

# CURRICULUM VITAE

## Kim Normann Andersen

Last updated January 29, 2020

Professor, Study Program Director for the  
Business IT programs

Copenhagen Business School  
Department of Digitalization  
Howitzvej 60. DK – 2000 Frederiksberg  
DENMARK

E-mail: [andersen@cbs.dk](mailto:andersen@cbs.dk)  
Phone/ text: +45 2479-4328  
URL: [www.cbs.dk/en/staff/knadigi](http://www.cbs.dk/en/staff/knadigi)



Skype: andersenCBS  
Twitter: andersenCBS  
MSN: andersenCBS@live.com

### Academic positions

- 2019- Professor II, University of Southern-Norway (USN), Norway
- 2008-present Full professor, Copenhagen Business School
- 2012-14 Full professor, Aalborg University
- 2003-2008 Professor (with special assignments), Copenhagen Business School
- 2005 Part-time Visiting Professor, Aalborg University, Denmark
- 2004 Visiting Professor, School of Information Systems, Deakin University, Australia
- 2003 Visiting Professor, Department of Economics, Statistics, and Information Systems (ESI), Örebro University, Sweden
- 1997-2003 Associate Professor, Copenhagen Business School
- 1996-1997 Visiting researcher at Tokyo University
- 1994-1997 Assistant Professor, Aalborg University, Denmark

### Primary research areas

- IT Implementation and Impacts
- Robots and the Management Response
- Implementation of Large Scale IT Projects

### Current teaching (courses)

- The Robot Armada is Coming: What's Next Manager? Graduate class at CBS
- Managing (Digital Mode) Service Delivery. Graduate class at CBS

### Profile

Kim Normann Andersen, born 1966, is married with Emilie Normann. He has six wonderful children and a strong passion for outdoor activities (marathons, hiking, and bonfires) and renovation of old buildings.

Professor Kim Normann Andersen's research focuses on implementation and impacts of technologies. A major part of his research has been in government setting but he is also involved in private sector research.

Being active researcher since 1994 when he completed his Ph.D., he has significantly contributed to the international and national research landscape. His current focus is directed to include second machine age technologies (e.g., robots and AI) exploring how organizations adopt these and what the managerial challenges are when adopting them and possible impacts of the adoption at organizational and societal level.

He has been visiting scholar in Asia, USA, and Europe and involved in a number of EU and EU-Asia projects. The international collaboration is particular strong with the Asian countries where he is a frequent visitor to Korea (Yonsei University) and have hosted several visits from Korean universities in Denmark.

He has been a pioneer in researching IT uptake in government setting and has high visibility in the media landscape.

Kim Normann Andersen has strong collaboration with leading international scholars within the IT area. In Europe he has lived part-time in Munich 2015-17 exploring explore the German landscape of robotics and AI and possible implications for management.

At the European scene, he has been one of the key researchers driving the e-gov community in the DEXA grouping and involved in the EGPA conferences. Within Scandinavian he has been initiator and co-organizer of the annual Scandinavian Workshops on E-government (SWEG) for more than 15 years.

He has been appointed to various international and national committees, task forces, and workshops within his research domain. This includes work with the UN, OECD, EU, and governments in various countries. He is currently part of the national MADE initiative.

He has been member of various international and national search committees and evaluation committee of professorship positions at for example Aalborg University, Tromsø University, Norway, MidSweden University, Copenhagen Business School, Vestfold University, Norway, the IT University of Copenhagen, and Roskilde University (RUC).

Kim Normann Andersen is Study Program Director for the IT-focused bachelor and master programs at CBS and have continuously initiated and driving various teaching programs at bachelor, master, and Ph.D.-level, He has been Director for the Ph.D.-school at CBS, co-creator of the Danish Research School of Information Systems (DARSIS), and developer and study program director for the e-business program at ITU. The ongoing involvement in the study programs has given a unique opportunity to work with faculty from various universities and faculties and fulfilling the responsibility to transfer research knowledge to future generation of academia and employees in industry and public sector.

## POSITIONS AND JOB EXPERIENCES

Full professor, Copenhagen Business School (2008-2012, 2014-), Aalborg University (2012-14), Professor (with special assignments), Copenhagen Business School (2003-2008), Associate Professor, Copenhagen Business School (1997-2003), Assistant Professor, Aalborg University, Denmark (1994-1997)

Professor II, University of Southern-Norway (USN), Norway (2019-), Visiting Professor, School of Information Systems, Deakin University, Australia (January 2004), Visiting Professor, Department of Economics, Statistics, and Information Systems (ESI), Örebro University, Sweden (2003), Part-time Visiting Professor, Aalborg University, Denmark (Fall 2005), Visiting researcher at Tokyo University (1996-1997), Visiting Scholar at the University of California at Irvine, Center for Research on Information Technology and Organizations (1991-92 + 1993)

National boards/ committees: Board member of the professor association at CBS (2010-12), member of Statistics Denmark User Reference Group (2010-), Member of National Evaluation Committee on Open Document Standards 2008-2010 (appointed by the Ministry of Science and Innovation); Member of Judge Board for *Bedst på Nettet 2007 & 2008* (appointed by the Ministry of Science and Innovation); EU eGovernment Awards Committee Member 2003, 2009; Member of scientific team writing back-group material for *Digitaliseringsprisen 2006*; FDIH's group on e-government (2005); Dansk IT's group on e-government (2004-2007) & IT-tænkerne (2010); The Danish Board of Technology (member of expert group on "magt og modeller" and "erfaringer med store, statslige it-projekter"); SundITnet's styregruppe (funded as "højteknologisk netværk"), managed by Alexandra Institute; Co-initiator of application for a Danish Information Systems PhD School (submitted Summer 2007). Funding received for 2008-2010.

Member of evaluation committee of professorship positions at Aalborg University, Tromsø University, MidSweden University, and Copenhagen Business School. Evaluation committee of assistant and associate professorships at CBS, the IT University of Copenhagen, Aalborg University, and Roskilde University (RUC)  
Current and/ or past member of national censor groups, frequently censor at DTU, Aalborg University, RUC, and the Library Science School  
Faculty member of Ph.D. Colloquia at ECIS 2000 (Copenhagen) and ECIS 2002 (Gdansk) and DEXA EGOV 2007 (Regensburg), DEXA EGOV 2006 (Krakow), and DEXA EGOV 2005 (Copenhagen);

Ph.D. assessment committee member for the theses delivered by *Murray Scott*, University of Galway, Ireland; *Søren Hjarup*, Denmark's Technical University; *Rolf Nikula*, Aalborg University, Denmark; *Carolina Chan*, Australia; *Jan Karlsbjerg*, Aalborg University, Denmark; *Leif Skifters Flak*, Kristiansand, Norway; *Annelie Ekelin*, Blekinge University, Sweden; *Ulrica Löfstedt*, Mid-Sweden University, Sweden; *Frank Ulbrich*, Stockholm School of Economics, Sweden; Peter Tobbin, Aalborg University; Rikka Vilmino-Heikkinen, Tampere University of Technology; Tara Qian Sun, Adopting AI in Healthcare in the Digital Age, Copenhagen Business School.

Ph.D. supervision of Aida Darmenova, Helle Zinner Henriksen, Ann Fogelgren-Pedersen, Kaare Lines, Møryfrid Kårstad Sannarnes, Christine Secher, Jeppe Agger Nielsen, Christian

Hjorth-Madsen, Haukur Anthonsen, Hanne Sørum, Thomas Høgenhaven, Jesper Berger, Lester Allan Lasrado, and Andreas Jørgensen

Study Program Director of the IT-programs at CBS (2014-), Founder and study program director for the e-business program (M.Sc.) at the Copenhagen IT University (1999-2002; 2008-2012), Study director for the Informatics Ph.D. School (IPS), Copenhagen Business School (2005-2008). Coordinator for the Ph.D Informatics Program at LIMAC PhD School at CBS (2008-9) Director for the Center for Research on Information Technology in Policy Settings (CIPS) (Fall 1998-2003)

Partner coordinator for the EGOVMONNET project (2008-2010), FP7, Scientific Research Manager for the EU-funded DEMO\_Net Network of Excellence (Noe) (2006-08) , FP6, Project manager for EU ASIA IT&C projects MAXCROP (2002-2004), LeGov (2004-2005), eBhuti (2004-2006) and partner coordinator for the EDIT & EQUIT  
Evaluator and reviewer for the European Commission ESPRIT, 5<sup>th</sup> Framework IST-program (SUPPLYPOINT, TRANSACT, MESSENGER, SERVEX, INDIA, myFASHION, mEXPRESS, eCOMMLex, eSHARING, and IPDSM) (1999- )

Evaluator and reviewer for The Research Council of Norway (2003-), NSF and the Swedish Vinnova

Member of study board for the Executive Master Program on E-commerce (GEM), Copenhagen Business School (2000)

## **AWARDS & APPOINTMENTS (Editorial boards, steering committees, reviewers etc.)**

Awarded “Silver Core” by resolution of the General Assembly of the International Federation for Information Processing, 2007.

Advisory panel for Marcus Evans

Member of Scientific Board of Journal of Applied Quantitative Methods

Guest editor for special issue of European Journal of Information Systems (ECIS), Scandinavian Journal of Information Systems & International Journal of E-Government Research.

Editorial boards member:

- Digital Government: Research and Practice (appointed 2018)
- Journal of Information Technology and Politics (<http://www.jitp.net>)
- IJPSEM (International Journal of Public Services, Economics and Management URL <http://www.inderscience.com/browse/index.php>)
- Journal of Management Science (JMS) as Advisory Editor (<http://www.jofms.net/>)
- Intl Journal of Electronic Governance (IJEG, <http://www.inderscience.com/ijeg>)
- The International Journal of Electronic Democracy
- International Journal of Electronic Government Research (IJEG)
- Information Communication & Society (ICS)
- Intellectual Economics and Social Cohesion (published by The Faculty of Economics and Finance Management of Mykolas Romeris University, Vilnius)
- E-science Quarterly
- Danish Journal of Informatics and Accounting
- Danish Internet Handbook (editor)

Reviewer for PAR, ICIS, IJEC, EJIS, ECIS, Bled e-commerce conference, DEXA, IADIS, mobile roundtable conference, etc.

Reviewer for European Journal of Information Systems (EJIS), International Journal of Electronic Government Research (IJEGR), etc.

