. 296-308 **(ISI Impact Factor 0.940)**.
9. Bina, M. and **Giaglis, G.M.** (2007) Perceived Value, Usage Patterns, and User Experiences with Mobile Data Services: a Cross-cultural Study, *Electronic Markets*, 17, 4, pp. 241-252 **(ISI Impact Factor 0.389, ABS Category: 1)**.
10. Kourouthanassis, P., **Giaglis, G. M.**, and Vrehopoulos, A. (2007) Enhancing the User Experience with Pervasive Information Systems: The Case of Pervasive Retail, *International Journal of Information Management*, 27, 5, pp. 319-335 **(ISI Impact Factor 1.554, ABS Category: 2)**.
11. Pateli, A.G. and **Giaglis, G.M.** (2007) Governance Contingencies for Strategic Technology Alliances: A Case in Mobile Business, *International Journal of Technology Management*, 40, 4, pp. 310-329 **(ISI Impact Factor 0.519, ABS Category: 2)**.
12. Drossos, D., **Giaglis, G. M.**, Lekakos, G., Kokkinaki, F. and Stavragi, M. (2007), Determinants of effective SMS advertising: An experimental study, *Journal of Interactive Advertising*, 7, 2, <http://www.jiad.org/vol7/no2/drossos/index.htm>.
13. Zeimpekis, V. **Giaglis, G.M.** Tatarakis, A., Minis, I (2007) Towards a Dynamic Real-Time Vehicle Management System for Urban Distribution, *International Journal of Integrated Supply Management*, 3, 3, 228-243.
14. Lekakos, G. and **Giaglis, G.M.** (2007) A Hybrid Approach for Improving Predictive Accuracy of Collaborative Filtering Algorithms, *User Modeling and User-Adapted Interaction*, 17, 1-2, pp. 5-40 **(ISI Impact Factor 3.074)**.
15. **Giaglis, G.M.** (2006) Mobile Business Research: Recent Advances and Future Prospects, *Business Process Management Journal*, 12, 3, pp. 261-264 [Editorial] **(ABS Category: 1)**.
16. Zeimpekis, V. and **Giaglis, G.M.** (2006) Urban Dynamic Real-Time Distribution Services: Insights from SMEs, *Journal of Enterprise Information Management*, 19, 4, pp. 367-388 **(ABS Category: 1)**.
17. Lekakos, G. and **Giaglis, G.M.** (2006) Improving the Prediction Accuracy of Recommendation Algorithms: Approaches Anchored on Human Factors, *Interacting with Computers*, 18, 3, pp. 410-431 **(ISI Impact Factor 1.192, ABS Category: 2)**.
18. Pateli, A.G., **Giaglis, G.M.** and Spinellis, D.D. (2006) Wireless Value-Added Services in Exhibition Shows, *International Journal of Mobile Communications*, 4, 2, pp. 193-209 **(ISI Impact Factor 0.940)**.
19. Bina, M. and **Giaglis, G.M.** (2005) Emerging Issues in Researching Community-Based WLANs, *Journal of Computer Information Systems*, 46, 1, pp. 9-16 **(ISI Impact Factor 0.822, ABS Category: 2)**.
20. **Giaglis, G.M.**, Hlupic, V., de Vreede, G.J. and Verbraeck, A. (2005) Synchronous Design of Business Processes and Information Systems Using Dynamic Process Modelling, *Business Process Management Journal*, 11, 5, pp. 488-500 **(ABS Category: 1)**.

21. Fouskas, K., **Giaglis, G.M.**, Karnouskos, S., Kourouthanassis, P., Pitsillides, A. and Stylianou, M. (2005) A Roadmap for Research in Mobile Business, *International Journal of Mobile Communications*, 3, 4, pp. 350-373 (**ISI Impact Factor 0.940**).
22. Pateli, A.G. and **Giaglis, G.M.** (2005) Technology Innovation-Induced Business Model Change: A Contingency Approach, *Journal of Organizational Change Management*, 18, 2, pp. 167-183 (**ISI Impact Factor 0.650, ABS Category: 2**).
23. **Giaglis, G.M.** (2005) Critical Success Factors and Business Models for Mobile and Wireless Applications, *International Journal of Management and Decision Making*, 6, 1, pp. 1-4 [Editorial] (**ABS Category: 1**).
24. Pateli, A.G. and **Giaglis, G.M.** (2004) A Research Framework for Analysing Business Models, *European Journal of Information Systems*, 13, 4, pp. 302-314 (**ISI Impact Factor 1.767, ABS Category: 3**).
25. **Giaglis, G.M.**, Minis, I., Tatarakis, A. and Zeimpekis, V. (2004) Minimizing Logistics Risk through Real-Time Vehicle Routing and Mobile Technologies: Research To-Date and Future Trends, *International Journal of Physical Distribution and Logistics Management*, 39, 4, pp. 749-764 (**ABS Category: 2**).
26. Lekakos, G. and **Giaglis, G.M.** (2004) A Lifestyle-Based Approach for Delivering Personalised Advertisements in Digital Interactive Television, *Journal of Computer Mediated Communications*, 9, 2, <http://www.ascusc.org/jcmc/vol9/issue2> (**ISI Impact Factor 1.958**).
27. Zeimpekis, V., **Giaglis, G.M.** and Lekakos, G. (2003) A Taxonomy of Indoor and Outdoor Positioning Techniques for Mobile Location Services, *ACM SIGECOM Exchanges*, 3, 4, pp. 19-27.
28. **Giaglis, G.M.**, Klein, S. and O'Keefe, R.M. (2002) The Role of Intermediaries in Electronic Marketplaces: Developing a Contingency Model, *Information Systems Journal*, 12, 3, pp.231-246 (**ISI Impact Factor 2.184, ABS Category: 3**).
29. Irani, Z., Hlupic, V. and **Giaglis, G.M.** (2002) Business Process Re-engineering: An Analysis Perspective, *International Journal of Flexible Manufacturing Systems*, 14, 1, pp.5-10 [Editorial] (**ISI Impact Factor 0.903, ABS Category: 2**).
30. **Giaglis, G.M.**, Papakiriakopoulos, D.A. and Doukidis, G.J. (2002) An Analytical Framework and a Development Method for Inter-Organisational Business Process Modelling, *International Journal of Simulation*, 2, 2, pp. 5-15.
31. **Giaglis, G.M.** (2001) A Taxonomy of Business Process Modelling and Information Systems Modelling Techniques, *International Journal of Flexible Manufacturing Systems*, 13, 2, pp. 209-228 (**ISI Impact Factor 0.903, ABS Category: 2**).
32. Irani, Z., Hlupic, V. and **Giaglis, G.M.** (2001) Business Process Re-engineering: A Modelling Perspective, *International Journal of Flexible Manufacturing Systems*, 13, 2, pp. 99-104 [Editorial] (**ISI Impact Factor 0.903, ABS Category: 2**).
33. Irani, Z., Hlupic, V. and **Giaglis, G.M.** (2000) Business Process Re-engineering: A Design Perspective, *International Journal of Flexible Manufacturing Systems*, 12, 4, pp. 247-252 [Editorial] (**ISI Impact Factor 0.903, ABS Category: 2**).

34. **Giaglis, G.M.** (1999) On the Integrated Design and Evaluation of Business Processes and Information Systems, *Communications of the AIS*, 2, 5, July.
35. **Giaglis, G.M.**, Paul, R.J. and O'Keefe, R.M. (1999) Discrete Simulation for Business Engineering, *Computers and Industrial Engineering*, 37, 1-2, pp. 199-202 (**ISI Impact Factor 1.543, ABS Category: 2**).
36. Paul, R.J., **Giaglis, G.M.** and Hlupic, V. (1999) Simulation of Business Processes, *American Behavioral Scientist*, 42, 10, pp. 1551-1576 (**ISI Impact Factor 0.492**).
37. **Giaglis, G.M.**, Paul, R.J. and Hlupic, V. (1999) Integrating Simulation in Organisational Design Studies, *International Journal of Information Management*, 19, 3, pp. 219-236 (**ISI Impact Factor 1.554, ABS Category: 2**).
38. **Giaglis, G.M.**, Paul, R.J. and Doukidis, G.I. (1999) Assessing the Impact of Electronic Commerce on Business Performance: A Simulation Experiment, *Electronic Markets*, 9, 1-2, pp. 25-31 (**ISI Impact Factor 0.389, ABS Category: 1**).
39. **Giaglis, G.M.**, Paul, R.J. and Doukidis, G.I. (1999) Dynamic Modeling to Assess the Business Value of Electronic Commerce, *International Journal of Electronic Commerce*, 3, 3, pp. 35-51 (**ISI Impact Factor 0.850, ABS Category: 3**).
40. **Giaglis, G.M.**, Mylonopoulos, N.A. and Doukidis, G.I. (1999) The ISSUE Methodology for Quantifying Benefits from Information Systems, *Logistics Information Management*, 12, 1-2, pp. 50-62 (**ABS Category: 1**).
41. **Giaglis, G.M.**, Paul, R.J. and O'Keefe, R.M. (1999) Research Note: Integrating Business and Network Simulation Models for IT Investment Evaluation, *Logistics Information Management*, 12, 1-2, pp. 108-117(**ABS Category: 1**).
42. **Giaglis, G.M.**, Paul, R.J. and Doukidis, G.I. (1997) Simulation for Intra- and Inter-Organisational Business Process Modelling, *Informatica*, 21, 4, pp. 613-620 (**ISI Impact Factor 1.786**).

