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Dr Carsten Sørensen (www.carstensorensen.com) is a leading authority on digital innovation and has the past decade studied; enterprise mobility, mobile platforms, organisational information services, and digital infrastructure innovation. He has since 1986 researched how new categories of information technology influences digital service innovation. Carsten is Reader (Associate Professor) in digital innovation within the Information Systems and Innovation Group, Department of Management, The London School of Economics and Political Science. He holds a BSc. in mathematics, an MSc in computer science and a Ph.D. in information systems from Aalborg University, Denmark. In 2001 he founded the mobility@lse (mobility.lse.ac.uk) research unit, which aims at drawing together academics with an interest in the profound changes to society, organisations and individuals from mobile, pervasive and ubiquitous information technology. He has since 2008 studied digital platform- and infrastructure innovation in large research projects and both academic publications and a collection of brief videos exploring this can be found at www.digitalinfrastructures.org. Carsten has international project experience from 1990 and extensive EU research project experience from 1992. He is a Senior Editor for The Information Systems Journal, and Associate Editor of Journal of the AIS. Carsten is on the editorial board for Information and Organization and a member of the Advisory Board for Scandinavian Journal of Information Systems. He is a member of the Board of Directors of LSE Enterprise (www.lse.ac.uk/enterprise) and a special advisor to the Customer Contact Association. Carsten is actively engaged with executive education and has for 25 years consulted for a range of organisations, for example; Microsoft, Google, Orange, PA Consulting Group, IMF, Vodafone – to name a small subset.

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.viktoria.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**: 1997 and onwards Research Director, Laboratorium for Interaction Technology. http://laboratorium.htu.se/
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, 2003-2012 Senior Lecturer, and 2012 onwards Reader (Associate Professor) in Information Systems and Innovation. Warden at LSE Butler's Wharf Residence 2006-2011. http://is.lse.ac.uk/ http://mobility.lse.ac.uk/
8. **Umeå University, Department of Informatics, Umeå, Sweden**. 2011-2013. Visiting Professor.
9. **University of Hawai'i, Shidler College of Business.** October 2011-May 2012. Visiting Scholar.
10. **University West, University Halmstad, Sweden.** January 2014-. Joint position as Visiting Professor.
11. **Copenhagen Business School.** Awarded the Otto Mønsted Visiting Professorship at Copenhagen Business School for 2015-2016 (http://www.omfonden.dk).

SELECTION OF RECENT NON-ACADEMIC REPORTS, WHITEPAPERS & BLOGS

1. Sørensen, C. (2019): Tides of Disruption: How to Navigate Business Transformation. Gowling WLG & LSE Consulting.
http://stuff.carstensorensen.com/TidesOfDisruption2019.pdf
2. Toivonen, T. & C. Sørensen (2018): Why the co-working industry must take creativity seriously. In LSE Business Review,
http://blogs.lse.ac.uk/businessreview/2018/06/07/why-the-co-working-industry-must-take-creativity-seriously/
3. Toivonen, T. & C. Sørensen (2018): The Creative Process in Coworking & Collaborative Work: Insights for executives, managers & designers.
https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3204344
4. Carsten Sørensen & Will Venters contributed significantly to the design, analysis, and writeup of: Rackspace, LSE Consulting, VansonBourne, & Intel (2017): The Cost of Cloud Expertise.
5. Venters, W. & C. Sørensen (2017): Naps in the office – perhaps the secret of China's digital success? In LSE Business Review,
http://blogs.lse.ac.uk/businessreview/2017/10/09/naps-in-the-office-perhaps-the-secret-of-chinas-digital-success/
6. Sørensen, C. (2017): The iPhone X in context. In LSE Business Review,
http://blogs.lse.ac.uk/businessreview/2017/10/05/the-iphone-x-in-context/
7. Sørensen, C. (2017): Future of work: making a living from cutting our own hair? In LSE Business Review, http://blogs.lse.ac.uk/businessreview/2017/04/12/future-of-work-making-a-living-from-cutting-our-own-hair/
8. Sørensen, C. (2014): Managing digital eco-systems to drive market success. In LSE Impact, http://bit.ly/2oruJth
9. Sørensen, C. (2014): Helping organisations harness the power of innovative IT technologies. In LSE Impact, http://bit.ly/2orDeEB
10. Carsten Sørensen and Gillian Pillans (2012): The Future of Work. The Corporate Research Forum. London. http://www.crforum.co.uk
11. Carsten Sørensen, David Elton and Rob Gear (2010): Report series of three reports: Listen! Engage! and Be! Open for Innovation with Information Technology. Available on http://mobility.lse.ac.uk