Program committee/ chairs

- Chair of PAR Symposium on digitalization in the public sector (2019)
- General Chair and host of DEXA 2005 URL <http://www.dexa.org>
- Arranger of the annual Scandinavian E-government Conference (Örebro 2004; Copenhagen 2005, Kristiansand 2006; Örebro 2007, February; Copenhagen 2008; Kristianssand 2009)
- Program Committee of the First International Conference on Methodologies, Technologies and Tools enabling e-Gov, MeTTeG'07, Camerino (Italy), 27-28 September 2007.
- Track chair on e-government at the European Conference on Information Systems (ECIS), Göteborg, Sweden, June 2006 <http://www.ecis2006.se>
- International Conference on Electronic Government (EGOV), DEXA 2002, 2003, 2004, 2006 and EGOVIS 2010 <http://www.dexa.org> (program committee member and track chair)
- Member of the track technical programme committee of the track on 'Socio-Economic Implications of Information and Communication Technologies' of "Innovations in Information Technology" Conference (IIT06) (<http://www.it-innovations.ae/>) Dubai, 19-21 November 2006
- Mini-track chair (e-government cluster) at the 39th Hawaiian International Conference on System Sciences, January 2006 and the 40th Hawaiian International Conference on System Sciences, January 2007 URL <http://www.ctg.albany.edu/conference/hicss/>
- IPC member of the EURO mGOV conference <http://www.mgovernment.org>.
- Program Committee of the 2005 Information Resources Management Association (IRMA) International Conference. San Diego, California, USA during May 15-18, 2005.
- Workshop on Grids for e-Government, Held in conjunction with SAINT2005, The IEEE/IPSJ Symposium on Applications and the Internet. Jan. 31 - Feb. 4, 2005, Trento, ITALY. URL <http://www.saint2005.org>
- ECIS 2005 (Regensburg) Track committee member for the track dedicated to eGovernment: <http://www.ecis2005.de/track4.html>
- AIS SIG on e-government (approved December 2003) (with Åke Grönlund)
- EU Observatory on Interoperable eGovernment Services (steering committee) 2004-2007
- Track co-chair of Sixth International Conference on Electronic Commerce, ICEC'2004: Towards a new services landscape URL <http://www.icec04.net/> Delft, The Netherlands 25-27 October 2004
- IADIS International Conference e-Society 2003. URL <http://www.iadis.org/es2003>
- IFIP/ TC8 WG8.4. Developing a dynamic, integrative, multi-disciplinary research agenda in E-Commerce. URL <http://www.ifip2002.cbs.dk> (co-program chair).
- IFIP/ TC8 WG8.6. Conference program committee member 2003. Diffusion and adoption of networked information technologies. URL <http://www.cbs.dk/conference/ifip8-6/>
- *International Electronic Commerce Grocery Shopping Workshop* (program committee member).
- *International Conference on E-Business* 2002 (ICEB2002) 23-26 May 2002, Beijing, P. R. China URL <http://www.iceb2002.org> (program committee member).

- *IFIP Conference on eCommerce, eBusiness and eGovernment (I3E'2002)*, Lisbon, Portugal from 7-9 October 2002. (program committee member).

## **PARTICIPATION IN INTERNATIONAL CONFERENCES**

*Information Systems Research in Scandinavia (IRIS) 2003, Finland; IRIS 2008, Sweden Bled Electronic Commerce Conference.* 1998; 2001; 2003; 2004; 2007 Bled, Slovenia.

*International Conference on Information Systems (ICIS).* New York, 1991; Amsterdam, 1995; Cleveland, 1996; Atlanta, 1997; Helsinki, 1998; Brisbane, 2000; Seattle, 2003; Paris, 2008; Phoenix, 2009; Dublin, 2016

*European Group of Public Administration.* Permanent study group on Information Technology. Rotterdam, 1995; Budapest, 1996; Leuven, 1997; Glasgow, 2000; Bergen, 2012; Lausanne, 2018

*European Conference on Information Systems (ECIS).* Aix-en-Provence, 1998., Copenhagen, 1999, Slovenia, 2001, Gdansk, 2002, Turku, 2004, Göteborg, 2006, Verona, 2009

*Database and Expert Applications (DEXA) Conference.* EGOV (eGovernment) Aix-en-Provence 2002, Prague 2003, Zaragoza 2004, Copenhagen 2005, Krakow 2006, Regensburg 2007, Torino 2008, Bilbao 2010

*Hawaii International Conference on System Sciences (HICCS), 2002, 2004, 2006*

*eChallenges 2007* (Den Haag). 2008 (Barcelona), 2010 (Warsaw) <http://echallenges.org>

*Electronic Grocery Shopping Conference (EGS),* Helsinki, Finland December 1998; Brisbane December 2000.

*European Conference on IT in Government.* Dublin. September 2001.

*8th Panhellenic Conference on Informatics.* Nicosia, Cyprus. November 8-10 2001.

*International Forum on National IT Strategy.* Seoul Korea. Feb 8-9 2001.

*Conference on e-Government,* Center for Studies of Competitiveness, ITAM, Mexico, May 31-June 1 2001.

*Gulf Conference on DSS.* Kuwait. November 2000.

*South Eastern European Conference on Electronic Commerce,* Sofia, Bulgaria. October 2000; Prague, April 2006

*CIPA'99 Conference, Citizens and Public Administration in the Information Age:*

*Constructing Citizen-Oriented Society for the Future, 18-20 August 1999.* Tampere, Finland.

*Colloquium on Which Public Administration in the Information Society.* Université de Liège, Faculté d'Economie, Belgium. May 18, 2000

*IT in Government.* Round table conference. Hyatt at Arlington, Washington, October 1999 (invitee by the RAND)

*Information Technology in Government.* Albany, NY (USA). October 1997.

*Information Technology and Organizational Change.* Cambridge (UK), December 1995.

*Computers in Context: Joining Forces in Design.* Third Decennial Conference. Aarhus, Denmark. August 1995.

*Information Technology and Organizational Change.* Nijenrode University, Netherlands. April 1994

*International Conference of the Information Resources Management Association (IRMA).* Charleston, South Carolina. May 1992

*Symposium on Directions and Implications of Advances Computing (DIAC).* Berkeley, California. May 1992.

*Annual Meeting of the Western Regional Science Association.* Workgroup: Regional Analysis. South Lake Tahoe, Nevada. February 1992.

*Society for Social Studies of Science/European Association for the Study of Science and Technology (4S/ EASST ) Joint Conference.* Gothenburg, Sweden. August 1992.

## **ARRANGMENT OF NORDIC CONFERENCES/ WORKSHOP (EXAMPLES)**

*Scandinavian Workshop on E-government (2003-)*

*Åbne dokumentformater i den offentlige sektor.* København, Handelshøjskolen i København. Februar, 2010

*Den brugerdrevne forvaltning. Seminar om digitalisering og kvalitetsreformen.* København, Handelshøjskolen i København. May, 2007

*Det enstrengede arbejdsmarked – en digital udfordring. Seminar om digitalisering af fremtidens beskæftigelsesindsats.* København, Handelshøjskolen i København. May 25 2004

*Store IT-projekter i den offentlige sektor [Large scale IT-projects in the public sector].* DGI, October 2000.

*Digitale diamanter.* Kommunedata. November 1999.

*Magt og modeller.* Eigtveds Pakhus. Arranged by the Danish National Agency of Technology Assessment. September 1995.

## **SPEECHES, INVITED TALKS ETC. (examples)**

*International talks (selected)*

Smart Cities. Open Days, Daegu, Korea, 2019

Digital Sclerosis (OECD Forum, 2018)

World Conference on Smart Cities, Seoul, 2018, 2019

E-government – experiences from Denmark. Ministry of Informatization of Republic of Tatarstan, Russia. September 6, 2007

Business Process Reengineering in Government. Russian Ministry of Economy arranged by the World Bank. November 22 2006 and May 17 2007

E-government in action. Foreign Affairs Office, China Defense Science and Technology Information Center. November 16-18 2006

Participation in e-Government: Trick or Trade? Keynote at Nordic CHI, Oslo. October 15, 2006

Delivering external expertise to the rural SMEs – how and to what extent can ICT-solutions be used. Oulu, Finland April 6-7, 2006 URL <http://www.helsinki.fi/ruralia/seinajoki>

E-procurement Challenges. Middle East Total Logistics & Supply Chain Exhibition & Conference. Hyatt Regency Dubai, December 5-6, 2005 URL <http://www.tls-me.com>

E-government: The Danish Case. Norwich University, UK. Norwich November 26 2005

Globalization and E-Government: Five Key Challenges. Lithuanian Knowledge towards Global Competitiveness: Lisbon Strategy Relaunch, Vilnius on 6-7 October, 2005 URL <http://conf2005.zef.lt>

E-government: definitions and scope. Talk at Mykolas Romeris University October 6th 2005.

E-democracy challenges. Nordic Council of Ministers, Iceland, August, 2004.

E-Government and Public Sector Process Rebuilding. Guest lecture at Institute for Public Management and Politics in the University of Iceland, Iceland, May 24 2004.

Business Process Improvement. Guest lecture at the Southwest University of Science of Technology, Mian Yang City, Sichuan Province, China (May 11, 2004).

E-government themes. Guest lecture at the Department of Information Systems, HIA, Kristiansand, Norway, March 29 2004.

Public Sector Process Rebuilding Using Information Systems. Østerlands Forskning, Lillehammer, Norway. December 1, 2003.

E-government infrastructure, Mexico City May 31-June 1, 2001.

DSS support systems in government. Kuwait Council of Ministers. November 6, 2000

Economic Impacts of IT. Keynote address at the Colloquium on Which Public Administration in the Information Society. Université de Liège, Faculté d'Economie, Belgium. May 18, 2000.  
Virtualizing the Public Sector Processes using Information Systems. Umeå University. March 8 2000.

Rebuilding the political value chain using information systems. *CIPA'99 Conference, Citizens and Public Administration in the Information Age: Constructing Citizen-Oriented Society for the Future, 18-20 August 1999*. Tampere, Finland.

Information Systems in Government: Impact and Challenges. Contemporary Japan Study Group, University of Tokyo. May 22 1997

Information Systems in Japanese Government: On the Right Track? Soka University. May 14 1997.

Information Systems in Government: Impact and Challenges. Guest Lecture at the Institute of Policy and Planning Science, Tsukuba University, Japan. April 25<sup>th</sup> 1997.

