

## MARLEI POZZEBON

Associate Professor / International Business Department  
International Projects Brazil-Canada

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### PERSONAL SUMMARY

Marlei is associate professor at HEC Montréal. Her research interests are the social, political and cultural aspects of technology use and their implications for social development. Some keywords of her research are social innovations and social inclusion, local and sustainable development, citizens mobilization and creativity, and global-local negotiations. Marlei has published articles at *Organization Studies*, *Journal of Management Studies*, *Information Technology and People*, *Journal of Information Technology*, *Journal of Strategic Information Systems* and *Journal of Global Management of Information Technology*, among others.

### EDUCATION

- 2003 – McGill University (Canada) – PhD in Business Administration – Major in Information Systems
- 1998 – UFRGS (Universidade Federal do Rio Grande do Sul, Brazil) – M Sc. in Administration – Major in Production & Information Systems
- 1996 – PUC-RS (Pontificia Universidade Catolica, Brazil) – Advanced Graduate Diploma in Administration (D.E.S.S) – Major in Marketing
- 1995 – UFRGS (Brazil) – Bachelor in Computer Science
- 1988 – UFRGS (Brazil) – Bachelor in History

### ACADEMIC WORK EXPERIENCE

- HEC Montréal (Canada):
  - From 2006 – Associate Professor
  - 2002-2006 – Assistant Professor
  - 2001-2002 – Lecturer
- McGill University (Canada):
  - 1999-2001 – Lecturer

## **VISITING PROFESSOR**

- FGV-EAESP – Fundação Getulio Vargas (Brazil): from 2006
- PUCRS – Pontificia Universidade Catolica (Brazil): 2004-2006

## **PROFESSIONAL WORK EXPERIENCE**

- From 1998 – BI Consultant: Currently she works as “ad hoc” consultant on business intelligence training.
- 1995-1997 – EIS Consultant (Business Intelligence): *ECS Informatica* (Brazil)
- 1990-1995 – System Analyst: *Procergs – Cia. de Processamento de Dados do Estado do Rio Grande do Sul* (Brazil)
- 1988-1990 – Computer Programmer and Junior Analyst : *Banrisul Processamento de Dados Ltda* (Brazil)
- 1987-1988 – Computer Programmer (internship): *Procempa – Cia. de Processamento de Dados do Municipio de Porto Alegre* (Brazil)
- 1984-1988 – Administrative Assistant: *Prefeitura Municipal de Porto Alegre* (Brazil)

## **LANGUAGE SKILLS**

- Portuguese (native language); French (fluent); English (fluent); Spanish (good level, in progress); Italian (in progress)

## **RESEARCH ACTIVITIES**

### **Web sites (research)**

- <http://neumann.hec.ca/pages/marlei.pozzebon/index.html>
- <http://www.ictformicrofinance.org/>

### **Research documentary**

2010 GAMMA, Claudia (direction); DINIZ, E.; BIROCHI, R. and POZZEBON, M. (argument), “Autazes: finance access and local development”. Sponsored by the IDRC (International Development Research Center).

- Episode 1- Bank Agents in the Amazon: financial access and development  
[http://www.youtube.com/watch?v=oggYsCiJ\\_Q0](http://www.youtube.com/watch?v=oggYsCiJ_Q0)
- Episode 2 - Novo Céu: a village without local finance services  
<http://www.youtube.com/watch#!v=0wrbtulfrk&feature=related>
- Episode 3 - Education for Inclusive Financial Access  
<http://www.youtube.com/watch#!v=k2muPrYZnEQ&feature=related>

### Publications: articles under “creative commons” license

- 2010 RODRIGUEZ, Charo & POZZEBON, Marlei. **“The Implementation Evaluation of Primary Care Groups of Practice: A Focus on Organizational Identity”** *BMC Family Practice*. Vol. 10, Issue 15, pages 1-10. [HEALTH5]  
<http://www.biomedcentral.com/1471-2296/11/15>
- 2010 BATIGNE, Stéphane; POZZEBON, Marlei & RODRIGUES, Charo. **“ Le système d’information clinique OACIS au CHUM : histoire d’une implantation”** Report about the history of the OACIS implementation (Quebec), L'actualité médicale, Groupe Santé, Les Éditions Rogers 27 pages. [HEALTH5]
- 2009 WARIGODA, Miriam & POZZEBON, Marlei. **“Keep your eyes on your city’s social indicators: The Nossa São Paulo movement and the empowerment of civil society”**. Case describing the origins of Nossa Sao Paulo movement, 23 pages. [LOCAL1]  
Site : <http://www.nossasaopaulo.org.br/portal/node/9639>  
[http://www.nossasaopaulo.org.br/portal/arquivos/english/research\\_about\\_us\\_OurSP.pdf](http://www.nossasaopaulo.org.br/portal/arquivos/english/research_about_us_OurSP.pdf)