12. Carsten Sørensen and PA Consulting (2007): Collaborate and Control: The New Challenge for Senior Executives Innovating with IT. LSE - PA Consulting Group Report. London. Available on http://mobility.lse.ac.uk

13. Carsten Sørensen (2006): Instant Mobile Connections as a Way of Teenage Life. The Mobile Life Youth Report 2006: The Impact of the Mobile Phone on the Lives of Young People. pp:34-35. Carphone Warehouse. London. http://www.mobilelife2008.co.uk/

14. Carsten Sørensen (2006): Mobile Phones at Work. The Mobile Life Report 2006: How Mobile Phones Change The Way We Live. pp:35-38. Carphone Warehouse. London. http://www.mobilelife2008.co.uk/

15. Carsten Sørensen (2006): Continous Conversations. The Mobile Life Report 2006: How Mobile Phones Change The Way We Live. pp:43-46. Carphone Warehouse. London. http://www.mobilelife2008.co.uk/

16. Carsten Sørensen (2005): Distance is Dead — Long Live Going Places! Why location-based services are just the first small step. Hotplate. no:3. SurfKitchen (www.surfkitchen.com). London. http://www.surfkitchen.com/hotplate.html

17. Carsten Sørensen (2004): Trust and Technology in Mobile Information Work. Microsoft Ltd. London. Report for Microsoft UK as part of the Tomorrow's Work Programme.

18. 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

19. Carsten Sørensen and Daniele Pica (2004): The Future is Rock-Fluid: On Mobile Work, Trust and Flexibility. pp:10. LSE. London. http://mobility.is.lse.ac.uk/Report for Orange UK

20. Carsten Sørensen and Daniele Pica (2004): "Out-of-Sight shouldn't mean Out-Of-Mind": Why corporates need to get control of their wireless assets. London School of Economics. London. http://mobility.is.lse.ac.uk/Report for Netonomy

21. Carsten Sørensen (2002): Digital Nomads & Mobile Services. www.receiver.vodafone.com. vol:6

SELECTION OF ACADEMIC PUBLICATIONS (For full list see www.carstensorensen.com)

1. Lacity, M., R. Sabherwal, & C. Sørensen (Forthcoming – December 2019): Special Issue Editorial: Delivering Business Value through Enterprise Blockchain Applications. MIS Quarterly Executive, vol. 18, no. 4.

2. Klein, M., C. Sørensen, A. Freitas, S. Elaluf-Calderwood, & C. D. Pedron (2020 — Forthcoming): Towards A Process Model of Digital Innovation Controversies: The Google Glass Case. Technological Forecasting and Social Change. Accepted for publication.

3. Lyyra, A. K., K. M. Koskinen, & C. Sørensen (Forthcoming): Towards A Process Model for Digital and Data Driven Product Development: The Case of The Tesla Model S Autopilot. Paper under third-round review for top innovation journal.

4. Junges, F. M., A. Z. Klein, C. Reis Gonçalo, & C. Sørensen (2020 — Forthcoming): Mobile Work, Mobile Technology: Consequences for decision-making. International Journal of Management and Decision Making (IJMDM)

5. Tilson, D., K. Lyytinen, & C. Sørensen (2020 (Forthcoming)): Digital Innovation Paradox. Research In The Sociology of Organizations – Special Issue on Interdisciplinary Dialogues on Organizational Paradox. Minor corrections being implemented.