Impacts of Information Technology on Public Organizations. Seminar at the Australian Graduate School of Management, The University of New South Wales, Sydney. April 8th 1997.

Information Systems in the Public Sector: Transitions and Challenges at the Department of Information Systems and Computer Science, National University of Singapore. Feb 27th 1997.

EDI in the Public Sector. National University of Singapore. Department of Decision Sciences, Faculty of Business Administration, National University of Singapore, Department of Decision Sciences, Faculty of Business Administration. Feb 25th 1997.

The Role of Information Technology in European Governments. The Maxwell School of Public Administration, Syracuse University. April 11, 1996.

*Recent Danish talks*

CIO Innovation Forum, Biblioteksskolen, Statens Arkiver, Center for IT Anvendelse, Miljøministeriets Koncernforvaltning, Virk.dk, Teknologisk Institut, Forsvarskommandoen, Dan Cargo, Undervisningsministeriet, Datamatikerforeningen, Amternes Videnscenter for Jordbrugsanalyser, DFH, Trekantens Transportforum, Coreteam, Dansk Postordreforening, Den Kommunale Højskole, Skejby Sygehus, DJØF fællesfagligt forbundsarrangement, Price Water House Coopers, Kommunernes Landsforening, Ericsson, Oracle, Dansk IT, Euroforum, KMD.



## LIST OF PUBLICATIONS

### INTERNATIONAL PUBLICATIONS

#### INTERNATIONAL JOURNAL PAPERS

1. Kim, S., Lee, J., & Andersen, K. N. (forthcoming). Editorial. Special symposium issue of *Public Administration Review*.
2. Benhunan-Fich, R., Desouza, K., & Andersen, K. N. (forthcoming). Editorial. Special issue of *European Journal of Information Systems*.
3. Lee, J., Andersen, K. N., & Henriksen, H. Z. (forthcoming). Digital Sclerosis?: Wind of Change for Government and the Employees. *Digital Government: Research and Practice (DGOV)*
4. Lasse Berntzen; Marius Rohde Johannessen; Kim Normann Andersen; Jonathan Crusoe (2019). Parliamentary Open Data in Scandinavia. *Computers*, 8, (3), 65-.
5. Kim Normann Andersen; Jeppe Agger Nielsen; Soonhee Kim (2019). Use, Cost, and Digital Divide in Online Public Health Care: Lessons from Denmark. *Transforming Government: People, Process and Policy*, 13 (2), 197-211
6. Jørgensen, Andreas Møller & Andersen, Kim Normann (2016). Navigating Troubled Waters: Bringing the E-Democratic Ship into Safe Harbour? *Transforming Government: People, Process, and Policy*, 10 (4), 591-604.
7. Nielsen, J. A., Andersen, K. N., & Sigh, A. (2016). Robots conquering local government services: A case study of eldercare in Denmark. *Information Polity*, 21 (2), 139-151.
8. Jeppe Agger Nielsen; Kim Normann Andersen; James N. Danziger (2016). The Power Reinforcement Framework Revisited : Mobile Technology and Management Control in Home Care. *Information, Communication and Society*, 19(2), 160-177.
9. Sørnum, H., Andersen, K., & Vatrapu, R. (2012). Public Websites and Human-Computer Interaction: An Empirical Study of Measurement of Website Quality and User Satisfaction. *Behaviour & Information Technology*, 31(7), 697-706.
10. Andersen, Kim Normann ; Medaglia, Rony ; Zinner Henriksen, Helle (2012). Social media in public health care: Impact domain propositions. *Government Information Quarterly*, 29 (4), 462-469.
11. Sørnum, Hanne ; Medaglia, Rony ; Andersen, Kim Normann ; Scott, Murray ; DeLone, William (2012). Perceptions of Information System Success in the Public Sector: Webmasters at the Steering Wheel?. *Transforming Government: People, Process and Policy*, 6 (3), 239-257. EXCELLENCE AWARD FROM EMERALD
12. Sørnum, H., Andersen, K., & Vatrapu, R. (2011). Public Websites and Human-Computer Interaction: An Empirical Study of Measurement of Website Quality and User Satisfaction. *Behaviour & Information Technology*, 31 (7), 697-706.
13. Andersen, K.N, R. Medaglia, (2010). 'Virus Outbreak: Online GP Consultations Escalating Health Care Costs', *Communications of the AIS*, 27
14. Andersen, K.N., Medaglia, R., Vatrapu, R., Henriksen, H,Z., & Gauld, R. (2011). The Forgotten Promise of E-Government Maturity: Assessing Responsiveness in the Digital Public Sector. *Government Information Quarterly*, 28(4), 439-445.
15. Andersen, K.N., H.Z. Henriksen, R. Medaglia, J.N. Danziger, M. Enemærke, M.K. Sannarnes (2010). 'Fads and Facts of E-Government: A Review of Impacts of E-

- government (2003-2009)', *The International Journal of Public Administration*, 33(11), 564-579 (ISSN 0190-0692).
16. Andersen, K., Henriksen, H. Z., Secher, C., & Medaglia, R. (2007). Cost of eParticipation: The Management Challenges. *Transforming Government: People, Process and Policy*, 1(1), 29-43.
  17. Andersen, K. (2006). Five Key Challenges for Management of E-government. *Electronic Journal of E-government*, 4(1), pp. 1-8. URL <http://www.ejeg.com>
  18. Andersen, K., & Henriksen, H. Z. (2006). E-Government Maturity Models: Extension Of The Layne And Lee Model. *Government Information Quarterly*, 23(2), 236-248 URL <http://www.elsevier.com/locate/govinf/>
  19. Andersen, K., Grönlund, Å, Moe, C. E., & Sein, M. (2005). E-Government in Scandinavia. *Scandinavian Journal of Information Systems*, 17(2), 3-10. URL <http://www.cs.auc.dk/SJIS>
  20. Andersen, K., R. Beck, R. Wigand, N. Bjørn-Andersen, & E. Brousseau (2005). European e-commerce policies in the pioneering days, the gold rush and the post-hype era. *Information Polity*, 9(3/4), 217-232. URL <http://www.iospress.nl/html/15701255.html>
  21. Andersen, K. & Henriksen, H. Z. (2005). The First Leg of E-government Research: Domains and Application Areas 1998-2003. *International Journal of Electronic Government Research*, 1(4), 26-44. URL <http://www.idea-group.com/journals/details.asp?id=4298>
  22. Henriksen, H. Z. and Andersen, K. (2004). Diffusion of e-commerce in Denmark: An Analysis of Institutional Intervention. *Knowledge, Technology and Policy*, 17(2), 63-81 URL <http://www.moted.org/kt&p/>
  23. Andersen, K., U. Varshney, & A. Fogelgren-Pedersen (2003). Mobile organizing using information technology in government: *Information, Communication and Society*, 6(2), 211-228.
  24. Andersen, K., Bjørn-Andersen, N., & Henriksen, H. Z. (2003, july). Globalization and E-commerce: Environment and Policy in Denmark. *Communications of the AIS (CAIS)*, 10, article 7. URL <http://cais.aisnet.org/>
  25. Andersen, K., & Bjørn-Andersen, N., & Dedrick, Jason (2003). Governance Initiatives Creating a Demand-Driven E-Commerce Approach: The Case of Denmark. *Information Society*, 19(1), 95-105.
  26. Danziger, J. N., & Andersen, K. (2002). Impacts of IT on Politics and the Public Sector: Methodological, Epistemological, and Substantive Evidence from the "Golden Age" of Transformation. *International Journal of Public Administration*, 25(5), 591-627. ISSN 0190-0692. Available via URL <http://www.dekker.com>
  27. Greve, C., & Andersen, K. (2000). Management of telecommunication service provision: An analysis of the TeleDenmark Company 1990-1998. *Public Management*, 3(1), 35-52.
  28. Sekiguchi, Y., & Andersen, K. (1999). Information systems in Japanese government. *Information Infrastructure and Policy*, 6(3), 109-26.
  29. Löfgren, K., Andersen, K., & Sørensen, M. F. (1999). The Danish Parliament Going Virtual. *Parliamentary Affairs*, 52(3), 493-502.
  30. Andersen, K., Bjørn-Andersen, N., & Juul, N. C. (1998, November). Electronic commerce: A battle on regulation, standards, transportation media and business integration. Special issue of *Australian Journal of Information Systems*, 130-44.
  31. Andersen, K. (1997, July). Limping towards the information society: Challenges for the

Japanese Local Government (in Japanese). *Jichitai Johoka Repoto* [Information Technology in Local Governments]. Special issues: IT in the Welfare Area. Published by the Japan Management Association Research Institute, Tokyo, Japan.

32. Andersen, K., Greve, C., & Torfing, J. (1996). Reorganizing the Danish Welfare State: 1982-93. *Scandinavian Studies*, 68(2), 161-87.
33. Andersen, K. (1995). Computers, Economic Modeling, and Politics: A Review of the Literature. *Social Science Computer Review*, 13(3), 320-40.
34. Andersen, K.V., & Danziger, J. N. (1995). Information Technology and the Political World: The Impacts of IT on Capabilities, Interactions, Orientations, and Values. *International Journal of Public Administration*, 18(11), 1693-1724.
35. Andersen, K., & Kraemer, K. L. (1994). Implications and Conflicts of Computerization in the Government in the U.S. and Scandinavia. *Scandinavian Journal of Information Systems*, 6, 3-24.
36. Andersen, K., & Kraemer, K. L. (1994). Information Technology and Transitions in the Public Service: A Comparison of Scandinavia and the United States. *European Journal of Information Systems*, 4, 51-63.
37. Kraemer, K. L., Andersen, K., & Perry, J. (1994). Computers in the U.S. and Scandinavia. *International Journal of Public Administration*, 17(10), 1871-1905.
38. Andersen, K., & Madsen, P. K. (1992). Expelled from the Garden of Eden: The Politics of Economic Modeling in Denmark. *Informatization and the Public Sector*, 2(3), 233-58.