### Publications: articles (peer reviewed journals)

- 2011 LAVOIE, Frederic, POZZEBON, Marlei and RODRIGUEZ, Lauro. **“Challenges for Inclusive Finance Expansion: the Case of CrediAmigo, a Brazilian MFI”**. Accepted for publication at *Management International*.
- 2011 POZZEBON, Marlei, DINIZ, Eduardo, REINHARDT, Nicolau. **“Creating a Brazilian School in International IS Research: Opportunities and Challenges”**. Accepted for publication at *RAE – Revista de Administração de Empresas, (Vol 51) Issue (1), pages 10-14*
- 2010 PETRINI, Maira & POZZEBON, Marlei. **“Integrating sustainability into business practices: learning from Brazilian firms”**. Accepted for publication at *BAR – Brazilian Administration Review*. Forthcoming. [CSR12] Vol. 7, No. 4, pp 362-378
- 2010 RODRIGUEZ, Charo & POZZEBON, Marlei. **“The Implementation Evaluation of Primary Care Groups of Practice: A Focus on Organizational Identity”** *BMC Family Practice*. Vol. 10, Issue 15, pages 1-10. [HEALTH5] (Also in Creative Commons section)
- 2009 JAYO, Martin; POZZEBON, Marlei & DINIZ, Eduardo. **“Microcredit and Innovative Local Development in Fortaleza, Brazil: the Case of Banco Palmas”**. *Canadian Journal of Regional Science*, Special Issue on Social Innovation and Territorial Development, Edited by Klein, Juan-Luis, 32 (1), pp.115-128 [MICRO3]
- 2009 PETRINI, Maira & POZZEBON, Marlei. **“Managing Sustainability with the Support of Business Intelligence: Integrating Socioenvironmental Indicators and Organizational Context”**. *Journal of Strategic Information Systems*. 18, pp. 178-191, December 2009. [CSR9]
- 2009 PETRINI, Maira & POZZEBON, Marlei. **“Usando Grounded Theory na Construção de Modelos Teóricos”**. *Revista Gestão e Planejamento*, 10 (1), pp 1-18, [CSR99]
- 2009 DINIZ, Eduardo; POZZEBON, Marlei & JAYO, Martin. **“The Role of ICT in Helping Parallel Paths to Converge: Microcredit and Correspondent Banking in Brazil”**. *Journal of Global Information Technology Management (JGITM)*, Special Issue on “Information Technology Research in Brazil”, 12 (2), APRIL, pp. 80-103. [MICRO4]