6. Rossi, E. & C. Sørensen (2019): Towards A Theory of Digital Network De/Centralization: Platform-Infrastructure Lessons Drawn from Blockchain. In Working Paper, SSRN: https://ssrn.com/abstract=3503609. Also available at: http://theory.digitalinfrastructures.org

7. Eriksson, L., M. Rossi, J. P. Shim, & C. Sørensen (2019): Business and Resarch Perspectives of Industrial Internet Applications. In Communications of the Association

for Information Systems (CAIS), ed. R. M. Ballardini, P. Kuoppamäki, and O. Pitkänen. Alphen van den Rijn, The Netherlands: Wolters Kluwer, pp. 23-46.

8. Sørensen, C. (Forthcoming): Mobile communication in organizations. In Oxford Handbook of Mobile Communication, Culture, and Information, ed. R. Ling, G. Goggin, S. S. Lim, L. Fortunati, and L. Li. Oxford: OUP.

9. Shim, J. P., Avital, M., Dennis, A., Rossi, M., Sørensen, C., & French, A. (2019). The Transformative Effect of the Internet of Things on Business and Society. *Communications of the Association for Information Systems (CAIS), 44*(1). https://aisel.aisnet.org/cais/vol44/iss1/5/

10. Pitt, J., J. H. Clippinger, & C. Sorensen (2018): Values, Axial Currencies, and Computational Axiology: Digital Currencies Can Do More than Buy Stuff. IEEE Technology and Society Magazine, vol. 37, no. 3, pp. 56-63. https://ieeexplore.ieee.org/abstract/document/8456865/

11. Åkesson, M., C. Sørensen, & C. Ihlström Eriksson (2018): Ambidexterity under Digitalization: A Tale of Two Decades of New Media at a Swedish Newspaper. Scandinavian Journal of Management. vol. 34, pp. 276-288. https://doi.org/10.1016/j.scaman.2018.06.004

12. de Reuver, M., C. Sørensen, & R. Basole (2018): The Digital Platform: A Research Agenda. Journal of Information Technology, vol. 33, no. 2, pp. 124-135. http://link.springer.com/article/10.1057/s41265-016-0033-3

13. Kazan, E., C.-W. Tan, E. T. K. Lim, C. Sørensen, & J. Damsgaard (2018): Disentangling Digital Platform Competition: The Case of UK Mobile Payment Platforms. Journal of Management Information Systems — special issue on Financial IS, Underlying Technologies, and the FinTech Revolution, vol. 35, no. 1, pp. 180-219.

14. Sørensen, C. (2017): The Curse of the Smart Machine? Digitalisation and the Children of the Mainframe. Scandinavian Journal of Information Systems, vol. 28, no. 3, article 3.

15. Lyytinen, K., C. Sørensen, & D. Tilson (2017): The Generativity of Digital Infrastructures: A Research Note. In Handbook on IS Companion Book. Chapter 17, ed. R. D. Galliers and M.-K. Stein. Routledge. Authors in alphabetical order only. https://www.routledge.com/The-Routledge-Companion-to-Management-Information-Systems/Galliers-Stein/p/book/9781138666450

16. Sørensen, C. (2017): Beyond Mobile IT: Ubiquitous Digitality and Work. In Handbook on IS Companion Book, Chapter 29, ed. R. D. Galliers and M.-K. Stein. Routledge.

17. Hallingby, H.-S., G. Hartviksen, S. Elaluf-Calderwood, & C. Sørensen (2016): Convergence in Action: A case study of the Norwegian Internet. Telematics and Informatics, vol. 33, no. 2, pp. 641-649.

18. Sørensen, C, M de Reuver, & R. Basole (2015): Mobile Platforms and Ecosystems. Special issue introduction for Journal of Information Technology special issue on mobile platforms and –ecosystems, vol. 30, no 5, pp:195-197. September 2015.

19. Sørensen, C. & J. Landau (2015): Academic Agility in Digital Innovation Research: The Case of Mobile ICT Publications within Information Systems 2000-2014. Journal of Strategic Information Systems, vol. 24, no. 3. September 2015.

20. Eaton, B.D., S. Elaluf-Calderwood, C. Sørensen, and Y. Yoo (2015): Distributed Tuning of Boundary Resources: The Case of Apple's iOS Service System. MIS Quarterly, vol:39, no:1, pp: 217-243. Special Issue on Service Innovation in a Digital Age. Authors in alphabetical order only.