### **BOOKS PUBLISHED**

39. Andersen, K. (in progress). Governments in Motion – The Management Perspective
40. Kim Normann Andersen, Enrico Francesconi, Åke Grönlund, Tom M. van Engers (Eds.): (2010). *Electronic Government and the Information Systems Perspective*, First International Conference, EGOVIS 2010, Bilbao, Spain, August 31 - September 2, 2010. Proceedings. Springer 2010, ISBN 978-3-642-15171-2
41. Wimmer, M., Scholl, H. J., Grönlund, Å., & Andersen, K. (Eds.). (2006). *Electronic Government. Proceedings of the 5<sup>th</sup> International EGOV Conference 2006*. September 4-8, 2006. Krakow, Poland. Linz. Lecture Notes in Computer Science LNCS 4084. Berlin: Springer-Verlag. ISBN 3-540-37686-0.
42. Grönlund, Å., Scholl, H. J., Andersen, K., & Wimmer, M. (Eds.). (2006). *Electronic Government: Communication Proceedings of the Fifth International EGOV Conference 2006*. September 4-8, 2006. Krakow, Poland. Linz, Austria: Trauner Verlag. ISBN 3-85487-994-6.
43. Andersen, K. & Maddalena Sorrentino (2005). *E-government in azione. Tecnologie e cambiamento organizzativo nel settore pubblico*. Milan: Franco Angeli Publishers. ISBN: 88-464-7111-3  
[http://www.francoangeli.it/Ricerca/Scheda\\_Libro.asp?ID=13573&Tipo=Libro](http://www.francoangeli.it/Ricerca/Scheda_Libro.asp?ID=13573&Tipo=Libro)
44. Andersen, K., Debenham, & Wagner, R. (Eds.). (2005). *Database and Expert Systems Applications. Proceedings of the 16<sup>th</sup> International DEXA Conference*. Lecture Notes in Computer Science, nr. 3588. Springer-Verlag Berlin. (about 900 pages)
45. Maria A. Wimmer, R. Traunmüller, Ake Grönlund, K. Andersen (Eds.). (2005). *Electronic Government. Proceedings of the 4th International Conference EGOV 2005*,

LNCS # 3591, Springer Verlag, Heidelberg et al (ISBN 3-540-28466-4) (about 350 pages)

46. Andersen, K., Å. Grönlund, R. Traunmüller, M. A. Wimmer (Eds.). (2005). *Electronic Government. Workshop and Poster Proceedings of the Fourth International EGOV Conference*, Schriftenreihe Informatik # 15, Trauner Verlag, Linz (ISBN 3-85487-830-3) (about 500 pages)
47. Andersen, K. (2004). *E-government and Public Sector Process Rebuilding: Dilettantes, Wheel Barrows and Diamonds*. Amsterdam: Kluwer. ISBN: 1-4020-7994-X.
48. Elliot, S., Andersen, K., Trauth, E. & Reich, Siegfried (Eds.). (2004). Multi-disciplinary solutions to industry & government's e-business solutions. Trauner Verlag. ISBN 3-85487-620-3.
49. Andersen, K., & Vendelø, M. T. (Eds.). (2004). *The Past and Future of Information Systems*. Butterworth-Heinemann. ISBN: 0750661410.
50. Andersen, K., Elliot, S., Swatman, P., Trauth, E. & Bjørn-Andersen, N. (2003). *Seeking success in e-business: A multidisciplinary approach*. Amsterdam: Kluwer. ISBN 1-40207450-6.
51. Elliot, S., Andersen, K., Swatman, P., & Reich, S. (Eds.). (2002). *Developing a dynamic, integrative, multidisciplinary research agenda in e-commerce/ e-business*. BICE Press Ourimbah NSW, Australia. ISBN 0-9579771-1-5.
52. Andersen, K., Juul, N. C., Henriksen, H. Z., Bjørn-Andersen, N., & Bunker, D. (2000). *Business-to-business e-commerce: Enterprises facing a turbulent world*. Copenhagen: DJØF-publishers. ISBN 87-574-0258-2.
53. Andersen, K. (Ed.). (1997). *EDI and data networking in the public sector*. Amsterdam: Kluwer. ISBN 0-7923-8021-5.
54. Andersen, K. (Ed.). (1995). *Information systems in the political world: Implementation, use and implications of economic modeling*. Amsterdam: IOS Press. ISBN 90-5199-232-7

#### **CONTRIBUTIONS TO BOOKS, REVIEWS ETC. (International)**

55. Andersen, K., Henriksen, H. Z., & Rasmussen, E. Born (2007). Re-organizing Government using IT: The Danish Model. In P. G. Nixon & Vassiliki N. Koutrakou (eds.), *E-government in Europe: Re-Booting the State*. London: Routledge. ISBN-13: 9780415401869
56. Henriksen, H. Z., Andersen, K., & Kerstens, D. Ø. (2007). Suppliers' E.maturity for Public E-Procurement. In Ari-Veikko Anttiroiko & Matti Mälkiä, Eds., *Encyclopedia of Digital Government*, Volume III (pp. 1492-1497). Hershey, PA: Idea Group Publishing.
57. Andersen, K., & Kraemer, K. L. (2007). Information Technology and Transitions in the Public Service: A Comparison of Scandinavia and the United States. In Robert D. Galliers, M.Lynne Markus, and Sue Newell (eds.), *Exploring Information Systems Research Approaches: Readings and Reflections* (pp. 430-445). New York: Routledge.
58. Andersen, K., & Henriksen, H. Z. (2006). Transfer of e-Participation Management: Budget Restrictions and Preferences. In Roland Traunmüller, Ed., *Knowledge Transfer for eGovernment: Seeking Better eGovernment Solutions* (pp. 133-45). Linz

University, Institute for Informatics in Business and Government. Trauner Verlag. ISBN 3-85499-177-0.

59. Andersen, K. (2006). e-Participation Management: Policy-input from DEMO-Net. In P. Cunningham & Miriam Cunningham (Eds.), *Exploiting the Knowledge Economy: Issues, Applications, Case Studies*. Volume 3, Part I, pp. 370-374. Amsterdam: IOS Press.
60. Andersen, K., & Pedersen, A. Fogelgren (2004). Digital, networked business: Mobile organizing using information technology. In Subir Chowdhury (ed.), *Next Generation Business Handbook: New Strategies from Tomorrow's Thought Leaders*. New York: Wiley & Sons. ISBN 0471669962.
61. Andersen, K., & Vendelø, M. T. (2004). Introduction. In K.Andersen & M. T. Vendelø (Eds.), *The Past and Future of Information Systems*. Butterworth-Heinemann. ISBN: 0750661410.
62. Andersen, K. , & Henriksen, H. Z. (2004). B2B e-Commerce Diffusion: The Efficacy of Institutional Discourse. In G. I. Doukidis, N. A. Mylonpoulos & N. Pouloudi (eds.), *Regulating B2B e-commerce Magnitude and Attitude Diffusion*. Harrisburg, Penn.; Idea Group Publishing.
63. Henriksen, H.Z., Andersen, K.V., and Pedersen, T. (2002) IS Innovation: Adoption of B2B e-Commerce. In Monteiro, J.L., Swatman, P.M.C., and Tavares, L.V. (eds.), *Towards the Knowledge Society: eCommerce, eBusiness and eGovernment*. Boston: Kluwer Academic Publishers.
64. Andersen, K. (2000). Health data network: Organizational and political challenges. In S. Nagel (Ed.), *Handbook of Global Technology Policy* (pp. 337-53). New York: Marcel Dekker.
65. Andersen, K. (1999). Reengineering public sector organisations using information technology. In R. Heeks (ed.), *Reinventing government in the information age: International practice in IT-enabled public sector reform* (pp. 312-39). London: Routledge.
66. Andersen, K. (1998). Electronic models in the public sector: Automating democracy? In Wim van de Donk and Ig. Snellen (eds.), *Public administration in the information age: A handbook* (pp. 405-24). Amsterdam: IOS Press.
67. Andersen, K. (1997). Health data network. In K.V. Andersen (Ed.), *EDI and data networking in the public sector* (pp. 173-98). Amsterdam: Kluwer.
68. Andersen, K. (1997). Conclusions: An analysis of the contributions. In K.V. Andersen (ed.), *EDI and data networking in the public sector* (pp. 303-18). Amsterdam: Kluwer.
69. Andersen, K., & Danziger, J. N. (1995). Impacts of IT on capabilities, interactions, orientations and values. In K. Andersen (Ed.), *Information systems in the political world: Implementation, use and implications of economic modeling* (pp. 65-78) Amsterdam: IOS Press.
70. Andersen, K. (1995). Challenges posed by IT in the decision-making processes. In K. Andersen (Ed.), *Information systems in the political world: Implementation, use and implications of economic modeling* (pp. 45-64) Amsterdam: IOS Press.
71. Andersen, K. (1995). Computerized economic modeling and politics. In K. Andersen (Ed.), *Information systems in the political world: Implementation, use and implications of economic modeling* (pp. 79-110) Amsterdam: IOS Press.

72. Andersen, K. (1995). Implementing regional computerized economic-demographic models. In K. Andersen (Ed.), *Information systems in the political world: Implementation, use and implications of economic modeling* (pp. 211-32). Amsterdam: IOS Press.
73. Andersen, K. & Madsen, P. K. (1995). Expelled from the Garden of Eden: The politics of economic modeling in Denmark. In K. Andersen (Ed.), *Information systems in the political world: Implementation, use and implications of economic modeling* (pp. 233-56). Amsterdam: IOS Press.
74. Andersen, K. (1995). Economic modeling as an utopian ethos of planners? In K. Andersen (Ed.), *Information systems in the political world: Implementation, use and implications of economic modeling* (pp. 257-270). Amsterdam: IOS Press.
75. Andersen, K., & Dutton, W. H. (1995). Living with models: The future of economic modeling in political decision-making processes. In K. Andersen (Ed.), *Information systems in the political world: Implementation, use and implications of economic modeling* (pp. 65-78). Amsterdam: IOS Press.
76. Andersen, K. (1994). Implementing Decision Support Systems: Lessons Learned from Implementing A Danish Regional Computerized Economic-Demographic Model. In M. Khosrowpour (Ed.), *Information Technology and Organizations: Challenges of New Technologies* (pp. 359-85). Harrisburg, PA: Idea Group Publishing.