### 3.3 Refereed Conference Papers

1. Kounavis, C.D., Zamani, E.D. and **Giaglis, G.M.** (2011) A Mobile Application Supporting Conference Attendees and Organizers. In the *Proceedings of the 15th Panhellenic Conference on Informatics*, Kastoria, Greece, 30 September – 2 October.
2. Papaioannou, E., Georgiadis, C.K., **Giaglis, G.M.** and Kourouthanassis, P. (2011) Profiling the Mobile Phone Users and their Relationship to the Internet Services and Portals. In the *Proceedings of the 10th International Conference on Mobile Business*, Como, Italy, 20-21 June.
3. Koutroumpis, P., Lekatsas, A., **Giaglis, G.M.** and Kourouthanassis, P. (2011) Between a Rock and a Hard Place: Recession and Telecoms Taxation. In the *Proceedings of the 10th International Conference on Mobile Business*, Como, Italy, 20-21 June.
4. Kounavis, C.D., Zamani, E.D. and **Giaglis, G.M.** (2011) An Innovative Conference Management Mobile Application (CoMMA). In the *Proceedings of the 10th International Conference on Mobile Business*, Como, Italy, 20-21 June.



5. Zamani, E., Kourouthanassis, P. and **Giaglis, G.M.** (2010) The Mediating Role of Emotional State Toward Pervasive Information System Acceptance. In Giaglis, G., Zwass, V. (Eds.) *Proceedings of the 9th International Conference on Mobile Business/ 9th Global Mobility Roundtable*, Athens, Greece, 13-15 June, pp 100-106.
6. Kourouthanassis, P., Georgiadis, C., Zamani, E. and **Giaglis, G.M.** (2010) Explaining the Adoption of Mobile Internet Applications. In Giaglis, G., Zwass, V. (Eds.) *Proceedings of the 9th International Conference on Mobile Business/ 9th Global Mobility Roundtable*, Athens, Greece, 13-15 June, pp 148-153.
7. Tsiaousis, A. and **Giaglis, G.M.** (2010) An Empirical Assessment of Environmental Factors that Influence the Usability of a Mobile Website. In Giaglis, G., Zwass, V. (Eds.) *Proceedings of the 9th International Conference on Mobile Business/ 9th Global Mobility Roundtable*, Athens, Greece, 13-15 June, pp 161-167.
8. **Giaglis, G.M.**, Kourouthanassis, P.E. and Lantzouni, P. (2009) Mediated versus Direct Access to Mobile Data Services: Adoption Patterns in Greece. In the *Proceedings of the 8th Global Mobility Roundtable*, Cairo, Egypt, November.
9. Karaiskos, D.C., Kourouthanassis, P., Lantzouni, P., **Giaglis, G.M.** and Georgiadis, C.K. (2009) Understanding the Adoption of Mobile Data Services: Differences among Mobile Portal and Mobile Internet Users. In the *Proceedings of the 8th International Conference on Mobile Business (ICMB)*, Dalian, China, June 28-29.
10. Karaiskos, D.C., Kourouthanassis P. and **Giaglis, G.M.** (2009) Towards a Validated Construct for Information Systems Pervasiveness: An Exploratory Assessment. In the *Proceedings of the 22nd Bled eConference*, Bled, Slovenia, June 14-17.
11. Karaiskos, D.C., Drosos, D., Tsiaousis, A.S., and **Giaglis, G.M.** (2008) Cognitive and Affective Antecedents of Mobile Data Services Usage Intention. In the *Proceedings of the 12th Pan-Hellenic Conference on Informatics (PCI)*, Samos, Greece, August 28-30.
12. Tsiaousis, A. and **Giaglis, G.M.** (2008), Evaluating the Effects of the Environmental Context-of-Use on Mobile Website Usability. In the *Proceedings of the 7th International Conference on Mobile Business*, Barcelona, Spain, 8-9 July 2008.
13. Zeimpekis, V., **Giaglis, G.M.** and Minis, I. (2007), "Development and evaluation of an intelligent fleet management system for city logistics". In *Proceedings of the 41st Hawaii International Conference on System Sciences (HICSS)*, Waikoloa, Hawaii, 7-10 January.
14. Bina, M., Karaiskos, D., **Giaglis, G.M.** (2007) Motives and Barriers Affecting the Use of Mobile Data Services. In the *Proceedings of the 6<sup>th</sup> International Conference on Mobile Business*, Toronto, Canada, 9-11 July.
15. Karaiskos, D.C., Kourouthanassis, P.E., and **Giaglis, G.M.** (2007) User Acceptance of Pervasive Information Systems: Evaluating an RFID Ticketing System. In the *Proceedings of the 15<sup>th</sup> European Conference on Information Systems*, St. Gallen, Switzerland, 7-9 June.
16. Bina, M., Karaiskos D. and **Giaglis, G.M.** (2007) Factors Affecting Actual Usage Patterns of Mobile Data Services. In the *Proceedings of the 6<sup>th</sup> Global Mobility Roundtable*, Los Angeles, CA, 1-2 June. (**Best Paper Award**).

17. Drossos, D., **Giaglis, G.M.** and Lekakos, G., (2007), An Empirical Assessment of Factors that Influence the Effectiveness of SMS Advertising. In the *Proceedings of the 40th Hawaii International Conference on System Sciences (HICSS)*, 3-6 January.
18. Zeimpekis, V., **Giaglis, G.M.** and Minis, I. (2006) Dynamic vehicle dispatching with time-dependent travel times in urban settings In the *Proceedings of the 21th European Conference on Operational Research (EURO XXI)*, 2-5 July, Reykjavik, Iceland.
19. Bina, M. and **Giaglis, G.M.** (2006).Unwired Collective Action: Motivations of Wireless Community Participants. In the *Proceedings of the 5th International Conference on Mobile Business*, Copenhagen, Denmark, 26-27 June. (**Best Paper Award**).
20. Drossos, D. and **Giaglis G.M.** (2006) Mobile Advertising Effectiveness: An Exploratory Study. In the *Proceedings of the International Conference on Mobile Business*, Copenhagen, Denmark, 26-27 June.
21. Bina, M. and **Giaglis, G.M.** (2006). A Motivation and Effort Model for Members of Wireless Communities. In the Proceedings of the 14th European Conference on Information Systems (ECIS 2006), Goteborg, Sweden, 12-14 June.
22. Kourouthanassis, P.E. and **Giaglis G.M.** (2006) A Design Theory for Pervasive Information Systems. In the *Proceedings of the International Workshop on Ubiquitous Computing, organized during the 8<sup>th</sup> International Conference on Enterprise Information Systems (ICEIS2006)*, Paphos, Cyprus, May 23-27.
23. Zeimpekis, V., **Giaglis, G.M.** and Minis, I. (2006) Dynamic Incident Handling in Urban Freight Distributions. In the *Proceedings of the 3rd International Workshop on Freight Transportation and Logistics (ODYSSSEUS 2006)*, Altea, Spain, May 23-26.
24. Pateli, A.G. and **Giaglis, G.M.** (2006) Governance Options for Strategic Alliances in Value Webs. In the *Proceedings of the 39<sup>th</sup> Hawaiian International Conference on Systems Sciences*, Hawaii, January.
25. Zeimpekis, V., Mamassis, K., **Giaglis, G.M.**, Minis, I. and Mavros, A. (2005) Real-time Fleet Management for Urban Freight Distributions. In Iakovou, E. (Ed.), *Proceedings of the 9<sup>th</sup> National Congress on Logistics*, 25-25 November, Thessaloniki, Greece.
26. Pateli, A.G., **Giaglis, G.M.** and Spinellis, D.D. (2005) Trial Evaluation of Wireless Info-Communication and Indoor Location-based Services in Exhibition Shows. In Bozanis, P. and Houstis, E.N. (Eds), *Proceedings of the 10<sup>th</sup> Panhellenic Conference on Informatics*, Volos, Greece, 11-13 November, pp. 199-210, Springer-Verlag, Berlin.
27. Drossos, D. and **Giaglis, G.M.** (2005) Factors that Influence the Effectiveness of Mobile Advertising: The Case of SMS. In Bozanis, P. and Houstis, E.N. (Eds), *Proceedings of the 10<sup>th</sup> Panhellenic Conference on Informatics*, Volos, Greece, 11-13 November, pp. 278-285, Springer-Verlag, Berlin.
28. Bina, M. and **Giaglis, G.M.** (2005). Exploring Early Usage Patterns of Mobile Data Services. In the *Proceedings of the 4th International Conference on Mobile Business*, Sydney, Australia, 11-13 July.