21. Sørensen, C. & Landau, J. (2014) We've Got 99 Problems, but a Phone Ain't One: Mobile ICT and Academic Agility in Information Systems Research. In ECIS 2014. Tel Aviv. **Best paper award nomination**.

22. Hanne-Stine Hallingby, Silvia Elaluf-Calderwood, Germund Hartviksen and Carsten Sørensen (2013): Regulatory Policies in Relation to Metrics and Data Collection for Measuring the Emergent Internet. In TPRC41: The Research Conference on Communication, Information and Internet Policy, Washington DC:

23. Hanne-Stine Hallingby, Silvia Elaluf-Calderwood, Germund Hartviksen and Carsten Sørensen (2013): Measuring the Internet Convergence: A Comparative study for Thailand and Norway. In 24th European Regional Conference of the International Telecommunication Society, Florence, Italy

24. David Tilson, Carsten Sørensen, and Kalle Lyytinen (2013): Platform Complexity: Lessons from the Music Industry. 46th Hawaii International Conference on System Science (HICSS 46). Maui, HI

25. 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. Published September 2011

26. David Tilson, Kalle Lyytinen, and Carsten Sørensen (2010): Digital Infrastructures: The Missing IS Research Agenda. Information Systems Research. vol:21. no:4. pp:748–759. 20th Anniversary Special Issue. (December 2010)

27. 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.

28. David Tilson, Carsten Sørensen, and Kalle Lyytinen (2011): The Paradoxes of Change and Control in Digital Infrastructures: The Android and iOS Mobile Operating Systems Cases. Submitted to international conference. ***Best paper award*** in the Decision Technology, Mobile Technologies and Service Science Track.

29. Silvia Elaluf-Calderwood, Ben Eaton, and Carsten Sørensen (2011): Control as a Strategy for the Development of Generativity in Business Models for Mobile Platforms. Business Models for Mobile Platforms (BMMP 2011). Berlin

30. Carsten Sørensen (2010): Cultivating Interaction Ubiquity at Work. The Information Society. vol:26. no:4, pp. 276-287.

31. Gamel Wiredu, Carsten Sørensen, and Adel Al-Taitoon (2011): Double-Distributed Coordination: Mobile Challenges to Coordination Perspectives. The Academy of Management. San Antonio, Texas

32. 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

33. 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

34. 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

35. 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.

36. 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

37. 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

38. 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 - Special Issue on Enterprise Mobility. pp:243-271

39. 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

40. Lars Mathiassen and Carsten Sørensen (2008): Towards A Theory of Organizational Information Services. Journal of Information Technology. vol:23. no:4. pp:313-329.

41. 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

42. 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

43. 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. § Sørensen primary author.

44. Gamel Wiredu and Carsten Sørensen (2005): The Dynamics of Control and Use of Mobile Technology in Distributed Activities. European Journal of Information Systems. vol:14. no:4

45. Eduardo Ribas Fontana and Carsten Sørensen (2005): From Idea to Blah! Understanding Mobile Services Development as Interactive Innovation. Journal of Information Systems and Technology Management. vol:2. no:2. Sao Paulo, Brasil. http://www.tecsi.fea.usp.br/Revistatecsi/default.asp.

46. Carsten Sørensen, Youngjin Yoo, Kalle Lyytinen, and Janice I. DeGross (2005): Designing Ubiquitous Information Environments: Socio-technical Issues and Challenges. pp:370. Springer. New York. Springer New-York

47. 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

48. Carsten Sørensen (2005): Beyond the Transaction Perspective for Knowledge Management Software Artifacts. New Frontiers in Knowledge Management. K. C. Desouza(ed). pp:117-146. Palgrave. UK. Palgrave.

49. Adel Al-Taitoon and Carsten Sørensen (2004): Supporting Mobile Professionals in Global Banking: The Role of Global ICT-Support Call-Centres. Journal of Computing and Information Technology. vol:12. no:4. pp:297-308. http://cit.srce.hr/

50. 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/

51. 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