#### **PAPERS AT INTERNATIONAL CONFERENCES**

1. Lee, J. & Andersen, K. N. (2019). Digital Sclerosis: Wind of Change for Government and the Employees. DGO. Dubai.
2. Andersen, K. N., Gauld, R., & Desouza, K. C. (2019). The Private-Public Pendule Swings Again: Runaway Projects in Government. pre-ICIS egov workshop. December 2019 Munich, Germany.
3. Torkil Clemmensen; Jeppe Agger Nielsen; Kim Normann Andersen (2017). Service Robots : Interpretive Flexibility or Physical Appropriation?. European Conference on Cognitive Ergonomics.
4. Andersen, K.N., R. Medaglia, G. Gimpel, P. Sjølin, L. Skov Mikkelsen (2010). 'Robots On the Move from the Production Line to the Service Sector: The Grand Challenges for Contractors, Workers, and Management', eChallenges e-2010 Conference Proceedings, 27-29 October, Warsaw, Poland. Sørsum, H. R. Medaglia, K.N. Andersen (2010). 'Measurement of eGovernment Success: European Web Awards', eChallenges e-2010 Conference Proceedings, 27-29 October, Warsaw, Poland.
5. Andersen, K.N., D. Veit, R. Medaglia, H.Z. Henriksen (2010). 'One Inch Wide and One Inch Deep: The Role of Policies in Shaping the Adoption of Open Standards and Software in Government', EGOVIS 2010, Lecture Notes on Computer Science, vol. 6267, 100-107 (ISBN 978-3-642-15171-2).
6. Sørsum, H. , Andersen, KN, & Sørsum, H. (2009). Going Backstage: Public Web Awards Assessment Ceremonies, in Cunningham, P. and Cunningham, M. (Eds), eChallenges e-2009 Conference Proceedings, IIMC International Information Management Corporation, 2009 (ISBN 978-1-905824-13-7).
7. Andersen, K.N., R. Medaglia (2009). 'Integration & Sustainability in European Projects: Strategies, Business Models, and Management Model', in Cunningham, P. and Cunningham, M. (Eds), eChallenges e-2009 Conference Proceedings, IIMC International Information Management Corporation, 2009 (ISBN 978-1-905824-13-7).

8. Andersen, K.N., R. Medaglia (2009). 'Online Health Consultations: Demand and Channel Management', International Conference on Information Systems, ICIS 2009, Phoenix, Arizona, USA, 15-18 December.
9. Andersen, K.N., R. Medaglia (2009). 'Integration & Sustainability in European Projects: Strategies, Business Models, and Management Model', in Cunningham, P. and Cunningham, M. (Eds), eChallenges e-2009 Conference Proceedings, IIMC International Information Management Corporation, 2009 (ISBN 978-1-905824-13-7).
10. Nielsen, J.A., Medaglia, R., K.N. Andersen (2009). 'Time to Give In: Firm Belief in Administrative Reform as a Driver for Adoption and Delivering Benefits from IT', *EGOV 2009, Lecture Notes on Computer Science*, vol. 5693, 103-114 (ISSN 0302-9743).
11. Sørum, H., Medaglia, R., K.N. Andersen (2009). 'Assessment of Website Quality: National Web Awards Right on Track?', *EGOV 2009, Lecture Notes on Computer Science*, vol. 5693, 198-209 (ISSN 0302-9743).
12. Medaglia, R., K.N. Andersen (2009). 'The Use of Facebook in National Election Campaigns: Politics as Usual?', *ePart 2009, Lecture Notes on Computer Science*, vol. 5694, 101-111 (ISSN 0302-9743).
13. Kim Normann Andersen; Rony Medaglia (2009). Online Health Consultations: Demand and Channel Management. Thirtieth International Conference on Information Systems (ICIS), Phoenix, Arizona 15-18 December 2009
14. Andersen, K.V. and R. Medaglia (2008). 'E-Government Front-end Services: Administrative and Citizen Cost-Benefits', *EGOV 2008, Lecture Notes on Computer Science*, vol. 5184, 148-159 (ISSN 0302-9743).
15. Andersen, K., Jacob Nørbjerg, Christine Secher & Maria Wimmer (2007). Coach class or Red Carpet Treatment: Strategic choices for eParticipation in Local Government. *eChallenges 2007*. Den Haag. <http://echallenges.org>
16. Christine Secher, K. Andersen and A. Kjaergaard (2007). E-participation: Transforming decision-making processes in the post-NPM era. 23rd EGOS. Sub-theme 35 Doing the 'Two-Step': New Forms of Organizing and Professional Identity in Post-NPM Organizations. [http://www.egosnet.org/conferences/collo23/sub\\_program\\_35.shtml](http://www.egosnet.org/conferences/collo23/sub_program_35.shtml)
17. Andersen, K. (2006). e-Participation Management: Policy-input from DEMO-Net. eChallenges October 25-27 2006, Barcelona. [www.echallenges.org](http://www.echallenges.org)
18. Sannarnes, M. Kårstad, Henriksen, H. Z., & Andersen, K. (2006). The E-Government Melting Pot: Lacking New Public Management and Innovation Flavor. In: Wimmer, M., Scholl, H. J., Grönlund, Å., & Andersen, K.. (eds.), Electronic Government. Proceedings of the 5<sup>th</sup> International EGOV Conference 2006 (pp. 25-36). September 4-8, 2006. Krakow, Poland. Linz. Lecture Notes in Computer Science LNCS 4084. Berlin: Springer-Verlag. ISBN 3-540-37686-0.
19. Andersen, K. (2006). E-Participation Behind Closed Doors: Online Evaluation of Teaching Performance. In: Wimmer, M., Scholl, H. J., Grönlund, Å., & Andersen, K.. (eds.), Electronic Government. Proceedings of the 5<sup>th</sup> International EGOV Conference 2006 (pp. 119-127). September 4-8, 2006. Krakow, Poland. Linz. Lecture Notes in Computer Science LNCS 4084. Berlin: Springer-Verlag. ISBN 3-540-37686-0.
20. Alwasiak, S., Andersen, K., & Morphet, J. (2006). Expenditure and Efficiency Gains Implementing eGovernment. In Grönlund, Å., Scholl, H. J., Andersen, K., & Wimmer, M.. (eds.), Electronic Government: Communication Proceedings of the Fifth International EGOV Conference 2006 (pp. 383-384). September 4-8, 2006. Krakow,

Poland. Linz, Austria: Trauner Verlag. ISBN 3-85487-994-6.

21. Andersen, K. (2006). Management of e-Participation: Budget and Cost Constraints. Eastern-European E-Gov Days. 19 – 22 April 2006, Prague (CZ) URL <http://www.epma.cz/Docs/EEEGov%20Days/EEEGov%20Days%20-%20programme%20with%20presentations.htm>
22. Andersen, K. (2006). Delivering external expertise to the rural SMEs – how and to what extent can ICT-solutions be used? A. Matilainen (ed.), *ICT- Tools for Providing Information, Advice and Services for Rural SMEs?* Seminar Proceedings. April 6-7 2006. Oulu, Finland. (pp. 19-25). ISBN 952-10-2575-1
23. Andersen, K. & Henriksen, H. Z. (2006). Reorganizing Government: Bhutan Visa Online. *Proceedings of the 39th Annual Hawaii International Conference on System Sciences (HICSS'06) Track 4* URL <http://csdl2.computer.org/comp/proceedings/hicss/2006/2507/04/250740071a.pdf>
24. Larsen, M.H., Pedersen, M.K., & Andersen, K. (2006) IT Governance: Reviewing 17 IT Governance Tools and Analysing the Case of Novozymes A/S. *Proceedings of the 39th Annual Hawaii International Conference on System Sciences (HICSS)*, Volume 8, Issue , 04-07 Jan. 2006 Page(s): 195-206.
25. Moe, C. E., Andersen, K., & Henriksen, H. Z. (2005). eProcurement: Love of Life and Overnight Temptations. *Electronic Government. Workshop and Poster Proceedings of the Fourth International EGOV Conference*, pp. 351-357. August 22-26, Denmark. Linz, Austria: Trauner Verlag. ISBN 3-85487-830-3
26. Andersen, K. & Juul, N. C. (2004). Digital Wheel Barrows in Local Government. *International Conference of Electronic Commerce*. June, 2004. Bled, Slovenia.
27. Henriksen, H. Z., Kerstens, D. Ø, & Andersen, K. (2004). Public eProcurement in Denmark: Measurements of Suppliers' eMaturity. *International Conference of Electronic Commerce*. June, 2004. Bled, Slovenia.
28. Ahmed, A. S., Andersen, K., Arnthórsson, H., & Henriksen, H. Z. (2004). E-government: Pushing for Capabilities, Ignoring Values. DEXA 2004. Zaragoza 30 August – 3 September.
29. Ahmed, A. S., Andersen, K., Arnthórsson, H., & Henriksen, H. Z. (2004). Stray Dogs And Wild Cats Tracking Down Information Systems In Government. *European Conference on Information Systems. June 2004. Turku, Finland*
30. Andersen, K., & Juul, N. C. (2004). Still Just Shifting Bytes through the Government Wires? *IFIP/ TC8 WG8.4. Developing a dynamic, integrative, multi-disciplinary research agenda in E-Commerce*. Salzburg, Austria URL [http://ifipwg842004.salzburgresearch.at/submission\\_procedure.html](http://ifipwg842004.salzburgresearch.at/submission_procedure.html)
31. Andersen, K., Gunawardena, C., Horton, M., & Hodson, P. (2004). B2B E-commerce: Agricultural Export from China. Sixth International Conference on Electronic Commerce. Delft University of Technology, Faculty of Technology, Policy and Management. Delft, The Netherlands. 25-27 October 2004. URL <http://www.icec04.net/>
32. Andersen, K., Gunawardena, C., Horton, M., & Hodson, P. (2004). Vertical and Horizontal Transformation of the Agricultural Export Value Chain Using Information Systems. Edited by Wilfred V. Huang. *Proceedings of The Third Wuhan International Conference on E-business: Global Business Interface* (pp. 1-12). Wuhan, June 4-7. Alfred University Press. ISBN 0-9604962-9-2.
33. Juul, N. C., Andersen, K., & Korzen-Bohr, S. (2004). Challenging the Paradigms on Up-stream B2B e-commerce. *Hawaii International Conference on System Sciences*