29. Zeimpekis, V. and **Giaglis, G.M.** (2005) A Dynamic Real-Time Fleet Management System for Incident Handling in City Logistics. In the *Proceedings of the 61<sup>st</sup> IEEE Semiannual Vehicular Technology Conference*, Stockholm, Sweden, 30 May – 1 June.
30. Kourouthanassis, P., Zeimpekis, V. and **Giaglis, G.M.** (2004) Intelligence in the Supply Chain: Current Status and Adoption Prospects of RFID in the Greek Market. In the *Proceedings of the 8<sup>th</sup> National Congress on Logistics*, Athens, Greece, 26-27 November (in greek).
31. Drossos, D., Bina, M. Manikas, K., Manolatos, T. and **Giaglis, G.M.** (2004) WLANs in Athletics: An Empirical Investigation into User Perceptions and System Architecture Critical Components. In the *1<sup>st</sup> International Conference on Econometrics of Sports*, Patras, Greece, 10-11 September.
32. Zeimpekis, V., **Giaglis, G.M.** and Tatarakis, A. (2004) A systemic approach to real-time vehicle re-routing for urban distributions. In the *20th European Conference on Operational Research*, Rhodes, Greece, 4-7 July.
33. Vlachos, P., Vrechopoulos, A. and **Giaglis, G.M.** (2004) Mobile Internet Services Usage Patterns: Evidence from the Emerging Hellenic Market. In the *20th European Conference on Operational Research*, Rhodes, Greece, 4-7 July.
34. Zeimpekis, V. and **Giaglis, G.M.** (2004) Mobile Real-Time Services for City Logistics: An Empirical Investigation into User Perceptions and Requirements. In the *Proceedings of the 3rd International Conference on Mobile Business*, New York, 12-13 July.
35. Pateli, A.G., Spinellis, D.D and **Giaglis, G.M.** (2004) Wireless Info-Communication and Navigation Services in Exhibition Shows. In the *Proceedings of the 3rd International Conference on Mobile Business*, New York, 12-13 July.
36. Drossos, D. and **Giaglis, G.M.** (2004) Towards a Classification Framework of Factors Influencing Mobile Messaging Advertising Effectiveness. In the *Proceedings of the 3rd International Conference on Mobile Business*, New York, 12-13 July.
37. **Giaglis, G.M.** and Bina, M. (2004) Framing a Research Agenda for Ad Hoc Community-based Wireless Local Area Networks. In the *Proceedings of the 3rd International Conference on Mobile Business*, New York, 12-13 July.
38. **Giaglis, G.M.** Minis, I., Tatarakis, A. and Zeimpekis, V. (2003) Real Time Decision Support Systems in Urban Distribution: Opportunities Afforded by Mobile and Wireless Technologies. In the *Proceedings of the 3<sup>rd</sup> International ECR Research Symposium*, Athens, Greece, 11-12 September.
39. Rodina, E., Zeimpekis, V. and **Giaglis, G.M.** (2003) Remote Workforce Business Process Integration Through Real-Time Mobile Communications. In Giaglis, G.M., Werthner, H., Tschammer, V. and Froeschl, K.A. (Eds.), *Proceedings of the 2nd International Conference on Mobile Business*, Vienna, Austria, 23-24 June, pp. 295-206.
40. Pateli, A.G. and **Giaglis, G.M.** (2003) A Methodology for Business Model Evolution: Application in the Mobile Exhibition Industry. In Giaglis, G.M., Werthner, H., Tschammer, V. and Froeschl, K.A. (Eds.), *Proceedings of the 2nd International Conference on Mobile Business*, Vienna, Austria, 23-24 June, pp. 87-102.

41. Roussos, G., Spinellis, D., Kourouthanasis, P., Gryazin, E., Pryzbliski, M., Kalpogiannis, G. and **Giaglis, G.M.** (2003) Systems architecture for ubiquitous retail. In the *Proceedings of the ACM SAC Track on E-Commerce*, pp. 350-356.
42. Pateli, A.G. and **Giaglis, G.M.** (2003) A Framework for Understanding and Analyzing e-Business Models. In the *Proceedings of the 16th International Conference on Electronic Commerce*, Bled, Slovenia, 9-11 June.
43. Zeimpekis, V. and **Giaglis, G.M.** (2002) Investigation and Assessment of Mobile Commerce as a Supply Chain Management Facilitator. In the *Proceedings of the 6<sup>th</sup> National Congress on Logistics*, Athens, Greece, November (in greek).
44. Roussos, G., Koukara, L., Kourouthanassis, P., **Giaglis, G.M.**, Tuominen, J., Seppala, O. and Frissaer, J. (2002) A Case Study in Pervasive Retail. In the *Proceedings of the 2nd ACM International Workshop on Mobile Commerce*, Atlanta, GA, 28 September, pp.90-95.
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### 3.4 Papers in Edited Books

1. Drossos, D. and **Giaglis, G.M.** (2009) Reviewing Mobile Marketing Research to Date: Towards Ubiquitous Marketing. In Pousttchi, K. and Wiedemann, D. (Eds), *Handbook of Research on Mobile Marketing Management*, IGI Global.
2. Kourouthanassis, P.E. and **Giaglis G.M.** (2008) Towards Pervasiveness: Four Eras of Information Systems Development. In Kourouthanassis, P. E. and Giaglis, G. M. (Eds), *Pervasive Information Systems*, M. E. Sharpe Inc., New York., pp. 3-25.
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4. Pateli, A. and **Giaglis, G.M.** (2007) An Interdisciplinary Research Framework to Investigate Electronic Business Models. In Salazar, A.J. and Sawyer, S. (Eds.) *Handbook of Information Technology in Organizations and Electronic Markets*, World Scientific, Hackensack, NJ.
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7. Zeimpekis, V. and **Giaglis, G.M.** (2005) A Dynamic Real-Time Vehicle Routing System for Distribution Operations. In Doukidis, G.J. and Vrehopoulos, A.P. (Eds.), *Consumer Driven Electronic Transformation: Applying New Technologies to Enthuse Consumers and Transform the Supply Chain*, Springer, Berlin, pp. 23-38.
8. Kourouthanassis, P. and **Giaglis, G.M.** (2005) Shopping in the 21<sup>st</sup> Century: Embedding Technology in the Retail Arena. In Doukidis, G.J. and Vrehopoulos, A.P. (Eds.), *Consumer Driven Electronic Transformation: Applying New Technologies to Enthuse Consumers and Transform the Supply Chain*, Springer, Berlin, pp. 227-240.
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10. **Giaglis, G.M.** (2004) Mobile Location Services. In Khosrow-Pour, E. (Ed.), *Encyclopedia of Information Science and Technology*, Idea Group Publishing, Hershey, PA, pp. 1973-1977.
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13. Eatock, J., Serrano, A., **Giaglis, G.M.** and Paul, R.J. (2002) Evaluating Information Technology: Lessons from Integrating Business Process Simulation with Computer Network Simulation. In Henderson, P. (Ed.), *Systems Engineering for Business Process Change: New Directions*, Springer, London, pp. 150-159.
14. **Giaglis, G.M.**, Manikas, K.M, Pergiodakis, B. and Miliotis, P. (2000) DSS for the Evaluation of National IT Infrastructure Investments: A Study of Cable Television in Greece. In Zanakis, S.H., Doukidis, G.I. and Zopounidis, C. (Eds.), *Decision Making: Recent Developments and Worldwide Applications*, Kluwer Academic Publishers, pp. 397-412.
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18. Pramataris, K., Doukidis, G.I., **Giaglis G.M.** and Raptakis, J. (1996) The EUROMEDIES EDI Prototype System. In Pallikarakis, N., Anselmann, N. and Pernice, A. (Eds.), *Information Exchange for Medical Devices*, IOS Press, Amsterdam (ISBN 9-051-99249-1), pp. 62-68.
19. Doukidis, G.I. and **Giaglis, G.M.** (1995) Electronic Data Interchange for SMEs (in Greek). In Siskos, I., Zopounidis, K. and Pappis, K. (Eds.), *Management of Small to Medium Sized Enterprises*, Crete University Publications, Herakleion, pp. 195-204.

### 3.5 Books, Volumes and Conference Proceedings

1. **Giaglis, G.M.** and Zwass, V. (Eds.) (2010) *Proceedings of the Ninth International Conference on Mobile Business / Ninth Global Mobility Roundtable*, IEEE Conference Publishing Services, Athens, Greece, 13-15 June, ISBN: 978-0-7695-4084-9.
2. **Giaglis, G.M.** (2009) *Simulation and Applications in Management Science*, Giourdas Publishing, Athens, ISBN: 978-960-387-819-3 (in Greek).
3. **Giaglis, G.M.** (2009) *Introduction to Computer Science*, Giourdas Publishing, Athens, ISBN: 978-960-387-680-9 (in Greek).
4. Kourouthanassis, P.E. and **Giaglis, G.M.** (Eds.) (2008) *Pervasive Information Systems*, M.E. Sharpe [part of the Advances in Management Information Systems series, Zwass, V. (Editor-in-Chief), ISBN: 0-7656-1689-0.



5. Kouadri Mostefaoui, S, Maamar, Z. and **Giaglis, G.M.** (Eds.) (2008) *Advances in Ubiquitous Computing: Future Paradigms and Directions*, Idea Group Publishing, ISBN: 978-159904840-6.
6. **Giaglis, G.M.**, Moustefaoui, S. and Maamar, Z. (Eds.) (2007) *Proceedings of the Fourth International Workshop on Ubiquitous Computing*, Madeira, Portugal, 12-16 June.
7. Zeimpekis, V.S., **Giaglis, G.M.**, Tarantilis, C.D. and Minis, I. (Eds.) (2007) *Dynamic Fleet Management: Concepts, Systems, Algorithms, and Case Studies*, Springer, Berlin, ISBN: 978-0-387-71721-0.
8. **Giaglis, G.M.**, Moustefaoui, S. and Maamar, Z. (Eds.) (2006) *Proceedings of the Third International Workshop on Ubiquitous Computing*, Paphos, Cyprus, 23-24 May.
9. **Giaglis, G.M.** (2004) *Mobile and Wireless Business: Technologies, Applications and Business Issues*, Sideris Publications, Athens, ISBN: 960-08-0331-5 (in Greek).
10. **Giaglis, G.M.**, Werthner, H., Tschammer, V. and Froeschl, K.A. (Eds.) (2003) *Proceedings of the Second International Conference on Mobile Business*, Vienna, Austria, 23-24 June, ISBN: 3-85403-169-6.
11. Foster, F., **Giaglis, G.M.** and Howells, J. (2000) *Managing Information and Operations*, Distance Learning Material for the Brunel MBA.
12. Doukidis, G.I., **Giaglis, G.M.**, Pappas, I., Zarogianni, V. and Pergiodakis, V. (1996) *Electronic Commerce and Electronic Data Interchange*, New Technologies Publications, Athens.

### 3.6 Citations

The following citation and impact statistics refer to the entirety of my publication record, as listed above. Data are derived from international bibliometric sources to ensure reliability and validity check.

