

Dr Carsten Sørensen

Bio & Brief Curriculum Vitae

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Dr Carsten Sørensen is a Senior Lecturer (Associate Professor) in Information Systems at The London School of Economics and Political Science, United Kingdom. He holds a BSc. in mathematics, an MSc in computer science and a Ph.D. in information systems from Aalborg University, Denmark. Carsten has since 1989 been affiliated with a number of Danish, Swedish and British institutions. Carsten is studying how ICT shapes and is shaped by emerging working practices and organizational forms and have most recently studies mobile technologies for organizational efficiency. He has been involved in research on mobile computing since the Mid-90s where he was one of the founding members of the Internet Project. In 2001 he initiated the mobility@lse research network in mobile interaction (mobility.lse.ac.uk). This work has in 2011 resulted in the monograph "Enterprise Mobility: Tiny Technology with Global Impact on Work" (<http://enterprisemobilitybook.com>). In 2008 he also established a separate research unit studying digital infrastructure innovation (<http://digitalinfrastructures.org>). Carsten has extensive EU research project experience from 1992 and international project experience from 1990. He served 1996-2006 as Research Director of Laboratorium for Interaction Technology at Trollhättan Uddevalla University, Sweden. He is a Senior Editor for The Information Systems Journal, and Associate Editor of Journal of the AIS and The e-Service Journal. Carsten is on the editorial board for Information and Organization and a member of the Advisory Board for Scandinavian Journal of Information Systems. Carsten has served as organizer, chair, associate editor, track chair, or track co-coordinator for a number of international conferences, e.g., IFIP 8.2 2005, ICIS 2004, HICSS-37, ECIS 2003, ECIS 2002, ICIS 2001, ECIS 2000, ECIS 1999, IRIS 24, 23, 19, and 18. Carsten is an Academic Advisor for The Institute for Innovation & Information Productivity and was a member of the Advisory Board for the iSociety project at The Work Foundation. Carsten has also been actively engaged as consultant and executive educator with a range of organisations. A very small sample of these would be; Google, Microsoft, PA Consulting Group, IMF, Orange, Intel, Vodafone, AXA, Gartner, The Mobile Virtual Centre of Excellence (consortium of large organisations), Skype, LloydsGroup, Prudential, The Danish Ministry of Science, EDS, UBS, Carphone Warehouse.

DEGREES: BSc (Mathematics 01/1985), BSc (Computer Science 08/1986), MSc (Computer Science 01/1989), and PhD (Information Systems 02/1993) Aalborg University, Denmark.

LANGUAGES: Fluent in spoken and written Danish and English. Fluent in spoken Swedish. Some knowledge of spoken German and French.

POSITIONS:

1. **Aalborg University, Institute for Computer Science. Aalborg, Denmark:** 1989-1990 Teaching Fellow and 1990-2002 Research Fellow. <http://www.cs.auc.dk/>.
2. **Risø National Laboratory, Department of Systems Analysis. Roskilde, Denmark:** 1992-1993 Researcher, 1994-1995 Tenured Researcher, and 1995-1996 Senior Scientist. <http://www.risoe.dk/>.
3. **Gothenburg University, Department of Informatics. Gothenburg, Sweden:** 1996-1997 Senior Lecturer in Information Systems. <http://www.informatics.gu.se/> <http://www.viktorias.se/>.
4. **Warwick University Business School, Coventry, United Kingdom:** 1996-1997 Visiting Fellow in Information Systems. <http://www.wbs.warwick.ac.uk/>.
5. **Aston University, Department of Computer Science. Birmingham, United Kingdom:** 1997-1999 Lecturer in Computer Science. <http://www.cs.aston.ac.uk/>
6. **Trollhättan Uddevalla University, Department of Informatics and Economics, Uddevalla, Sweden:** 1996-2006 Research Director, Laboratorium for Interaction Technology.
7. **London School of Economics, Department of Information Systems (Department of Management from August 2008). London, United Kingdom:** 1999-2001 Lecturer, 2001-2003 Tenured Lecturer, and 2003 and onwards Senior Lecturer (Associate Professor) in Information Systems. Also, Warden at LSE Butler's Wharf Residence August 2006 to August 2011. <http://is.lse.ac.uk/> <http://mobility.lse.ac.uk/>
8. Visiting scholar at **University of Hawai'i** Oct 2011- June 2012.