- (HICSS) 37, January 5-8, 2004, Hilton Waikoloa Village, Island of Hawaii (Big Island) URL <http://www.hicss.hawaii.edu/>
34. Andersen, K., E. Brousseau, E. Grunge, N. Bjørn-Andersen, R. Beck, R. Wigand (2003). Agile Government and Global Market Driven E-commerce? The Cases of Denmark, France, and Germany. *International Conference on Information Systems (ICIS)*, Seattle.
  35. Andersen, K. (2003). One Firearm and Six Bullets: Public Sector Process Rebuilding Using Information Systems for Managers. *DEXA 2003. EGOV 2003*. Prague. September, 1-5, 2003.
  36. Henriksen, H.Z., & Andersen, K., (2003). E-procurement strategies: Theory and Practice. *DEXA 2003. EGOV 2003*. Prague. September, 1-5, 2003.
  37. Lines, Kaare, Monterio, E., & Andersen, K. (2003). MIS & the dynamics of legitimacy in health care. *IFIP WG 8.6 conference*, Copenhagen. October 2003.
  38. Fogelgren-Pedersen, A., Andersen, K., & Jelbo, C. (2003). Device acceptance and rejection of innovations: The paradoxes of the mobile internet. *International Conference of Electronic Commerce*. June 9-11, 2003. Bled, Slovenia.
  39. Andersen, K., N. Chr. Juul, Sara Korzen-Bohr and Jimmy Kevin Pedersen. (2003). Fractional institutional endeavors to push e-procurement within local government. *International Conference of Electronic Commerce*. June 9-11, 2003. Bled, Slovenia.
  40. Andersen, K. and N. C. Juul. (2003). EDI: Third-party vendor traffic still rising. In *Proceedings of the IADIS International Conference: e-Society 2003*, volume 2, page 1023, Lisboa, Portugal, June 2003. Also published on CD-ROM.
  41. Andersen, K. and N. C. Juul. (2003). User democracy and digital channels. In *Proceedings of the IADIS International Conference: e-Society 2003*, volume 1, pages 544–550, Lisboa, Portugal, June 2003. Also published on CD-ROM.
  42. Larsen, M. H., & Andersen, K. (2002). Cost-Benefit Analyses of Internet Investments. *Proceedings of the ICEB Second International Conference on Electronic Business*. December. Taipei, Taiwan.
  43. Henriksen, H. Z., Andersen, K.V., & Pedersen, T. (2002). IS innovation: Adoption of B2B e-commerce. *Proceedings of the second IFIP conference on eCommerce, eBusiness, eGovernment (I3E 2002)*, October 7-9. Lisbon, Portugal. Pages 569-581.
  44. Andersen, K. (2002). Public Sector Process Rebuilding Using Information Systems. *DEXA 2002. EGOV 2002. eGovernment: State of the Art and Perspectives*. Aix en Provence France. September, 2-6, 2002.
  45. Andersen, K., U. Varshney, A. Fogelgren-Pedersen (2002). Mobile Organizing Using Information Systems. *ICEB*. Beijing May.
  46. Fogelgren-Pedersen, A. & Andersen, K.V. & Larsen, M.H. (2002). Digital Auctions: Mapping the IT-paved Roads Towards Market Efficiency. In *Proceedings of the 35th Hawaii International Conference on System Sciences (HICSS 35)*. January 7-10, The Big Island of Hawaii, Hawaii, USA.
  47. Andersen, K., Larsen, M. H., Pedersen, A. M. F., & Juul, N. C. (2001). E-procurement Process Optimization (EPPO) in Government. *Proceedings of the 8<sup>th</sup> PanH.nic Conference in Informatics* (pp. 447-54). ISBN 960-14-0460-0
  48. Andersen, K., Juul, N. C., & Larsen, M. H. (2001). Counting Digital Procurement on Governmental Operations Using the CIVO-VIDS Methodology. *Proceedings of the First European Conference on e-Government* (pp. 5-14). Dublin, Ireland.
  49. Andersen, K., & Nicolajsen, H. W. (2001). Digital Strategies for Organizational Change. *Proceedings of the European Conference on Information Systems*.

50. Andersen, K. (2001). Electronic Grocery Shopping in the Public Sector: A Framework for Evaluation of B2B Web Sites. Third *Electronic Grocery Shopping Conference*. Brisbane.
51. Andersen, K., & Henriksen, H. Z. (2000). E-commerce in the public sector: Managerial Challenges in Homecare Service. *Proceedings of the Second Electronic Grocery Shopping (EGS) Conference* (pp. 10-22). Charlotte, NC. ISBN 951-791-443-1
52. Andersen, K., Bjørn-Andersen, N, Juul, N. C., & Bunker, D. (2000). Electronic Commerce and Document Interchange: EDI Applications in Denmark. In Renchu Gan (Ed.): *Proceedings of the 16th World Computer Congress 2000, Conference on Information Technology for Business Management*, 607-624, China, August 2000. IFIP. Also published on CD-ROM labelled: 2000 Proceedings of 16th World Computer Congress ISBN 7-900049-66-5
53. Andersen, K. (1998). Health Data Network: Organizational and Political Challenges. *Proceedings of the 31st Hawaii International Conference on System Sciences*, Vol. VI, pp. 193-203.
54. Andersen, K., Juul, N. C., & Bjørn-Andersen, N. (1998). Electronic Commerce in Denmark: The Spread of EDI in Business-to-Business Transactions. *Proceedings of the third USENIX Workshop in Electronic Commerce*, Boston, USA, September 1998.
55. Andersen, K., Bjørn-Andersen, N., & Wareham, J. (1998). Using the public sector as a locomotive for electronic commerce: The Case of Denmark. *Proceedings of the International Conference of Electronic Commerce*. Bled, Slovenia.
56. Andersen, K., & Chatfield, Akemi (1998). Playing with LEGO. *Proceedings of the sixth European Conference on Information Systems*. Aix-en-Provence, France.
57. Baile, S., Farhoomand, A., Swatman, P., & Andersen, K. (1998). From EDIFACT to Internet EDI. Panel chaired by Margaret Tan. *Proceedings of the sixth European Conference on Information Systems*. Aix-en-Provence, France.
58. Andersen, K., & Sekiuchi, Y. (1997, December). Computers in Japanese Local Government. *Proceedings of the International Conference of Information Systems (ICIS)*, Atlanta.
59. Andersen, K. (1997, August). Health datanet work and power. *International Conference for the Political Science Association (IPSA)*, Seoul.
60. Andersen, K. (1995, September). IT in the Public Administration: Scandinavia and the US. *European Group of Public Administration*, Rotterdam: Erasmus University.
61. Andersen, K. (1992, May). Implementation, Use, and Perceived Role of Regional Computerized Planning Models: Experiences from Denmark. *Proceedings for the Third International Conference of the Information Resources Management Association* (pp. 13-22). Charleston, South Carolina.
62. Andersen, K. (1992, May). Work, Power, and Computers: Implications and Conflicts of Computerization of Work in the United States and Scandinavia. *Proceedings for the Fourth Symposium on Directions and Implications of Advances Computing (DIAC)* (pp. 184-189). Berkeley, California.
63. Andersen, K. (1992, May). Implications and Conflicts of Computerization in Governments in United States and Scandinavia. *Proceedings for the Fourth Symposium on Directions and Implications of Advances Computing (DIAC)* (pp. 190-212).

Berkeley, California.

64. Andersen, K. (1992, February). Computerized Regional Models: A Study from Denmark. In J. Huttman (Chair), *Regional Analysis*. Symposium conducted at the Thirty-First Annual Meeting of the Western Regional Science Association. South Lake Tahoe, Nevada.
65. Andersen, K. (1992, August). Technology and Politics: Three Case-Studies from Scandinavia. *Proceedings for 4S/ EASST (Society for Social Studies of Science/European Association for the Study of Science and Technology) Joint Conference* in Gothenburg, Sweden.

### **WORKING PAPERS AND OTHER SCIENTIFIC PAPERS**

66. Andersen, K.N., R. Medaglia (2009). 'Robot Vacuum Cleaning: Information Systems At Its Limits?', Paper presented at the 32nd Information Systems Research Seminar (IRIS 32), Molde, Norway, 9-12 August.
67. Andersen, K.N., H. Sørum, R. Medaglia (2009). 'e-Government Web Awards in Scandinavia: Assessment Categories and Ceremonial Routines in Norway, Sweden, & Denmark 2001-2008', Paper presented at the 5<sup>th</sup> Scandinavian Workshop on eGovernment, 2-3 February, Kristiansand, Norway.
68. Kim V. Andersen & H. Z. Henriksen (2006). Impact analysis of e-tourism in Bhutan. Workingpaper serie 09-2006. Copenhagen: Copenhagen Business School. URL <http://ir.lib.cbs.dk/paper/ISBN/x656517726>.
69. Niels Bjørn-Andersen, Kim V. Andersen, Michael Holm Larsen og Peter Schou (2004). Impact Of It In The Danish Banking Industry, With Specific Illustrations From The Nordea Group And Lån & Spar Bank. Working paper, nr.2004-04. Department of Informatics. Copenhagen Business School. URL <http://ep.lib.cbs.dk/paper/ISBN/x645152799>.
70. Andersen, K., N. C. Juul, Sara Korzen-Bohr, and Jimmy Kevin Pedersen (2004). Fractional institutional endeavours and E-Procurement in local government. Working Paper 2003-03, Department of Informatics, Copenhagen Business School, March 2003. ISSN: 1399-1779.
71. Andersen, K., N. C. Juul, Sara Korzen-Bohr, and H. Z. Henriksen (2004). The end of power and persuasion? Up-stream adoption of B2B e-commerce in the Danish grocery value chain. Working Paper 2002-26, Department of Informatics, Copenhagen Business School, December 2002. ISSN: 1399-1779.
72. Larsen, M.H., & Andersen, K.V. (2002). Cost-Benefit Analyses of Internet Investments. Working Paper. October. No. 20. Department of Informatics. Copenhagen Business School.
73. Andersen, K., & Nicolajsen, H. W. (2000, March). Strategies for Digitalizing Government: Electronic Commerce in the Danish Public Sector. *Working paper*. Copenhagen: Department of Informatics, Copenhagen Business School.
74. Andersen, K., & Nicolajsen, H. W. (2000). Strategies for Digitalizing Government: Electronic Commerce Adaptation in the Danish Public Sector. URL <http://www.cbs.dk/cips/research/survey.html>
75. Andersen, K., & Giaglis, G. M. (2000). *New Business Paradigms for the E-Economy*. Prepared for the European Commission. Published by the European Commission at

URL <http://www.ispo.cec.be/ecommerce>.