According to Harzing, A.W. (2010) *Publish or Perish*, version 3.1, [www.harzing.com/pop.htm](http://www.harzing.com/pop.htm) (last accessed: May 22, 2011):

Keywords: "Giaglis: bus,eng,soc"  
Total Articles: 190  
Total Citations: 1,949  
Citations per Year: 114.65  
Citations per Article: 10.26  
Authors per Article: 2.79  
h-index: 24  
g-index: 39

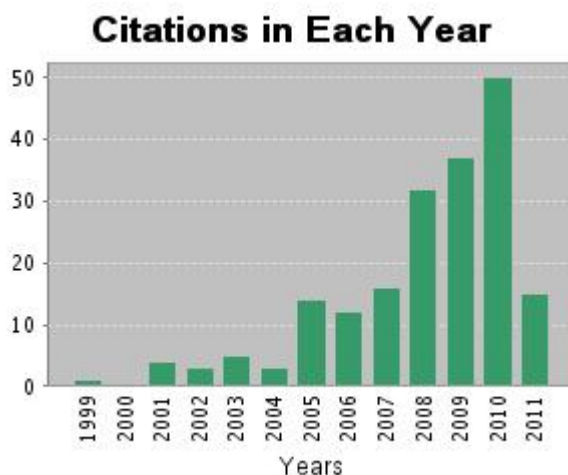
According to *Google Scholar* (last accessed May 22, 2011):

Keywords: "Giaglis, GM"  
Total Articles: 103  
Total Citations: 1,736  
h-index: 22

According to *ISI Web of Knowledge* (last accessed May 22, 2011):

Keywords: "Giaglis, GM (author, editor)"  
Total Articles (only within Web of Science): 18

Total Citations (only within Web of Science): 192  
 Citations excluding self (only within Web of Science): 84  
 Citations per Article: 10.67  
 h-index: 7  
 Citations per Year: (see graph)



## 4. Teaching Experience

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### 4.1 Athens University of Economics and Business

1. **Information and Telecommunications Systems** (Undergraduate Course, 1<sup>st</sup> semester, compulsory). Course leader. Lecture topics include *Introduction to Informatics, computer hardware, computer software, file systems and databases, introduction to computer networks*, etc.
2. **Simulation and Decision Support Systems** (Undergraduate Course, 6<sup>th</sup> semester, specialization compulsory). Course leader. Lecture topics include *Simulation model building, programming simulation models, decision analysis and making, steady-state simulations, hypotheses testing, sensitivity analysis*, etc.
3. **Digital Content and Mobile Communications** (Undergraduate Course, 6<sup>th</sup> semester, specialization compulsory). Course leader for the Mobile Communications part. Lecture topics include *GSM/GPRS/UMTS networks, Wireless networks, sensor and activator technologies, mobile and wireless business applications*, etc.
4. **Electronic Commerce** (Postgraduate Course, Executive MBA in Telecoms). Co-teaching (with Professor G. Doukidis). Lecture topics include *Electronic Business, Mobile and Wireless Business, Business Models in Electronic Commerce, Strategy and Competition in Electronic Commerce*, etc.
5. **Management Information Systems** (Postgraduate Course, Executive MBA). Co-teaching (with Professor G. Doukidis). Lecture topics include *Strategic Information Systems, e-Business, Knowledge Management Systems, Organization and Management of Information Services*, etc.
6. **Mobile and Wireless Applications** (Postgraduate Course, International MBA). Course leader. Lecture topics include *Mobile Communication Networks, Wireless Local Area Networks, mobile and wireless business applications, location identification technologies, RFID technology and applications*, etc.
7. **Business Process Re-engineering** (Postgraduate Course, International MBA). Course leader. Lecture topics include *Business Process Analysis, Organizational Change Management, Business Process Modeling Techniques, BPR Project Management*, etc.

8. **Information Systems Management and Strategy** (Postgraduate Course, Executive MBA). Course leader. Lecture topics include *Information Systems Investment Assessment, Design and Implementation of Corporate Information Strategy, Information Project Management*, etc.
9. **Contemporary Management Systems** (Postgraduate Course, Executive MBA). Course leader. Lecture topics cover areas such as: *Business Process Re-engineering, Enterprise Resource Planning Systems, Knowledge Management, Innovation Management, Strategy Design under Uncertainty*.

#### 4.2 **Hellenic Open University**

1. **Introduction to Information Technology** (Undergraduate Course, 1<sup>st</sup> semester, compulsory). Instructor since 2002-2003. Lecture topics include *Introduction to Computer Science, Data Structures, Programming in C*, etc.

#### 4.3 **University of Cyprus**

1. **Electronic Commerce** (Postgraduate MBA Course). Visiting Professor since 2007-08. Lecture topics include *Introduction to eBusiness, Mobile and Wireless Commerce, eBusiness Models, Strategy and Competition in eBusiness*, etc.

#### 4.4 **International Hellenic University**

1. **Marketing and Strategies for Telecom Companies** (Postgraduate course, MSc in Information and Communication Systems). Course leader. Lecture topics cover areas such as: *Strategic Challenges in Telecoms, Marketing of Telecom Services, Telecom Products Pricing*, etc.

#### 4.5 **Department of Information Systems and Computing, Brunel University**

1. **Information and Operations Management** (Postgraduate Course, MBA). Course leader. Lecture topics include a wide array of issues within the area of Management Information Systems, such as *Decision Support Systems, Information Strategy, e-Business*, etc.
2. **Information Management I** (Postgraduate Course, MSc in Information Management). Co-teaching. Course leader for the following topics: *Modeling Business Processes, Information Systems Investment Assessment, e-Business and Electronic Data Transfer*.
3. **Information Systems Management and Strategy** (Undergraduate Course, BSc Information Systems, 5<sup>th</sup> semester). Co-teaching. Preparation and teaching of seminars in management and strategy issues for information systems.
4. **Information Systems Issues** (Undergraduate Course, BSc Information Systems, 5<sup>th</sup> semester). Co-teaching. Preparation and teaching of seminars in special issues for information systems, such as *Inter-organizational Information Systems, e-Business, Legal and Ethical Implications of IT, Information Systems Security*, etc.

#### 4.6 **Department of Financial and Management Engineering, University of the Aegean**

1. **Introduction to Informatics** (Undergraduate Course, 1st semester). Course leader. Lecture topics include *Computer Science basic concepts and a detailed introduction to the C programming language (variables, operators, flow of control statements)*.
2. **Computer Programming** (Undergraduate Course, 2<sup>nd</sup> semester). Course leader. The course includes extensive teaching of the *C programming language at an advanced level (arrays, strings, pointers, dynamic memory allocation, records)*.

3. **Algorithms and Data Structures** (Undergraduate Course, 3<sup>rd</sup> semester). Course leader. Lecture topics include *data structures (stack, queue, tree, graph) and an introduction to algorithms and complexity concepts*.
4. **File Structures and Databases** (Undergraduate Course, 4<sup>th</sup> semester). Course leader. Lecture topics include *relational databases (relational algebra, entities, relationships, normalization) and an introduction to object-oriented databases*.
5. **Management of Information Systems** (Postgraduate Course, MBA for Engineers). Course Leader. Topics: *Business Process Re-engineering, e-Commerce, Methodologies for Developing Information Systems, Provision of Information Services to Organizations, Information Systems Investment Evaluation*.

#### 4.7 Department of Nursing, National and Kapodistrian University of Athens

1. **Electronic Data Interchange – EDI** (Postgraduate Course, MSc in Organization and Management of Health Services & Health Informatics). Course leader. Topics: *e-Commerce, Electronic Data Interchange (EDI), Health Applications*.

#### 4.8 Institute of Education, University of London

1. **Educational Management Information Systems** (Postgraduate Course, Executive Teaching). Course Leader. Topics: *Introduction to Management Information Systems, Educational Applications, Design and Development of Database Applications*.

#### 4.9 Seminars / Executive Teaching

1. Seminar **Value Added Telecom Services** for OTE executives, since 2009.
2. Scientific Coordination of the executive seminar **Developing RFID Applications in Greece**, Athens University of Economics and Business, February and December 2006.
3. Scientific Coordination of the executive seminar **Mobile and Wireless Technologies in the Modern Enterprise**, Athens University of Economics and Business, 2004.
4. Seminar **Mobile and Wireless Business** for Vodafone executives, Athens University of Economics and Business executive teaching program, 2005-2006.
5. Seminar **Managing Information Systems**, Athens University of Economics and Business Executive Leadership Program, 2004.
6. Seminar **Managing Information Systems** for Hellenic Post executives, Athens University of Economics and Business executive teaching program, 2003.
7. Seminar **Managing Information Systems** for Commercial Bank executives, Athens University of Economics and Business executive teaching program, 2003.
8. Seminars **The Nature of Doctoral Research** and **Simulation as a method of Scientific Research**, Researcher Development Seminars of the Department of Management Science and Technology at the Athens University of Economics and Business, since 2003-04.

#### 4.10 Teaching Awards

- ❑ Teaching Excellence Award, Executive MBA, 2002-03 (for the Information Systems Management and Strategy course).
- ❑ Teaching Excellence Award, Department of Management Science and Technology, 2003-04 (for the Information and Telecommunications Systems course).
- ❑ Teaching Excellence Award, International MBA, 2003-04 (for the Business Process Re-engineering course).