CURRENT RESEARCH

My current research interests span three interrelated themes:

1. *Enterprise mobility* (the organisational use of mobile information technology) where we for a decade have conducted fieldwork. This work began 1993, and in 2001 I initiated the mobility@lse network (mobility.lse.ac.uk) aimed at bringing together researchers with interest in this area. As a result several empirical efforts have been completed and nine LSE PhD's have been completed. This research has resulted in a monograph published 2011 on Palgrave: <http://enterprisemobilitybook.com>
2. *Mobile platform innovation:* Socio-technical tussles in mobile infrastructure, -platform and -services innovation (digitalinfrastructures.org). This research is conducted jointly with The Mobile Virtual Centre of Excellence (www.mobilevce.com). This research investigates mobile innovation and the roles of control-points and tussles in shaping services, infrastructures and platforms. The first phase of this research has been conducted jointly with The Mobile Virtual Centre of Excellence (www.mobilevce.com). The second phase is funded by Telenor and will focus more closely on Internet innovation;
3. *Information services theory*, which is an activity seeking to establish a theoretical foundation for organisational information services. This theoretical strand relates directly to the other two. This work is conducted by my former colleague and PhD supervisor Professor Lars Mathiassen at Georgia State University since 2001.

Citations: According to Google Scholar, then my H-score is 22 (scholar.carstensorensen.com). In the University of Arizona study (ai.arizona.edu/resources/h-Index.pdf), the highest IS scholar H-score is 55 and they track researchers with 20 and upwards. The list is incomplete as several prominent researchers are absent from the list.

The following is a small selection of my total list of publications comprised of 10 books, 26 journal papers, 37 book chapters, and 68 refereed conference papers. For a full list of publications, see www.carstensorensen.com where the full CV also can be downloaded.

ITEMS IN THE PIPELINE

1. Ben Eaton, Silvia Elaluf-Calderwood, Carsten Sørensen, and Youngjin Yoo (2012): The Dynamics of Digital Service System Innovation: Control and Generativity in Apple iOS. Second-Round Review of MIS Quarterly Special Issue on Service Innovation. Authors in alphabetical order only.
2. David Tilson, Carsten Sørensen, and Kalle Lyytinen (2012): The Paradoxes of Change and Control in Mobile Infrastructures: Three Mobile Operating Systems Cases. Under review for JMIS.
3. Gamel Wiredu and Carsten Sørensen (2012): Connected Portability and Technology Control of Inter-Organizational Data Transactions. Under review for ISJ.
4. Carsten Sørensen, Gamel Wiredu, and Adel Al-Taitoon (2012): Movement Matters: Double Distributed Coordination and Mobile IT. Under review for EJIS Special Issue on Mobile ICT.
5. Silvia Elaluf-Calderwood and Carsten Sørensen (2012): Mobility and Organizational Change: The case of the London Black Cab Drivers. Under review for EJIS Special Issue on Mobile ICT.

BOOKS

1. Carsten Sørensen (2011): Enterprise Mobility: Tiny Technology with Global Impact on Work. Palgrave. First research monograph on mobile information technology at work. Published in the Technology, Work and Globalization series. <http://enterprisemobilitybook.com>
2. Carsten Sørensen (2006): *Remembering Claudio*. pp:41 pages. Department of Information Systems, LSE. Limited edition book. Collection of photos and tributes for the SSIT'06 Conference celebrating the life and work of professor Claudio Ciborra, including a CD-ROM with 5 multimedia presentations. London. <http://www.carstensorensen.com/download/RememberingClaudio.pdf>
3. Carsten Sørensen, Youngjin Yoo, Kalle Lyytinen, & Janice I. DeGross, eds. (2005): *Designing Ubiquitous Information Environments: Socio-technical Issues and Challenges*. New York: Springer
4. Kristin Braa, Carsten Sørensen, and Bo Dahlbom (eds) (2000): *Planet Internet*. Studentlitteratur. Lund, Sweden

JOURNAL PUBLICATIONS:

1. David Tilson, Kalle Lyytinen, and Carsten Sørensen (2010): Digital Infrastructures: The Missing IS Research Agenda. *Information Systems Research*. vol:21. no:4, p. 748-759. 20th Anniversary Special Issue. (December 2010)
2. Carsten Sørensen (2010): Cultivating Interaction Ubiquity at Work. *The Information Society*. vol:26. no:4, pp. 276-287.
3. Lars Mathiassen and Carsten Sørensen (2008): Towards A Theory of Organizational Information Services. *Journal of Information Technology*. vol:23. no:4. pp:313-329. (Authors in alphabetical order only)