- 2007 Aubert, B, et al. « **Les technologies de l'information et l'organisation: une histoire riche, un avenir prometteur** ». *Gestion*, (32:3), 110-123 [VARIA1]
- 2006 POZZEBON, Marlei, TITAH, Ryad & PINSONNEAULT, Alain “**Combining social shaping of technology and communicative action theory for understanding rhetorical closure of IT**”. *Information Technology and People*, Special Issue on Critical Research in Information Systems, September 2006, 19 (3), pp. 244-271. [THESE1]
- 2006 POZZEBON, Marlei & VAN HECK, Eric. “**Local Adaptations of Generic Application Systems: The Case of Veiling Holambra in Brazil**”, *Journal of Information Technology*, June 2006, 21 (2), pp.73-85. [LOCAL2]
- 2005 POZZEBON, Marlei & PINSONNEAULT, Alain. “**Challenges in Conducting Empirical Work Using Structuration Theory: Learning from IT Research**”, *Organization Studies*, 2005, 26 (9), pp.1353-1376. [THESE2]
- 2005 POZZEBON, Marlei & PINSONNEAULT, Alain. “**Global-local Negotiations for Implementing Configurable Packages: the Power of Initial Organizational Decisions**”, *Journal of Strategic Information Systems*, Special Issue *Understanding the Contextual Influences on Enterprise System Implementation*, 2005, (Part II), 14 (2), pp. 121-145. [THESE3]
- 2004 POZZEBON, Marlei. “**The Influence of a Structurationist Perspective on Strategic Management Research**”, *Journal of Management Studies*, March 2004. 41 (2), pp. 247-272. [THESE5]
- 1999 POZZEBON, Marlei; FREITAS, Henrique & PETRINI, Maira. “**The Definition of Categories for Studies on Proactive Behavior and Information Gathering**”, *RAC - Revista de Administração Contemporânea*, May/August 1999, 2 (2), pp. 97-118. [MSC1]
- 1998 POZZEBON, Marlei & FREITAS, Henrique. “**Toward the Application - with Scientific Rigor - of Case Studies in Information Systems**”. *RAC - Revista de Administração Contemporânea*, May/August 1998, 2 (2), pp. 143-170. [MSC2]
- 1997 POZZEBON, Marlei & FREITAS, Henrique. “**Through a Set of Propositions that Allows the Construction of New Models in Information Systems**”, *RAP - Revista de Administração Pública*, 1997, 31 (5), pp. 87-104. [MSC3]
- 1997 POZZEBON, Marlei, FREITAS, Henrique & PETRINI, Maira. “**The Integration of Competitive Intelligence within EIS (Enterprise Information System)**”, *Revista Ciência da Informação*, 1997, 23 (3), pp. 243-254. [MSC4]
- 1997 POZZEBON, Marlei, SOARES, Rodrigo & DORNELAS, Jairo “**Analysis of Brazilian Telephone Deregulation**”, *READ - Revista Eletrônica de Administração*, Edition 5, Vol. 3, n. 1, June 1997. [MSC0]
- 1997 POZZEBON, Marlei & FREITAS, Henrique, “**Characteristics of an EIS – Enterprise Information Systems – toward productivity**”. *READ - Revista Eletrônica de Administração*, Edition 5, Vol. 3, no. 1, June 1997. [MSC0]
- 1997 POZZEBON, Marlei & FREITAS, Henrique, “**Desirable Characteristics of an EIS at the end of the 90s**”, *READ - Revista Eletrônica de Administração*, Edition 9, Vol. 5, N. 1, June 1997. [MSC0]
- 1996 POZZEBON, Marlei & FREITAS, Henrique. “**The construction of an EIS (Enterprise Information System) of an Enterprise**”, *RAUSP - Revista de Administração da Universidade de São Paulo*, October/December 1996, 31 (4), pp. 19-30. [MSC5]

### Original cases (cases publications)

- 2010 ARROYO, Paulina & POZZEBON, Marlei. « **Implementing a Three-Level Balanced Scorecard System at Chilquinta Energia** », *Revue internationale de cas en gestion*, Vol. 8, Issue 2, May 2010, 20 pages (9 65 2010 001, Teaching Notes 5 65 2010 001) [CSR11]
- 2007 GURGEL, Cecilia, TESSIER, Christophe & POZZEBON, Marlei. « **Marina Silva, une femme en action pour la défense de la forêt amazonienne** », *Revue internationale de cas en gestion*, (5:2), October 2007, 25 pages (9 00 2005 002, Teaching Notes 5 00 2005 002) [CSR1]
- 2007 OLIVEIRA, Rogerio, POZZEBON, Marlei & VAN HECK, Eric, “**Veiling Holambra – Trading Brazilian Flowers in the International Market Enabled by IT**”, *Journal of IT Cases and Application Research (JITCAR)*, (9:1), pp. 38-52, September 2007. (VAN HECK, Eric & POZZEBON, Marlei, Teaching Notes (7 pages) + Research notes (7 pages)). [LOCAL1]
- 2005 VILLAR, Hector & POZZEBON, Marlei. « **STIHL – Une expérience brésilienne de mise en œuvre ERP** ». *Revue internationale de cas en gestion*, Volume 3, Numéro 3, October 2005, 23 pages. (N. 9 65 2005 001, Teaching Notes 5 65 2005 001, 8 pages). [THESE4]
- 2005 GURGEL, Cecilia & POZZEBON, Marlei. “**Non-territorial offices at Semco**”. *IVEY Publishing*, December 2005, 15 pages (n. 9B06M003, Teaching Notes, 10 pages, n. 8B06M003w). [VARIA3]

### Books

- 2009 POZZEBON, Marlei “Negotiations between Global Principles and Local Contexts”. VDM Verlag (July 2009), 364 pages (published thesis).