## 5. Research Experience

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### 5.1 Research Interests

- I. **Electronic Commerce / Electronic Business.** Emphasis on the following areas:
  - A. Mobile and Wireless eBusiness, applications of wireless networks, sensor networks and radio frequency identification (RFID) systems.
  - B. Evaluation of innovative technologies' impact on the structure and evolution of electronic marketplaces, disintermediation / cybermediation effects in eMarkets.
  - C. Evaluation of business, social and economic impacts of commerce 'electronicization'.
  - D. Study of eCommerce applications as Inter-organizational Information Systems.
  - E. eCommerce Business Models, Strategic Technology Alliances, Competition Analysis in eCommerce.
  - F. eCommerce applications (tourism, finance, etc).
  - G. Wireless Community Networks – participation motives and expected rewards.
  - H. Technologies and applications of location identification.
  - I. Mobile marketing and advertising.
  - J. Acceptance and Diffusion Models for electronic commerce and mobile data services.
  - K. Usability engineering in internet and mobile websites.
  - L. Recommender systems in eCommerce, personalization algorithms.
  - M. Mobile augmented reality.
- II. **Pervasive / Ubiquitous Information Systems.** Emphasis on the following areas:
  - A. Theories for pervasive IS design.
  - B. Methods and models for pervasive IS acceptance evaluation.
  - C. Pervasive information systems in retail.
  - D. Pervasive information systems in fleet routing and supply chain management.
  - E. Quantitative and qualitative evaluation of Information Technology investments.
  - F. Design and implementation of corporate information systems strategies.
  - G. Contemporary information management systems.
  - H. Knowledge management.

- I. Decision support systems for IS investment evaluation.
- III. **Business Process Modeling and Re-engineering.** Emphasis on the following areas:
- A. Static and dynamic business process modeling techniques.
- B. Evaluation of the impact of information systems on business process performance indicators.
- C. Benefit measurement in business process re-engineering.
- D. Business process and information systems modeling techniques.
- IV. **Simulation.** Emphasis on the following areas:
- A. Techniques and applications of discrete event simulation.
- B. Simulation of business processes and information systems.
- C. Simulation of computer and telecommunications networks.

## 5.2 Research Projects

### Basic & Applied Research

Code	Title	Budget (Duration)	Funding Body
BR-1	<b>Simulation as a Tool to Assess the Impact of IT-Enabled Business Process Change in Organisations (ASSESS-IT)</b>	~ 250.000 £ (1 Jan 96 until 31 Dec 99)	EPSRC
	Development of theories, methodologies and tools to assist organisations in evaluating their investments in business process changes and IT applications through the use of simulation models.		
BR-2	<b>Development of Methodologies and Decision Support Systems for the Evaluation of Investments in Broadband Telecommunication Networks</b>	~ 10.000 £ (1 Jan 97 until 31 Dec 98)	British Council (Joint Research Programme in System and Software Engineering in Telecommunications and Broadcasting)
	Development of methodologies and a Decision Support System for the dynamic and reconfigurable investment appraisal in broadband applications, emphasizing on digital TV.		
EP-993	<b>Mobile Business Network of Excellence (MB-net)</b>	36.000 € (1 Jan 01 until 30 Jun 01)	European Commission (ICT)
	Network of Excellence, consisting of 25 technological and academic partners from eight European countries. Research in the area of mobile and wireless business, focusing on researching innovative business applications and services based on mobile and wireless communications technologies. Formulation of a roadmap identifying research challenges and proposing directions for R&D policies and informing strategic directions at a pan-European level.		
EP-1074	<b>Development of an eBusiness platform for electronic procurements</b>	34.982 € (1 Apr 03 until 30 Jun 04)	Information Systems Impact Ltd
	Design and implementation of a business and technological eBusiness solution focusing on the improvement and support of the communication and exchange processes between the collaborative parties of a business group or		

	between chain stores (emphasizing on the process of intra- and inter-organizational procurement).		
<b>EP-1097</b>	<b>Athletic Coverage in Stadiums (ATHENS)</b>	76.040 € (1 Jun 03 until 30 Nov 04)	GSRT (Research and Technology Development Partnerships)
	Research in the area of mobile and wireless technologies and study of their possible exploitation for the provision of advanced information services to the spectators of sports events, emphasizing on athletics. Development of a wireless platform based on IEEE 802.11b/g, capable of providing a series of services accessible inside and around a stadium area where athletic events take place.		
<b>EP-1107</b>	<b>Study on the Development of B2B and B2C Electronic Commerce in Western Greece</b>	15.000 € (4 Jun 03 until 31 Jul 03)	Athinaiki Anaptyksiaki SA
	Study of the operational requirements for B2C e-shops and B2B e-marketplaces for the enterprises of the Prefecture of Western Greece. Identification of application domains and enterprise features enabling the participation in similar efforts.		
<b>EP-1112</b>	<b>Human Network of Excellence in mBusiness (Mobinet)</b>	65.782 € (10 May 03 until 10 May 05)	GSRT (Competitiveness)
	A network of cooperation between scientific and industrial partners. The basic aim is the dissemination of knowledge and the education of students and executives in the area of wireless technologies and corporate applications based on the use of mobile devices.		
<b>EP-1142</b>	<b>Mobile Real-time Supply chain Execution (MORSE)</b>	187.221 € (1 Oct 03 until 31 Dec 05)	GSRT (Competitiveness)
	Research investigating the prospects of exploiting mobile and wireless technologies in supply chain execution (focusing on urban distributions). Design, implementation, and evaluation of an innovative decision support system, embracing dynamic routing algorithms and real-time applications to create an efficient supply chain execution network, capable of delivering value to its members (starting from the supplier and reaching the end-customer). Development of real-time rerouting algorithms. Pilot integrated distribution system tested in real-life distribution scenarios.		
<b>EP-1197</b>	<b>Mobile Youth</b>	110.004 € (1 Feb 04 until 31 Jul 05)	GSRT (Information Society)
	Study of the nature of the adoption and social absorption of mobile technologies and services in the segment with the highest usage and adoption rates, the youth. Execution of qualitative (anthropological) and quantitative (survey) research aiming at collecting information on the nature of mobile device usage patterns among youngsters aged between 12-22 years old and the implications on their social and school life, as well as for the business environment.		
<b>EP-1212</b>	<b>Competition for a wireless future: Mobile eBusiness strategies</b>	32.460 € (8 Nov 02 until 30 Jun 07)	Ministry of Education (EPEAEK – Iraklitos)
	Identification of factors affecting the effectiveness of competition analysis in the area of mobile and wireless business. Examination of the way these factors influence the decision making process with regards to competition and the strategic choices of organizations within the mobile and wireless business.		
<b>EP-1231</b>	<b>Mobile Advertising Effectiveness (MAD)</b>	87.315 € (1 Feb 04 until 31 Jul 06)	Upstream SA
	Development of a mobile advertising effectiveness framework for the real-time evaluation and management of SMS advertising campaigns. Implementation of an information system enacting the framework with real time data. Identification of factors influencing the effectiveness of mobile advertising.		
<b>EP-1291</b>	<b>Mobile and Wireless Business Adoption and Diffusion Models</b>	50.000 € (1 Jan 05 until	Ministry of Education (EPEAEK II –PYTHAGORAS II)

		31 Dec 06)	
	Basic and applied research in mobile and wireless business focusing on identifying the key success factors for the design and adoption of mobile and wireless services, drawing on theories of strategic design.		
<b>EP-1299</b>	<b>Industrial Research for the Development of a Voice Ticketing System</b>	54.448 € (1 May 05 until 31 Jul 07)	GSRT (PAVET-NE)
	Applied research in the area of voice applications with the aim to develop a voice ticketing system capable of improving the process of information and ticket reservation based on Automated Speech Recognition (ASR) and Text-to-Speech (TTS) technologies.		
<b>EP-1309</b>	<b>Medical Electronic Library</b>	67.227 € (30 Nov 05 until 31 Mar 06)	Ministry of Health (Ygeia-Pronoia)
	Identification of electronic libraries features, identification of content management system features, analysis of the functional and technical requirements for the development of an electronic library for medical issues for the Ministry of Health.		
<b>EP-1335</b>	<b>Technologies and Applications for Mobile and Wireless Business</b>	211.000 € (1 Jan 06 until 31 Dec 08)	GSRT (PENED)
	Basic and applied research in the area of Mobile and Wireless business, focusing on two aspects: emerging technologies and innovative business models. Support for five doctoral theses: 1) Measuring Mobile Advertising Effectiveness; 2) Understanding Motivations and Interactions in Community-based WLANs; 3) Studying Consumer Behavior and Interaction towards Innovative Mobile Business Applications; 4) Developing Design Theories for Ubiquitous and Pervasive Information Systems; 5) Evaluating the Acceptance of Ubiquitous and Pervasive Information Systems		
<b>EP-1421</b>	<b>Transport System for Electronic Tickets, Customer Loyalty and Physical Access</b>	97.400 € (12 May 06 until 30 Apr 08)	GSRT (EPAN-EPET III)
	Research in the area of radio frequency identification technologies aiming at the design and implementation of an integrated platform consisting of software and hardware for the provision of e-ticketing services and access control mechanisms for passengers in transportation means through the use of innovative technologies including wireless smart cards and RFID tags.		
<b>EP-1437</b>	<b>Request Management Platform for RFPs/RFQs</b>	24.000 € (22 Nov 06 until 30 Apr 07)	GSRT (Competitiveness)
	Study and research on contemporary eBusiness technologies to support the business processes of electronic data interchange between buyers and sellers in the context of competitive tendering (Requests for Proposals / Requests for Quotations).		
<b>EP-1464</b>	<b>Feasibility Study on Public Payment Transactions</b>	29.600 € (24 Apr 07 until 8 Jul 07)	Ministry of the Interior (Politeia)
	Study on the potential of redesigning the extant methods for payment transactions between citizens/businesses and the Greek government. The aim is the abolishment of the dated system of coupons (paravola) and the substitution of payment mechanisms that require the physical presence of payers. Study of the potential of smart cards and mobile payments as alternative payment means.		
<b>EP-1478</b>	<b>Improvement and Standardization of the Tracer Factory Traceability Information System</b>	50.420 € (6 Dec 06 until 31 Dec 07)	Theodorou Automations AVETE
	Upgrades on the Tracer Factory traceability information system through incorporating internal traceability at all production stages, customization to the traceability requirements of Greek and European legislation, and integration		