4. Carsten Sørensen and Adel Al-Taitoon (2008): Organisational Usability of Mobile Computing: Volatility and Control in Mobile Foreign Exchange Trading. *International Journal of Human-Computer Studies*. vol:66. no:12. pp:916-929
5. Kevin Desouza, Mark Nissen, and Carsten Sørensen (2008): Guest Editorial: Managing Knowledge Transfer in Distributed Contexts. *Information Systems Journal*, vol:18, no:6. (Authors in alphabetical order only).
6. Carsten Sørensen, Adel Al-Taitoon, Jan Kietzmann, Daniele Pica, Gamel Wiredu, Silvia Elaluf-Calderwood, Kofi Boateng, Masao Kakihara, and David Gibson (2008): Enterprise Mobility: Lessons from the Field. *Information Knowledge Systems Management Journal*. vol:7. no:1 & 2 - Special issue on Enterprise Mobility. pp:243-271
7. Gamel Wiredu and Carsten Sørensen (2006): The Dynamics of Control and Use of Mobile Technology in Distributed Activities. *European Journal of Information Systems*. vol:15. no:3. pp:307-319.
8. Carsten Sørensen and Daniele Pica (2005): Tales from the Police: Mobile Technologies and Contexts of Work. *Information and Organization*. vol:15. no:3. pp:125-149
9. Carsten Sørensen and David Gibson (2004): Ubiquitous Visions and Opaque Realities: Professionals Talking About Mobile Technologies. *INFO: The Journal of Policy, Regulation and Strategy for Telecommunication, Information and Media*. vol:6. no:3. pp:188-196
10. Masao Kakihara and Carsten Sørensen (2004): Practicing Mobile Professional Work: Tales of Locational, Operational, and Interactional Mobility. *INFO: The Journal of Policy, Regulation and Strategy for Telecommunication, Information and Media*. vol:6. no:3. pp:180-187
11. Kalle J. Lyytinen, Youngjin Yoo, Upkar Varshney, Mark Ackerman, Gordon Davis, Michel Avital, Daniel Robey, Steve Sawyer, and Carsten Sørensen (2004): Surfing the Next Wave: Design and Implementation Challenges of Ubiquitous Computing. *Communications of the AIS*. vol:13 Article 40. pp:697-716. <http://cais.aisnet.org/>
12. Maxine Robertson, Carsten Sørensen, and Jacky Swan (2001): Survival of the Leanest: Intensive Knowledge Work and Groupware Adaptation. *Information technology & People*. vol:14. no:4. pp:334-353
13. Carsten Sørensen and Ulrika Snis (2001): Innovation Through Knowledge Codification. *Journal of Information Technology*. vol:16. no:2. pp:83-97
14. Masao Kakihara and Carsten Sørensen (2001): Expanding the 'mobility' concept. *ACM SIGGROUP Bulletin*. vol:22. no:3. pp:33-37. (Authors in alphabetical order only)
15. Carsten Sørensen, Daniel Macklin, and Tony Beaumont (2001): Navigating the World Wide Web: Bookmark Maintenance Architectures. *Interacting with Computers*. vol:13. no:3. pp:375-400.
16. Henrik Fagrell and Carsten Sørensen (1999): Surveying the World Wide Web. *Scandinavian Journal of Information Systems*. vol:11. no:1. pp:25-50. (Authors in alphabetical order only)
17. Kristin Braa and Carsten Sørensen (1998): The Internet Factor. *Scandinavian Journal of Information Systems*. vol:10. no:1+2. 10th Anniversary Issue. (Authors in alphabetical order only)
18. Peter Carstensen and Carsten Sørensen (1996): From the Social to the Systematic: Mechanisms Supporting Coordination in Design. *Journal of Computer Supported Cooperative Work*. vol:5. no:4, December. pp:387-413. (Authors in alphabetical order only)