76. Henriksen, H. Z., & Andersen, K. (1998, December). Electronic Grocery Shopping in Denmark. Presented at the *Electronic Grocery Shopping (EGS) Workshop*, Helsinki.
77. Andersen, K., & Sekiguchi, Y. (1997). Information technology in Japanese local government. *Working paper*. Copenhagen: Department of Informatics and Business Accounting.
78. Andersen, K. (1994). IT, Economic Modeling, and Political Decision Making. *Working paper*. Aalborg: Department of Economics, Politics, and Public Administration, Aalborg University.
79. Andersen, K., & Danziger, J. N. (1994). Computerization and the Political World: The Impacts on Capabilities, Interactions, Orientations, and Values. *Working paper*. Aalborg: Department of Economics, Politics, and Public Administration, Aalborg University.
80. Andersen, K., Greve, C., & Torfing, J. (1994). Reorganizing the Danish Welfare State: 1982-93. *Working paper*. Aalborg: Department of Economics, Politics, and Public Administration, Aalborg University.
81. Andersen, K. (1994). *Regional Economic Modeling in Denmark*. Copenhagen: Institute of Political Science, Copenhagen University.
82. Andersen, K. (1993). *Economic Modeling: Implementation and Consequences*. Ph.D. thesis. Copenhagen: Inst. of Political Science.
83. Andersen, K. (1993). *Computerization and the Political World: Impacts on Capabilities, Interactions, Orientations, and Values*. Copenhagen: Institute of Political Science, Copenhagen University.
84. Kraemer, K. L., & Andersen, K. (1992, May). Information Technology and Transitions in the Public Service: A Comparison of Scandinavia and the United States. Prepared for *Conference on Transitions in Public Administration: Comparative Perspectives on Sweden and the United States*. Örebro, Sweden.
85. Andersen, K. (1992). *RIMO: A Computerized Economic Model for Local Governments*. Copenhagen: National Agency for Physical Planning, Ministry of the Environment.

## RECENT NORDIC PUBLICATIONS

### NORDIC JOURNAL PAPERS

86. Andersen, K.N. R. Medaglia, H.Z. Henriksen (2010). 'E-konsultationer og online sundhedsfora: Fosser pengene ud på nettet?', *Økonomistyring og Informatik*, nr. 2/26. årgang.
87. Andersen, K. (2000). Hvor står dansk IT-forvaltningsforskning? *Samfundsøkonomen*, 20(7), 9-13.
88. Andersen, K., Juul, N. C., & Nicolajsen, H. W. (2000). Digitalisering af den offentlige sektor: Spredt fægtning og interne styringsbehov. *Økonomistyring og Informatik*, 15(5):365-83.
89. Andersen, K., C. Friis, J. Hoff, & H. W. Nicolajsen. (1999). Internettet i den offentlige sektor. *Nordisk Administrativt Tidsskrift*, 80(3).
90. Andersen, K. (1999). Internet i den offentlige forvaltning: Skønmaleri og realitet.

*Nordisk Administrativt Tidsskrift*, 80(1), pp. 74-79.

91. Andersen, K., & Bjørn-Andersen, N. (1998). Virksomhedernes værdikæder. I *Internet på arbejde: elektronisk handel* (pp. 34-37). København: TeleDanmark.
92. Andersen, K. (1998). Folketinget på nettet [The Danish Parliament at the Web]. *Teknologi & Debat* [Debate on Technology]. Copenhagen: The Danish Technology Board.
93. Andersen, K. (1996). Hvorfor bruges modeller - hvorfor anvendes de ikke i endnu større omfang [Why are models applied? Why aren't they used even more?]. *Samfundsøkonomen*, 14(2), 40-46.
94. Andersen, K., Emerek, R. and Madsen, P. K. (1996). Anbefalinger til modelbrugere og modeludviklere [Recommendations to users and developers of models]. *Samfundsøkonomen*, 14(2), 5-8.
95. Andersen, K. (1995). Informationsteknologi i den offentlige sektor. *Økonomistyring og Informatik*, 10(5), 295-307
96. Andersen, K. (1992). Planlægning, modeller og politik [Planning, Models, and Politics]. *Politica*, 21(2), 206-18.
97. Andersen, K. (1991). På vej mod en modelkultur [Towards a Culture of Modeling]. *Nordisk Administrativt Tidsskrift*, 72(1), 106-11.
98. Andersen, K., & Nielsen, H. (1991). RIMO - en regional strukturmodel [RIMO: A Regional Structural Model]. *Samfundsøkonomen*, 9(6), 40-43.

### **BOOKS PUBLISHED IN SCANDINAVIAN LANGUAGE(S)**

99. Bygholm, A., Andersen, K. N., & Nøhr, C. (Eds.). (2009). *Sundhedssektorens digitalisering: Ledelse og effektmåling*. Aalborg: Aalborg Universitetsforlag.
100. Andersen, K. (2007). *Den brugerdrevne forvaltning*. København: DJØF-forlaget.
101. Andersen, K., Bjørn-Andersen, N., & Secher, C. (2006). *Hvidbog om digitale projekter i den offentlige sektor*. Nærum: Kommunikationshuset SP3 A/S. ISBN 87-89437-13-6
102. Andersen, K. (Ed.). (2002). *Digital genopbygning af den offentlige sektor*. København: Danmarks Forvaltningshøjskoles Forlag.
103. Bonnerup, E., Andersen, K. et al. (2001). *Store statslige IT-projekter*. København: Teknologirådet.
104. Andersen, K., & Krogh-Meibom, F. (2000). *Digitale diamanter: E-handel og nye forretningsmodeller*. Forlaget Thomson.
105. Andersen, K., Friis, C. S., Hoff, J., & Nicolajsen, H. W. (Eds.). (1999). *Informationsteknologi, organisation og forandring: Den offentlige sektor under forvandling*. København: DJØF-forlaget.
106. Andersen, K. (Ed.) (1998-2007). *Internethåndbogen*. Børsens Ledelsehåndbogsserie. København: Børsens Forlag. Updated every other month. Also available at CD Rom og URL <http://www.borsenhandboger.dk>
107. Andersen, K., Bjørn-Andersen, N., & Juul, N. C. (1998). *Elektronisk handel og*

dokumentudveksling: EDI-anvendelsen i den private og offentlige sektor. København: Samfundslitteratur.

108. Andersen, K. (Ed.). (1995). Dansk økonomi: analyseredskaber og prognosearbejde [The Danish Economy: Tools for Analysis and Prognoses]. Aarhus: Systime.
109. Andersen, K., Emerek, R., Madsen, P. K. et al. (1995). *Magt og modeller: om den stigende anvendelse af edb-modeller i de politiske beslutninger*. [Power and Models: Increased Use of Computerized Models in Political Decision-Making]. Copenhagen: National Agency of Technology Assessment.
110. Andersen, K., Johansen, P., N.en, H. et al. (1994). *Brugervejledning til RIMO PC-udgaven* [Users Manual for the RIMO-model (PC version)]. Copenhagen: Ministry of Environment.
111. Andersen, K., Gregersen, B., & Kraemer, K. L. (1993). *Informationsteknologi i den offentlige sektor i Skandinavien og USA* [Information Technology in the Public Sector: Scandinavia and the U.S.]. Copenhagen: Samfundslitteratur.

### **CONTRIBUTIONS TO ANTHOLOGIES , BOOKS, PROFESSIONAL MAGAZINES**

112. Juul, N. Chr., Andersen, K., & Sara Korzen-Bohr (forthcoming). B2B E-handel: Magt og værdikæder. In N. Bjørn-Andersen (ed.). København: Samfundslitteratur.
113. Andersen, K., Juul, N. Chr., & Sara Korzen-Bohr. (forthcoming). E-indkøb i den offentlige sektor: fragmenteret og ad hoc, men i vækst. In N. Bjørn-Andersen (ed.). København: Samfundslitteratur.
114. Bygholm, A., Nøhr, C., & Andersen, K. N. (2009). Sundhedsit lagt til rette i Prokrustessengen? Trykt i Bygholm, A., Andersen, K. N., & Nøhr, C. (eds.), *Sundhedssektorens digitalisering: Ledelse og effektmåling* (pp. 7-16). Aalborg: Aalborg Universitetsforlag.
115. Medaglia, R., & Andersen, K. N. (2009). Fosser pengene ud på nettet? Sundhedsfora og konsultationer på nettet. Trykt i Bygholm, A., Andersen, K. N., & Nøhr, C. (eds.), *Sundhedssektorens digitalisering: Ledelse og effektmåling* (pp. 99-120). Aalborg: Aalborg Universitetsforlag.
116. Andersen, K. (2008). Digitalisering i kommunerne: Brugere, borgerne og budgetbisserne. In Carsten Greve, Holger Højlund, & Dorthe Pedersen, *Genopfindelsen af den offentlige sektor - ledelsesudfordringer i reformernes tegn*. København: Børsens Forlag.
117. Andersen, K. (2004). Brugerinddragelse via internettet. In Jens Hoff (Red.), *Danmark som informationssamfund: Muligheder og barrierer for politik og demokrati* (pp. 300-18). Aarhus: Aarhus Universitetsforlag.
118. Juul, N. C., K. Andersen & Sara Korzen-Bohr (2003). Fortsat fremgang i den elektroniske udveksling af data mellem virksomhederne. EAN Medlemsblad På Stregen. Copenhagen: EAN Denmark.
119. Juul, N. C., & K. Andersen (2003). Digitale værktøjer i danske virksomheder: Dagligvaresektorens leverandørkæder. Tryk i K. Andersen, Ed., *Internethåndbogen 2003/2*, afsnit 4.1. København: Børsen Forum.
120. Andersen, K. and N. C. Juul (2002). E-handel i kommunerne. In K. Andersen, editor, *Internethåndbogen, Børsens håndbogsserie*, chapter 4-8, pages 1–10. Børsens