	with external systems (weighting, sensors, PLC controllers, etc).		
-	<b>Secure Mobile Payment Service International Introduction</b>	50.000 € (1 Jan 07 until 31 Dec 08)	Intrasoft Intl, Mellon Technologies, Millennium Bank
	Organization and deployment of the market validation pilots for the SEMOPS mobile payments platform in Greece.		
EP-1567	<b>Study on the Impact of Mobile Telephony in Greece</b>	54.000 € (10 Jun 08 until 10 Nov 08)	Cosmote, Vodafone, WIND
	Study on the social and economic contribution of the mobile telephony sector in Greece. Study on the effects of the industry on consumers and businesses, industry competition analysis and scenarios for the future. The study was based on published data and empirical research (survey and case studies).		
EP-1593	<b>Personalized Multimedia Information Guide at the Museum of Cycladic Art</b>	24.500 € (15 Dec 08 until 30 Apr 09)	Information Society SA (eServices)
	Design and development of a personalized video/audio guide for the visitors of the museum, incorporating automatic data identification (RFID) and WiFi positioning.		
EP-1653	<b>Mediterranean Wireless Innovation (WINNOVATE)</b>	255.999 € (1 May 09 until 31 Oct 11)	European Regional Development Fund (MED)
	Strengthening the innovation capacity of local and regional authorities in Greece, Italy, Spain and Slovenia through the introduction of value-adding mobile and wireless services for citizens, employees and business. Development of a novel Wireless Innovation Readiness Index, to match user and local authority readiness with candidate value-adding services.		
EP-1710	<b>Mobile Data Services Adoption: Antecedents of Intention to Adopt and Actual Behavior</b>	8.800 € (1 Jan 10 until 31 Dec 10)	AUEB (PEVE II)
	Development of a theoretical model for the evaluation of mobile data services acceptance. Survey-based empirical validation.		
EP-1727	<b>Study on the Effects of Managed Print Services on Organizations</b>	8.824 € (15 Feb 10 until 15 May 10)	Value.com SA
	Appraisal of the printing ecosystem of large and medium enterprises and analysis of how Managed Print Services may affect business performance indicators.		
EP-1780	<b>Study on the Impact of Taxation on the use of Mobile Telecommunications in Greece</b>	5.000 € (02 Sep 10 until 31 March 11)	ICAP Group SA
	This study focuses on the Development of econometric model studying the impact of the national income and tax policies on the use of mobile telecommunications in Greece. It mainly examines the impact of mobile telecommunication prices on the Consumer Price Index (CPI).		
EP-1807	<b>The role of universal service for broadband access and its financing: a fact based contribution to the debate in the European Union</b>	42.639 € (01 Feb 11 until 01 Feb 12)	European Investment Bank
	This study attempts to measure the economic impact that the development of digital networks and broadband infrastructure will implement on the growth and competitiveness of the EU economy. It investigates the current Universal Service rules and the benefits they offer to the EU community and economy, and indicates the resources that should be made available so as the EU to reap those benefits. The study addresses the different ways the Universal Services can be deployed at a sustainable level and re-evaluates the definition of universal service obligation (USO) in a flexible and adaptable manner. Based on a macro-economic simultaneous equations model this study tries		

	to estimate the benefits that more widespread availability of broadband access could provide.		
<b>EP-1815</b>	<b>PhD Supervision: «Human-computer interaction in ubiquitous information systems: the user experience with IT artefacts»</b>	45.000 € (1 Sep 10 έως 31 Aug 2013)	Herakleitos II PhD Fellowship
	The present thesis explores the user experience with ubiquitous IT artefacts, aiming to achieve a more in-depth understanding of the mechanisms that govern its formulation. Drawing from Industrial Design, Psychology, HCI and other disciplines, this thesis investigates the role of the IT artifact in the user's everyday life, the meaning one may attach to it, the role of aesthetics and emotions among others, and its main objective is to explore the attributes of a rich and satisfying user experience. The PhD is carried out by Mrs Efraxia Zamani		
<b>EP-1805</b>	<b>Mobile Augmented Reality Applications – Design Challenges and User Adoption (MARA)</b>	4.000 € (03 March 11 έως 02 March 12)	AUEB (PEVE III)
	This project aims at bringing together and cross-fertilizing research theories, methods, and tools from two highly intertwined, yet largely treated independently to date, scientific realms: social sciences, emphasizing on information society, and information/communication technologies, focusing on experiential technologies such as Augmented Reality (AR). More specifically, the project aims at addressing the social and technological research challenges in the field of pervasive and ubiquitous information systems, emphasizing on AR applications for mobile phones and other portable devices. On the social front, the main objective is the study of (a) the individual behavioural dynamics that lie behind users' decisions to adopt (or discard) such technologies, and (b) the design and technological challenges that must be tackled before such applications become mainstream. On the technological front, the objective is to tackle significant challenges associated with (a) the confidentiality of information and data protection, (b) the accuracy of object identification in such devices, (c) algorithms for personalization and next-generation recommender systems, and (d) the development of a standardized open architecture for generic AR platforms.		
<b>EP-1835</b>	<b>The Mobile Telecommunications Sector in the new "Environment"</b>	16.875 € (07 July 11 έως 31 Aug 12)	ICAP Group SA
	This project studies the impact that changes on the economic environment and taxation policies can have on the profits of the Mobile Telecommunications Sector and public revenues. Based on the econometric model, developed on a previous project, the study aims to investigate the impact that changes on indirect taxes imposed on the use of mobile telecommunication services, can have on the use of these services and on public revenues in general. The study proposes the taxation policy that can maximize public revenues.		

## Other Projects

Code	Title	Budget (Duration)	Funding Body
<b>SM-0285</b>	<b>Mobile and Wireless Technologies in Business</b>	6.456 € (10 May 04 until 15 May 04)	Trainees
	Executive Seminar		
<b>SM-0329</b>	<b>Developing RFID Applications in Greece</b>	13.936 € (1 Feb 06 until 30 Apr 06)	Trainees
	Executive Seminar		
<b>SM-0345</b>	<b>Developing RFID Applications in Greece II</b>	16.500 € (1 Nov 06 until 31 Mar 07)	Trainees
	Executive Seminar		
<b>SY-0057</b>	<b>9<sup>th</sup> International Conference on Mobile Business</b>	50.150 € (1 Oct 09 until 31 Dec 10)	Attendants, Sponsors

	9 <sup>th</sup> International Conference on Mobile Business / 9 <sup>th</sup> Global Mobility Roundtable, Athens, 13-15 June 2010		
<b>WMDSS</b>	<b>Worldwide Mobile Data Services Survey</b>	- € (1 Jan 04 until now)	Self-funded
	A large-scale annual global survey designed to explore customer behaviour and the market environment for mobile data services around the world. The key objectives are to identify the current and potential user needs by collecting and analyzing data on the usage of mobile data services, to compare market trends in the mobile data services industry around the world, and to perform a longitudinal trend analysis. The study constitutes the most widely known rigorous academic study on Mobile Business around the globe. The survey is conducted every year since 2001 with great success in terms of both the number of participants (more than 20.000 answers annually) and the quality and contribution of the final results to the academic and corporate knowledge. Participating countries include: Australia, Finland, USA, Hong-Kong, Denmark, Japan, Korea, Taiwan, China, Canada, Greece and others.		
<b>eBF-E4</b>	<b>eBusinessForum Research Group: The use of mobile and wireless applications in transportation and logistics</b>	3.000 € (2002)	EDET
	Studying current practices in Greece and internationally, determination of synergies that will function as channels of communication, identification of innovative applications for supply chain management processes.		
<b>eBF-Z2</b>	<b>eBusinessForum Research Group: Streamlining Supply Chain Operations through Automatic Identification Technologies (RFID)</b>	3.000 € (2003)	EDET
	Studying current practices in Greece and internationally, determination of synergies that will function as channels of communication, identification of innovative applications based on RFID, focusing on the end consumer.		
<b>eBF-02</b>	<b>eBusinessForum Research Group: Applications and services of 3G mobile technology networks</b>	3.000 € (2004)	EDET
	Studying current practices in Greece and internationally, determination of synergies that will function as channels of communication, identification of innovative applications enabled through 3G mobile networks.		

### 5.3 PhD Supervision

#### Completed PhD Theses:

1. Dynamic integrated modelling of information systems and business process simulation, Julie Eatock, Brunel University, 2003. **(currently Research Fellow, Brunel University)**
2. Stochastic information technology modelling for business processes, Alan Edwin Serrano-Rico, Brunel University, 2004. **(currently Senior Lecturer, Brunel University)**
3. Personalized Advertising Services through Hybrid Recommendation Systems: The Case of Digital Interactive Television, George Lekakos, Athens University of Economics and Business, 2004. **(currently Assistant Professor, Athens University of Economics and Business)**
4. A Design Theory for Pervasive Information Systems, Panagiotis Kourouthanassis, Athens University of Economics and Business, 2006. **(currently Assistant Professor, Ionian University)**
5. Governance of Strategic Technology Alliances in Technology-based Industries: A Case in Wireless Services, Adamantia Pateli, Athens University of Economics and Business, 2006. **(currently Lecturer, Ionian University)**
6. Perceptions on Competitive Environment and Organizational Capabilities as Antecedents of Firm's Competitive Response Characteristics and Performance, Konstantinos Fouskas, Athens University of Economics and Business, 2007. **(currently Lecturer, University of Macedonia)**

7. Mobile Advertising Effectiveness: Identifying Factors that Influence Consumer Attitudes and Purchase Intentions, Dimitrios Drossos, Athens University of Economics and Business, 2007.  
**(currently Lecturer, University of the Aegean)**
8. Wireless Community Networks: A Case of Modern Collective Action, Maria Bina, Athens University of Economics and Business, 2007.
9. Design and Evaluation of a Real-Time Fleet Management System for Dynamic Incident Handling in Urban Freight Distributions, Vassilios Zeimpekis, Athens University of Economics and Business, 2008.
10. Usability Evaluation of Mobile Applications in Context of Use, Alexandros Tsiaousis, Athens University of Economics and Business, 2009.
11. A Predictive Model for the Acceptance of Pervasive Information Systems by Individuals, Dimitrios Karaiskos, Athens University of Economics and Business, 2009.