19. Lars Mathiassen and Carsten Sørensen (1996): The Capability Maturity Model and CASE. *Information Systems Journal*. vol:6. no:3. pp:195-208. (Authors in alphabetical order only)
20. Peter Carstensen, Carsten Sørensen, and Tuomo Tuikka (1995): Let's Talk About Bugs! *Scandinavian Journal of Information Systems*. vol:7. no:1. pp:33–54. (Authors in alphabetical order only)
21. Carsten Sørensen (1993): What Influences Regular CASE Use In Organizations? — An Empirically Based Model. *Scandinavian Journal of Information Systems*. vol:5. no:1. pp:25–50.
22. Ivan Aaen and Carsten Sørensen (1991): A CASE of Great Expectations. *Scandinavian Journal of Information Systems*. vol:3. no:1. pp:3-23. (Authors in alphabetical order only)

BOOK CHAPTERS

1. Carsten Sørensen (Forthcoming): Enterprise Mobility. The Computing Handbook Set – Information Systems and Information Technology. H. Topi(ed). vol:2. CRC Press.
2. Carsten Sørensen (2011): Mobile IT. The Oxford Handbook of Management Information Systems: Critical Perspectives and New Directions. B. Galliers and W. Currie(ed). Oxford University Press. Oxford.
3. Daniele Pica and Carsten Sørensen (2008): Context Matters: Un-ubiquitous Use of Mobile Technologies by the Police. *Mobility and Technology in the Workplace*. D. Hislop(ed). Routledge. London
4. Silvia Elaluf-Calderwood and Carsten Sørensen (2008): 420 Years of Mobility: ICT Enabled Mobile Interdependencies in London Hackney Cab Work. *Mobility and Technology in the Workplace*. D. Hislop(ed). Routledge. London
5. Carsten Sørensen and David Gibson (2008): The Professional's Everyday Struggle to Ubiquitize Computers. *Computerization Movements and Technology Diffusion: From Mainframes to Ubiquitous Computing*. M. Elliott and K. L. Kraemer(ed). Information Today Inc. Medford, NJ. Book celebrating the research of Rob Kling.

REFEREED CONFERENCE PAPERS

1. David Tilson, Kalle Lyytinen, and Carsten Sørensen (2012): Platform Complexity: Learning from Mobile Wireless. The 11th International Conference on Mobile Business. Delft, The Netherlands.
2. Tilson, D., Sørensen, C., & Lyytinen, K. (2012) Change and Control Paradoxes in Mobile Infrastructure Innovation: The Android and iOS Mobile Operating Systems Cases. In 45th Hawaii International Conference on System Science (HICSS 45), Maui, HI. **Best paper award** in the Decision Technology, Mobile Technologies and Service Science Track.
3. Gamel Wiredu, Carsten Sørensen, and Adel Al-Taitoon (2011): Double-Distributed Coordination: Mobile Challenges to Coordination Perspectives. The Academy of Management. San Antonio, Texas
4. Silvia Elaluf-Calderwood, Carsten Sørensen, Ben Eaton, and Jan Herzhoff (2011): Control Points and Tussles in Flexible Mobile Network Innovation. European Conference of Information Systems - ECIS 2011. Helsinki, Finland
5. David Tilson, Carsten Sørensen, and Kalle Lyytinen (2011): The Paradoxes of Change and Control in Digital Infrastructures: The Mobile Operating Systems Case. The 10th International Conference on Mobile Business. Como, Italy
6. Ben Eaton, Silvia Elaluf-Calderwood, Carsten Sørensen, and Youngjin Yoo (2011): Structural Narrative Analysis as a means to unfold the Paradox of Control and Generativity that lie within Mobile Platforms. The 10th International Conference on Mobile Business. Como, Italy

7. Ben Eaton, Silvia Elaluf-Calderwood, and Carsten Sørensen (2010): A Methodology for Analysing Business Model Dynamics for Mobile Services using Control Points and Triggers. *Business Models for Mobile Platforms (BMMP 2010)*. Berlin.
8. Jan Herzhoff, Silvia Elaluf-Calderwood, and Carsten Sørensen (2010): Convergence, Conflicts, and Control Points: A Systems-Theoretical Analysis of Mobile VoIP in the UK. *Proceedings of joint 9th International Conference on Mobile Business (ICMB 2010) and 9th Global Mobility Roundtable (GMR 2010)*. Athens.
9. Ben Eaton, Silvia Elaluf-Calderwood, and Carsten Sørensen (2010): The Role of Control Points in Determining: Business Models for Future Mobile Generative Systems. *Proceedings of joint 9th International Conference on Mobile Business (ICMB 2010) and 9th Global Mobility Roundtable (GMR 2010)*. Athens
10. Tilson, D., Lyytinen, K., & Sørensen, C. (2010) Desperately seeking the Infrastructure in IS Research: Conceptualization of “Digital Convergence” as the co-evolution of social and technical infrastructures. In 43rd Hawaii International Conference on System Science (HICSS 43), Kauai, HI. Nominated best track paper.