- Forlag, Copenhagen, May 2002. (In Danish, translated title: E-procurement in local Danish government in The Internet Handbook).
121. Andersen, K., and N. C. Juul (2002). E-handelsstrategier i den offentlige sektor. In K. Andersen, editor, *Digital genopbygning af den offentlige sektor - borgerne og brugerne i centrum*, chapter 7, pages 115–128. Danmarks Forvaltningshøjskoles Forlag, Copenhagen, September 2002. (In Danish, translated title: E-commerce strategies in the public sector in Digital Revalitalization of the public sector - putting citizens first).
  122. Andersen, K., and N. C. Juul (2002). Digital data-integration og analysekerneelementerne i ppr. In K. Andersen, editor, *Digital genopbygning af den offentlige sektor - borgerne og brugerne i centrum*, chapter 8, pages 129–141. Danmarks Forvaltningshøjskoles Forlag, Copenhagen, September 2002. (In Danish, translated title: Digital Data Integration and Elements of Analysis in PPR in Digital Revalitalization of the public sector - putting citizens first).
  123. Niels C. Juul, N. Jørgensen, and K. Andersen (2002). Sikkerhed på det mobile net. In K. Andersen, editor, *Internethåndbogen, Børsens håndbogsserie*, chapter 7-5, pages 1–13. Børsens Forlag, Copenhagen, November 2002. (In Danish, translated title: Security in Mobile Networks in The Internet Handbook).
  124. Juul, N. C. and K. Andersen. Digitale værktøjer i danske virksomheder A.o 2001. Medlemsinformation, -(4):16–23, August 2001. (In Danish, translated title: Digital Tools in Danish Companies, Year 2001).
  125. Andersen, K., N. C. Juul, and Sara Korzen-Bohr. E-indkøb i kommunerne. In K. Andersen, editor, *Internethåndbogen, Børsens håndbogsserie*, chapter 4-8, pages 1–24. Børsens Forlag, Copenhagen, July 2003. (In Danish, translated title: E-procurement in local Danish government in The Internet Handbook).
  126. Christiansen, N., & Andersen, K. (2000). Videobaseret kommunikation og samarbejde: Tavs viden og knowledge management. In K. Andersen (Ed.), *Internethåndbogen*. Børsens håndbogsserie. København: Børsens Forlag.
  127. Andersen, K. (2000). Auktioner på nettet. In K. Andersen (Ed.), *Internethåndbogen*. Børsens håndbogsserie. København: Børsens Forlag.
  128. Andersen, K., Friis, J. S., Hoff, J., & Nicolajsen, H. W. (1999). Introduktion. In K. Andersen, C. S. Friis, J. Hoff, & H. W. Nicolajsen (Eds.), *Informationsteknologi, organisation og forandring: Den offentlige sektor under forvandling* (pp. 11-20). København: DJØF-forlaget.
  129. Andersen, K. (1999). Videns- og virtualitetsfasen: Administration og informationsteknologi. In K. Andersen, C. S. Friis, J. Hoff, & H. W. Nicolajsen (Eds.), *Informationsteknologi, organisation og forandring: Den offentlige sektor under forvandling* (pp. 21-40). København: DJØF-forlaget.
  130. Andersen, K. (1999). Arbejdsprocesserne, videnshåndtering og opgavevaretagelsen i det 21. århundrede: BPR. In K. Andersen, C. S. Friis, J. Hoff, & H. W. Nicolajsen (Eds.), *Informationsteknologi, organisation og forandring: Den offentlige sektor under forvandling* (pp. 41-56). København: DJØF-forlaget.
  131. Christiansen, J. K., Andersen, K., & Bjørn-Andersen, N. (1999). Personalestrategier for at håndtere IT-udfordringer. In K. Andersen, C. S. Friis, J. Hoff, & H. W. Nicolajsen (Eds.), *Informationsteknologi, organisation og forandring: Den offentlige sektor under forvandling* (pp. 57-76). København: DJØF-forlaget.

132. Andersen, K., Emerek, R., Madsen, P. K., & Winge, L. (1999). Den åbne og folkelige forvaltning? Strategier for modeller. In K. Andersen, C. S. Friis, J. Hoff, & H. W. Nicolajsen (Eds.), *Informationsteknologi, organisation og forandring: Den offentlige sektor under forvandling* (pp. 77-88). København: DJØF-forlaget.
133. Nicolajsen, H. W., Andersen, K., & Löfgren, K. (1999). IT, design, anvendelse og demokrati. In K. Andersen, C. S. Friis, J. Hoff, & H. W. Nicolajsen (Eds.), *Informationsteknologi, organisation og forandring: Den offentlige sektor under forvandling* (pp. 111-38). København: DJØF-forlaget.
134. Andersen, K., & Danziger, J. N. (1999). Hvordan IT påvirker politik og den offentlige sektor. In K. Andersen, C. S. Friis, J. Hoff, & H. W. Nicolajsen (Eds.), *Informationsteknologi, organisation og forandring: Den offentlige sektor under forvandling* (pp. 241-59). København: DJØF-forlaget.
135. Andersen, K., & Z., H. (1998). Tal og statistikker. Kapitel 12 i K. Andersen(Ed.), *Internethåndbogen. Børsens håndbogsserie*. København: Børsens Forlag.
136. Andersen, K., & Bjørn-Andersen, N. (1998). Internet og virksomhedens værdikæde. In K. Andersen (Ed.), *Internethåndbogen. Børsens håndbogsserie*. København: Børsens Forlag.
137. Andersen, K. (1998). Virksomhedernes og den offentlige sektor. Kapitel 6.1 i K. Andersen(Ed.), *Internethåndbogen. Børsens håndbogsserie*. København: Børsen.
138. Andersen, K., Bjørn-Andersen (1998). Internet og virksomhedens værdikæde. Kapitel 3.1 i K. Andersen(Ed.), *Internethåndbogen. Børsens håndbogsserie*. København: Børsen.
139. Andersen, K. (1991). Regionale planlægningsmodeller [Regional Planning Models]. In J. Jespersen (Ed.), *Model og virkelighed [Models and reality]* (pp. 30-34). Copenhagen: DJØF-forlaget.
140. Andersen, K., & Madsen, P. K. (1991). Om modelbrug og politik [Models and Politics]. In J. Jespersen (Ed.), *Model og virkelighed [Model and reality]* (pp. 16-24). Copenhagen: DJØF-forlaget.
141. Andersen, K. (1991). Modeller og moral [Models and Morals]. In *Nordiska Seminariet om Prognoser [Nordic Seminar on Prognoses]* (pp. 150-57). Copenhagen: Nordisk Statistisk Sekretariat.

## **WORKING PAPERS, CONFERENCE PAPERS AND OTHER SCIENTIFIC PAPERS IN DANISH**

142. Andersen, K.N., R. Medaglia (2009). Robotstøvsugning i den offentlige sektor: Effekter og udfordringer, CAICT Communications 2009/3 (ISBN: 978-87-92524-00-3). <http://openarchive.cbs.dk/cbsweb/handle/10398/7787>
143. Andersen, K.N., R. Medaglia (2009). Sundhedsfora og konsultationer på nettet: Effekter og styringsmæssige udfordringer, CAICT Communications 2009/1 (ISBN: 978-87-92524-02-7). <http://openarchive.cbs.dk/cbsweb/handle/10398/7751>
144. Mads Bryde Andersen, Jens Hørlück, Jørgen Kristensen, Kim Andersen, & Mogens Kühn Pedersen, (2008). Rapport om implementeringen af ODF og OOXML i offentlige myndigheder fra 1. januar 2008. København: IT- og Telestyrelsen.
145. Thomas Haahr Nielsen, Morten Lundberg Rasmussen, Kim Andersen, Christian Nøhr (2008). *Sundhed.dk: Anvendelse, tilfredshed og nytteværdi*. Aalborg



Universitet, V-CHI, Tech reports , marts 2008. ISSN 1397-9507.

146. Andersen, K. (2004). De danske styrelser haster med syvmileskridt væk fra brugerne. Working paper 2004-12. Institut for Informatik. København: Copenhagen Business School.
147. Andersen, K., & Nicolajsen, H. W. (2000). Internet og Intranet i kommunerne: Mål, omfang og implementering. Working paper. Copenhagen Business School.
148. Andersen, K., & Nicolajsen, H. W. (2000). Interne styringsbehov og manglende e-handelsstrategier i den offentlige sektor: Hovedresultater fra undersøgelse i danske kommuner og statslige myndigheder. Working paper. Copenhagen Business School.
149. Andersen, K. (1995). Ledelsesinformationsværktøjer i de danske kommuner: resultater af en spørgeskemaundersøgelse [EIS in Local Governments]. Working paper. Aalborg: Department of Economics, Politics and Public Administration, Aalborg University.
150. Larsen, F., Andersen, K., & Csonka A. (1994). Arbejdsmarkedspolitik: Funktion, værdigrundlag og perspektiver [Danish Labor Market Policy: Useability, Ideology and Perspectives]. Paper prepared for the Danish National Labour Market Agency.
151. Andersen, K. (1991). Edb-modeller i amtskommunerne [Computerized Models in the Danish Counties]. Copenhagen: Institute of Political Science, University of Copenhagen.
152. Andersen, K. (1991). Hvad mener modelbrugerne? [What Do the Model Users Think?]. Copenhagen: National Agency for Physical Planning, Ministry of the Environment.
153. Andersen, K., & Werenskiold, C. (1991). Fire politologiske perspektiver på modeller [Four Political Perspectives on Economic Models]. Copenhagen: University of Copenhagen, Institute of Political Science.
154. Andersen, K. (1991, February). Nordjylland - set med modelbriller [Northern Part of Jutland Seen Through the Glasses of an Economic Model]. RIMO Conference. Copenhagen: National Agency for Physical Planning, Ministry of the Environment.
155. Andersen, K. (1990). Dokumentation af RIMO-modellen [Documentation of the RIMO-model]. 12 reports, one for each county. Copenhagen: National Agency for Physical Planning, Ministry of the Environment.
156. Andersen, K. (1990). RIMO - uddannelse, beskæftigelse, arbejdsstyrke, befolkning og byggeri [The RIMO model: Education, Employment, Workforce, Population, and Construction]. Copenhagen: National Agency for Physical Planning, Ministry of the Environment.
157. Andersen, K. (1990). RIMO Ståbi [Quick Reference to the RIMO Model]. Copenhagen: National Agency for Physical Planning, Ministry of the Environment.
158. Andersen, K. (1990). Beskæftigelsesfremskrivninger. En analyse af Planstyrelsens edb-baserede model til fremskrivning af beskæftigelsen [Forecasts of the Employment Provided by RIMO: An Analysis of the Model Developed by the Danish National Agency of Physical Planning]. Copenhagen: National Agency for Physical Planning, Ministry of the Environment.
159. Andersen, K., & Larsen, H. (1990). Ejendomsværdistigninger og fysisk

planlægning [Housing Prices and Physical Planning]. Copenhagen: National Agency for Physical Planning, Ministry of the Environment.