In progress:

12. Acceptance Models for Pervasive/Ubiquitous Information Systems: The Effects of Aesthetics on Adoption Intention Perceptions, Efpraxia Zamani, Athens University of Economics and Business, 2011 (expected).

## 6. Scientific Recognition

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### 6.1 International Recognition

- **Invited external PhD thesis examiner**, Politecnico di Milano, February 2011.
- **Founding Member**, Special Interest Group on Mobile and Ubiquitous Information Systems (SIGMUBIS), Association of Information Systems (AIS).
- **Associate Researcher**, Institute of Management Information Systems (IMIS), ATHENA Research Center (since September 2009).
- **Invited external PhD thesis examiner**, University of South Australia, September 2007.
- **Best Paper Award** for the paper Bina, M., Karaiskos D. and Giaglis, G.M. (2007) Factors Affecting Actual Usage Patterns of Mobile Data Services. In the Proceedings of the 6th Global Mobility Roundtable, Los Angeles, CA, 1-2 June.
- **Best Paper Award** for the paper Bina, M. and Giaglis, G.M. (2006).Unwired Collective Action: Motivations of Wireless Community Participants. In the Proceedings of the 5th International Conference on Mobile Business, Copenhagen, Denmark, 26-27 June.
- **Invited Visiting Professor**, University of Technology Sydney, Australia (2006).
- **Invited external PhD thesis examiner** (opponent), Abo Academi University, Finland (March 2006).
- **Research Associate**, Center for Business Information, Organization and Process Management (BIOPoM), University of Westminster (since 2005).
- **Member of PhD Program Advisory Board** of the PhD Program in Technology Management of Polytechnic University, New York, USA (since 2003).
- **Invited external PhD thesis examiner** (opponent), University of Jyvaskyla, Finland (December 2003).
- **Use of research outcomes as core teaching material in universities worldwide.**  
Examples:
  1. Use of extensive extracts from articles in mediation in electronic markets in one of the most important textbooks for eBusiness: Turban, E. and King, D. (2002) Introduction to E-Commerce, Prentice Hall, Upper Saddle River, NJ.
  2. University of Twente (The Netherlands): Use of my articles as teaching material in the Business Process Support course (second year undergraduate course for industrial engineering and business information systems students).
  3. Monash University (Australia): Use of my articles as teaching material in the Infrastructure for eCommerce course.

### 6.2 Membership in Journal Editorial Boards

1. Member of the Editorial Board of Telecommunications Policy.
2. Member of the Editorial Board of the International Journal of Mobile Communications.
3. Member of the Editorial Board of the Business Process Management Journal.
4. Member of the Editorial Board of the International Journal of Simulation and Process Modelling.

5. Member of the Editorial Board of the Journal of Enterprise Information Management.
6. Member of the Editorial Board of the International Journal of Information Technology Education.
7. Member of the Editorial Board of the International Journal of Information Technology and Web Engineering.

### **6.3 Journal Guest-Editorships**

1. *International Journal of Electronic Commerce*, special issue on Mobile Business, 2011-12, to appear.
2. Guest-editor, *Business Process Management Journal*, 12, 3, special issue on Management of Mobile Business Applications and Services, 2006.
3. Guest-editor, *International Journal of Management and Decision Making*, 6, 1, special issue on Mobile Business, 2005.
4. Guest-editor, (with Irani, Z. and Hlupic, V.), *International Journal of Flexible Manufacturing Systems*, 14, 1, special issue on Mobile Business Process Analysis, 2002.
5. Guest-editor (with Irani, Z. and Hlupic, V.) στο *International Journal of Flexible Manufacturing Systems*, 13, 2, special issue on Business Process Analysis, 2001.
6. Guest-editor (with Irani, Z. and Hlupic, V.), *International Journal of Flexible Manufacturing Systems*, 12, 4, special issue on Business Process Design, 2000.

### **6.4 Conference Organising Responsibilities**

1. Member of the Program Committee, Mobile Device Software Development Track, 15<sup>th</sup> Panhellenic Conference on Informatics, 30 September – 2 October 2011, Kastoria, Greece.
2. Track Co-Chair "Mobile and Pervasive/Ubiquitous Information Systems", 6<sup>th</sup> Mediterranean Conference on Information Systems, Cyprus, 3-5 September 2011.
3. Track Chair "Mobile Innovation and Value Creation", 10<sup>th</sup> International Conference on Mobile Business, Como, Italy, 20-21 June 2011.
4. Member of the organizing committee, 2<sup>nd</sup> International Workshop on Business Models for Mobile Platforms, Brussels, Belgium, 14 October 2010.
5. Associate Editor, Mobile Business Track, 21<sup>st</sup> Australasian Conference on Information Systems, 1-3 December 2010.
6. Member of the organizing committee, 14<sup>th</sup> Panhellenic Conference on Informatics, Tripoli, Greece, 10-12 September 2010.
7. Member of the program committee, International Conference on e-Business ICE-B-ICETE 2010, Athens, Greece, 26-28 July 2010.
8. Chair, 9<sup>th</sup> International Conference on Mobile Business, Athens, Greece, 15-16 June 2010.
9. Chair, 9<sup>th</sup> Global Mobility Roundtable, Athens, Greece, 15-16 June 2010.
10. Member of the organizing committee, 8<sup>th</sup> Global Mobility Roundtable, Cairo, Egypt, 31 October - 2 November 2009.
11. Co-Chair, 8<sup>th</sup> International Conference on Mobile Business, Dalian, China, July 2009.

12. Member of the organizing committee, Pervasive/Ubiquitous Computing and Services Track, *IEEE 23<sup>rd</sup> International Conference on Advanced Information Networking and Applications (AINA 2009)*, Bradford, UK, May 2009
13. Member of the organizing committee, *7<sup>th</sup> Global Mobility Roundtable*, Auckland, New Zealand, 23-25 November 2008.
14. Track Chair "Social Change, Policy, Ethics and Responsibility", *7<sup>th</sup> International Conference on Mobile Business*, Barcelona, Spain, 7-8 July 2008.
15. Secretary of the Standing Committee, *International Conference on Mobile Business*, 2003-2008.
16. Member of the organizing committee, *3<sup>rd</sup> International Conference on E-Business*, Porto, Portugal, 26-29 July 2008.
17. Member of the organizing committee, *2<sup>nd</sup> International Conference on E-Business*, Barcelona, Spain, 28-31 July 2007.
18. Mobile Business Models Track Chair, *6<sup>th</sup> International Conference on Mobile Business*, Toronto, Canada, 9-11 July 2007.
19. Co-Organizer (with Moustefaoui, S. and Maamar, Z.), *International Workshop on Ubiquitous Computing*, Madeira, Portugal, May 2007.
20. Member of the organizing committee, *2<sup>nd</sup> European Conference on Mobile Government*, Brighton, UK, 30 August – 1 September 2006.
21. Mobile Business Models Track Chair, *5<sup>th</sup> International Conference on Mobile Business*, Copenhagen, 26-27 June 2006.
22. Co-Organizer (with Moustefaoui, S. and Maamar, Z.), *International Workshop on Ubiquitous Computing*, Paphos, Cyprus, May 2006.
23. Member of the organizing committee, *International Conference on E-Business*, Setubal, Portugal, 7-10 August 2006.
24. Member of the organizing committee, *IADIS International Conference on E-Commerce*, Porto, Portugal, 15-17 December 2005.
25. Member of the organizing committee, *IFIP TC8 Working Conference on Mobile Information Systems (MOBIS)*, Leeds, UK, 5-6 December 2005.
26. Member of the organizing committee, *2<sup>nd</sup> International Conference on E-business and Telecommunication Networks*, Reading, UK, 3-7 October 2005.
27. Member of the organizing committee, *1<sup>st</sup> European Conference on Mobile Government*, Brighton, UK, 10-12 July 2005.
28. Member of the organizing committee, *4<sup>th</sup> International Conference on Mobile Business*, Sydney, Australia, 11-13 July 2005.
29. Member of the organizing committee, Mobile Communication and Ambient Intelligence Track, *13<sup>th</sup> European Conference on Information Systems*, Regensburg, Germany, May 2005.
30. Member of the organizing committee, *International Conference of the Information Resources Management Association (IRMA)*, San Diego, USA, 15-18 May 2005.
31. Member of the organizing committee, *IFIP TC8 Working Conference on Mobile Information Systems (MOBIS)*, Oslo, Norway, 15-17 September 2004.

32. Member of the organizing committee, *2004 International Conference of the Information Resources Management Association (IRMA)*, New Orleans, USA, 23-26 May 2004.
33. Research Track Chair, *2<sup>nd</sup> International Conference on Mobile Business*, Vienna, Austria, 23-24 June 2003.
34. Member of the organizing committee, *1<sup>st</sup> International Conference on Mobile Business*, Athens, July 2002.
35. Organiser (with Irani, Z. and Amoroso, D.) of the *Information Systems Evaluation* minitrack of the *33<sup>rd</sup> Hawaiian International Conference on System Sciences*, Maui, HI, January 2000.
36. Member of the organising committee of the *6<sup>th</sup> International Conference on IT Evaluation*, London, November 1999.