WHITE PAPERS

1. Carsten Sørensen, David Elton and Rob Gear (2009): Report series of three reports: *Listen! Engage! and Be! Open for Innovation with Information Technology*. Joint LSE Enterprise and PA Consulting Group reports. Available on <http://mobility.lse.ac.uk/>
2. *Mobile Life 2006-2008*. A variety of commentaries and analyses from participation in the four Mobile Life studies surveying the mobile habits of in total 30.000 children and adults across UK, Spain, France, Germany, Spain, and USA 2006-2008. Reports available at <http://www.mobilelife2008.co.uk>.
3. Carsten Sørensen (2004): Trust and Technology in Mobile Information Work. Microsoft Ltd. London
4. Carsten Sørensen (2004): Supporting the Mobile Organisation. People and Productivity in the Information Age. J. Russell(ed). pp:24-27. Caspian Publishing & Microsoft Ltd. London. <http://mobility.lse.ac.uk/download/MicrosoftBook.pdf>

SUCCESSFUL GRANT APPLICATIONS

- 2011-2014:** Primary investigator on a three-year £250.000+ project investigating digital infrastructure innovation on the Internet. Funded exclusively by Telenor, Norway, as part of a larger research effort involving two departments at Oslo University. The Norwegian research led by respectively professor Ole Hanseth, Department of Informatics, and professor Magnus Guldbrandsen, Centre for Technology, Innovation and Culture. Telenor research led by Olai-Bendikt Erdal contributes significantly to the research as well.
- 2008-2012:** Primary investigator on a grant from Mobile VCE (www.mobilevce.com) as part of a £3.5 million research programme jointly funded by The Engineering and Physical Sciences Research Council (EPSRC) and the Mobile VCE consortium of large enterprises (e.g., Vodafone, Alcatel-Lucent, BT, BBC, 3, LG, Samsung, Orange, Thales). The LSE budget is £282,000
- 2002-2004:** Co-Investigator on a £1.5 million action-research project proposal on ICT support for flexible and work integrated learning, 2002-2004. The proposal is funded by EU Area 2 (£ 600.000) and with the remaining funding provided by local private and public organisations and by national funding agencies.
- 2002-2004:** Principal Investigator in a £1 million Swedish research projects studying ICT support for distributed and mobile work integrated learning 2002-2004. The project contained three sub-projects with a total budget of £2.9 million and was externally funded by £1.3 million from KK-Stiftelsen (Swedish national research council similar to ESRC) and from regional commercial and public organisations.

- 2000-2002:** Co-Investigator on the EU Fifth Framework Programme project E-Tour 2000-2002 (IST-1999-20447) developing a PDA prototype for mobile system supporting tourists. Total project budget £1.7 million with a Laboratorium share of £70,500.
- 2000-2003:** Co-Investigator for research project funding Dr Masao Kakihara's doctoral research by a £50,000 grant from the Japan Foundation Endowment Committee for a Daiwa postgraduate research studentship (Two UK stipends are awarded each year).
- 1998-2000:** Principal Investigator in a £660,000 EU Structural Development Fund application for establishing a "Centre for Internet Diffusion" Laboratorium at Department for Economics & Computer Science, University of Trollhättan Uddevalla. The application aimed at establishing a research and innovation diffusion centre.
- 1998-2000:** Associated Investigator in a £90,000 Swedish application for the "Information Management in Mobile Computing" Project between Department for Computer Science, Aston University and the Viktoria Institute, Gothenburg. The project was part of a £3 million application for a Centre for Mobile Computing.
- 1995-1999:** Co-founder of The Internet Project, with 30 researchers from Sweden, Norway and Denmark (University of Gothenburg, Oslo University, Stockholm University, Uddevalla University, Risø National Laboratory, and Aalborg University). The project was in several rounds funded by Kfb (Kommunikations-forsknings-beredningen) Sweden with a total external funding of £465,000, which mainly was used for travel and meetings. The participating institutions covered the labour costs.