### **6.5 Journal Reviewer**

1. ACM Transactions on Management Information Systems
2. European Journal of Information Systems
3. International Journal of Mobile Communications
4. Journal of Enterprise Information Management
5. Journal of Theoretical and Applied Electronic Commerce Research
6. Simulation
7. Communications of the ACM
8. Decision Support Systems
9. International Journal of Electronic Commerce
10. Telecommunications Policy
11. Electronic Markets
12. Interacting with Computers
13. Journal of the Operational Research Society
14. IEE Proceedings - Software
15. SCS Simulation / Transactions
16. Supply Chain Management: An International Journal
17. International Journal of Mobile Learning and Organization
18. International Journal of Integrated Supply Management
19. Business Process Management Journal
20. International Journal of Cases on Electronic Commerce
21. International Journal of Simulation and Process Modelling
22. Journal of Logistics and Information Management



23. Encyclopedia of Information Science and Technology
24. International Journal of Information Technology Education
25. International Journal of Flexible Manufacturing Systems
26. Simulation Modelling Practice and Theory

#### **6.6 Conference Reviewer (selections)**

1. Australian Conference on Information Systems (2010)
2. Pan-Hellenic Conference on Informatics (2009-now)
3. Mediterranean Conference on Information Systems (2009-now)
4. International Conference on Electronic Business
5. IFIP TC8 Working Conference on Mobile Information Systems (2004-now)
6. Australasian Conference on Information Systems (2006-now)
7. International Conference of the Information Resources Management Association (2004)
8. Hawaiian International Conference on System Sciences (2004)
9. International Conference on Mobile Business (2002-now)
10. European Simulation Symposium (2002-now)
11. IEEE International Workshop on Mobility in Databases and Distributed Systems (2003)
12. Bled International Conference on Electronic Commerce (1995-now)
13. European Conference on Information Systems (1995-now)
14. American Conference on Information Systems (1998-now)
15. 20th International Conference on Information Systems (1999)

#### **6.7 Academic Appointment Committees**

1. University of the Aegean, Department of Information and Communication Systems Engineering, Appointment of Assistant Professor in "Information Systems Management", January 2011 [*Member of the recommendation committee*].
2. University of Piraeus, Department of Maritime Studies, Appointment of Assistant Professor or Lecturer in "Maritime and Transport Informatics", December 2010.
3. University of Macedonia, Department of Technology Management, Appointment of Lecturer in "Enterprise Architectures for Electronic Business & Organizations", December 2010 [*Member of the recommendation committee*].
4. University of Macedonia, Department of Accounting and Finance, Appointment of Tenure of Assistant Professor in "Computers and Electronic Commerce", October 2010 [*Member of the recommendation committee*].

5. Agricultural University of Athens, Department of Sciences, Appointment of Associate Professor in "Internet – Telematic Services", September 2010.
6. Hellenic International University, School of Science and Technology, Appointment of Assistant Professor or Lecturer in "Web Information Systems – Electronic Commerce", September 2010 [Member of the recommendation committee].
7. National Technical University of Athens, Department of Mechanical Engineering, Appointment of Assistant Professor in "Business Process Redesign", May 2010.
8. University of Macedonia, Department of Technology Management, Appointment of Lecturer in "Innovation for New Products and Services", April 2010.
9. University of Patras, Department of Business Administration, Appointment of Associate Professor in "Security in Electronic Commerce", September 2009 [Member of the recommendation committee].
10. University of the Aegean, Department of Financial and Management Engineering, Tenure of Assistant Professor in "Computer Science", May 2009.
11. University of Macedonia, Department of Applied Informatics, Appointment of Assistant Professor in "Technologies of Electronic Commerce", April 2009.
12. University of the Aegean, Department of Business Administration, Appointment of Associate Professor in "Business Administration with emphasis on Management Information Systems", June 2007.

### **6.8 Boards and Evaluation Committees**

1. Member of the Board of Directors, National Academic Recognition Information Center (DOATAP), Ministry of Education (June 2010 – now). Member of Executive Committees in the areas: New Technologies, Economics – Business Administration, Natural Sciences.
2. Deputy Chair, Evaluation Committee for the international public tender for "Technical and administrative support to the Unit of the Digital Convergence Programme for the administration and control of ESPA digital convergence actions", Ministry of Finance (April 2010 – now).
3. Evaluation of research project proposals within GSRT "Cooperation" (March-April 2010).
4. Chair, Evaluation Committee for the public tender for the "Development of a Broadband Wireless Access Hotspot Network", Greek Parliament (September 2009 – June 2010).
5. Evaluation of research project proposals within EPEAEK "University Innovation and Entrepreneurship Units" (December 2009).
6. Evaluation of research project proposals within EPEAEK "Iraklitos II" (September 2009).
7. Members of the Specifications Committee for the public tender for the "Development of a Broadband Wireless Access Hotspot Network", Greek Parliament (June – August 2009).
8. Evaluation of research project proposals within the 4<sup>th</sup> cycle of the program for basic research funding of the University of Macedonia, September 2009.
9. Evaluator of the Arcadia's Chamber of Commerce internet portal, September 2009.
10. Member of the evaluation committee for the public tender for the project "Development of a Network of Stations for the Early Identification of Severe Weather Phenomena", Information Society SA (March 2005 – March 2006).
11. President of the evaluation committee for the public tender for the project "Creation and Management of the Ministry's Web Portal", Greek Ministry of Health, (November 2004 – May 2006).

12. President of the evaluation committee for the public tender for the projects "Creation and Management of the Information System of the General Secretariat of International Economic Relations and Developmental Collaboration" and "Employee Training for the General Secretariat of International Economic Relations and Developmental Collaboration", Greek Ministry of Foreign Affairs (November 2004 – now).
13. Member of the Working Group for the Business Plan for the Development of eCommerce in Greece, Greek Ministry of Development (November 2004 – June 2005).
14. Evaluator of Proposals submitted to the General Secretariat of Research and Technology in the framework of the eBusiness programme (May 2004).
15. Evaluator of Proposals submitted to the General Secretariat of Research and Technology in the framework of the EPET II programme (1998-99).
16. Member of the Integrated Programme Portfolio Analysis (IPPA) team of experts (July 2001) to provide scientific analysis of research areas identified within the context of the IST Programme.
17. Evaluator of research proposals submitted under the IST Programme of Framework Programme V (June 1999, February 2000, June 2000). Thematic Calls on: New Methods of Work and Electronic Commerce, Mobile/Ubiquitous E-Commerce, and others.
18. Evaluator of research proposals submitted under the TEN-Telecom Programme of DG XIII (June 1998, June 2000).
19. Evaluator of research proposals submitted under the Electronic Commerce thematic call of ESPRIT Programme of DG III (June 1997).
20. Member of the strategic advisory board responsible for deriving strategic recommendations to the Commission for "Telematics for Administrations" activities under Framework Programme V (1998-2002).
21. Reviewer of ongoing projects in the ESPRIT, IST, and TEN-Telecom Programmes (continuous).

## **6.9 Professional Publicity**

1. Invited Keynote Speaker in *Usability Days 2009*, 11 November, Athens.
2. Interviews and Writing of Articles for various Journals and Newspapers (examples: NE.O, Retail Technology, Apothiki kai Metafores, Logistics and Management).
3. Articles in Journals and Newspapers, reporting of research results (examples: VIMA, NEA, ETHNOS, Kathimerini, Eleytheros Typos, Naytemporiki, Express, NE.O, Retail Technology, Apothiki kai Metafores, Logistics and Management).
4. Media Appearances (example: NET TV, ET3 TV, Smart TV, Flash Radio, Alpha Radio).

## **6.10 Distinctions and Scholarships**

- |             |   |
|-------------|---|
| 1996 – 1998 | Bursary by the PhD Programme of Brunel University.  |
| 1996 – 1998 | Scholarship by Onassis Foundation, Athens, for PhD studies in the UK.   |
| 1997        | Best Student Paper Award. Awarded by the Information Technology Special Interest Group of the Institute of Management Consultants, London (for paper <b>Error! Reference source not found.</b> ). |

1994 – 1996	Scholarship by the Bodossakis Foundation, Athens, for PhD studies in the UK.
1994 – 1995	Scholarship by NATO for PhD studies in the UK.
1988	Award by the Athens City Council, for excellent school performance.

### **6.11 Member of Scientific Societies**

1. Association for Information Systems (AIS)
2. UK Association for Information Systems (UKAIS)
3. UK Operational Research Society (ORS)
4. US Society for Computer Simulation (SCS)
5. Greek Scientific Society for Information Technology and Computers (EPY)
6. Information Technology Institute, Greek Management Society (EIP-EEDE)

## **7 Administrative Experience**

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### **7.1 Athens University of Economics and Business**

- Departmental Representative on the University Research Committee (September 2010-now).
- Director of the Educational IT Lab (2009-now)
- Co-Director of the ISTLab Research Center (2007-now)
- Deputy University Representative at Technical Committee ELOT/TE48 “Electronic Data Processing” (since 2007).
- Deputy Head of the Educational IT Laboratory of the Department of Management Science and Technology (2002-2004).
- Department Representative in the University Computer Labs Committee (2003).
- Department Representative in the University Senate (2004-2005)
- Coordinator of the Department’s Invigilation Programme.
- Regular member of Evaluation Committees for RC-AUEB.

### **7.2 University of the Aegean**

- Representative of the Department in the University Senate (2002)



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