### Book chapters (peer reviewed chapters)

- 2010 POZZEBON, Marlei; ARROYO, Paulina & FLEURY, Angela. “**Sustainable Scorecard as an Actionable Framework or Managing Sustainability: the Case of Tube Brazil**”. In: *Corporate Environmental Management Information Systems: Advancements and Trends*. Edited by Frank Teuteberg and Jorge Marx Gomez, Business Science Reference, New York, USA, Chapter 25, pp. 409-424. [CSR4]
- 2009 POZZEBON, Marlei; DINIZ, Eduardo & JAYO, Martin. “**Chapter II: Adapting the Structurationist View of Technology for Studies at the Community/Societal Levels**”. In: *Handbook of Research on Contemporary Theoretical Models in Information Systems*, Editors: Dwivedi, Y.K, Lal, B., Williams, M.D., Schneberger, S.L., and Wade, M.R. Information Science Reference, IGI Global, Hershey, PA, USA, Chapter II, pp. 18-33. [MICRO1]
- 2009 PETRINI, Maira & POZZEBON, Marlei. “**What role is “Business Intelligence” playing in developing countries? A picture of Brazilian companies**”. IN: *Data Mining Applications for Empowering Knowledge Societies*". Edited by Rahman, Hakikur; IGI Global, Chapter XIII, pages 241-261. [LOCAL3]

- 2009 PETRINI, Maira & POZZEBON, Marlei. **“Managing Sustainability with the Support of Business Intelligence Methods and Tools”**. In: Information Systems, Technology and Management: Third International Conference ICISTM 2009,, Edited by: Sushil K. Prasad, Susmi Routray, Reema Khurana, Sartaj Sahni Ghaziabad, India, March 12-13, 2009, Proceedings (Communications in Computer and Information Science) published as a book, pages 88-88, Springer [CSR3]
- 2008 PETRINI, Maira & POZZEBON, Marlei. **“The Implementation of ERP Packages as a Mediation Process: The Case of Five Brazilian Projects”**. IN: "Enterprise Resource Planning for Global Economies: Managerial Issues and Challenges", Edited by Ferran, Carlos and Salim, Ricardo. Idea Group Inc., Chapter XI, pages 189-206. [THESE6]
- 2007 POZZEBON, Marlei. **“Structuration Theory”**. "The Sage Dictionary of Qualitative Management Research" Editors: Richard Thorpe and Robin Holt. Book entry, December 2007, pages 215-216. [THESE7]
- 2004 POZZEBON, Marlei. **“Conducting and Evaluating Critical Interpretive Research: Examining Criteria as a Key Component in Building a Research Tradition”**. In: *Information Systems Research: Relevant Theory and Informed Practice*. Ed. Kaplan, B. et al., London: Kluwer Academic Publishers, 2004, Chapter 16, pp. 275-292. [THESE8]

#### **Book chapters (under invitation)**

- 2003 POZZEBON, Marlei & PINSONNEAULT, Alain. **“Desmistificando a retórica de ‘não abertura à mudança’ que caracteriza os projetos ERP - Quadro Teórico e Ilustração Empírica”**. In: SOUZA, César Alexandre de & SACCOL, Amarolinda Zanela (eds.), "ERP no Brasil: Teoria e Casos", São Paulo: Editora Atlas, 2003, 1 Ed., pages 348-368. [THESE9]
- 2003 POZZEBON, Marlei. **“Future of Information Systems”**. In: *Encyclopedia of Information Systems*. Academic Press – Elsevier Science. 2003, pp. 391-401. [VARIA2]

#### **Publications in professional magazines**

- 2010 DINIZ, Eduardo H. & POZZEBON, Marlei «**Les défis de banques communautaires** », article published at *La Presse*, 15 March 2010 [VARIA6]  
<http://lapresseaffaires.cyberpresse.ca/economie/201003/15/01-4260675-les-defis-des-banques-communautaires.php>
- 2010 POZZEBON, Marlei & BARIN CRUZ, Luciano. «**Économie sociale et entreprise privée sous un même toit** », article published at *La Presse*, 1 March 2010.  
<http://lapresseaffaires.cyberpresse.ca/economie/201003/01/01-4256239-economie-sociale-et-entreprise-privée-sous-un-meme-toit.php>
- 2010 POZZEBON, Marlei & MAILLOT, Chantale. «**Un réseau de villes sud américain** », article published at *La Presse*, 22 february 2010 [VARIA6]  
<http://lapresseaffaires.cyberpresse.ca/economie/international/201002/22/01-953954-un-reseau-des-villes-sud-americain.php>
- 2010 LAHAISE, Catherine & POZZEBON, Marlei. «**Campi Sustentáveis** », *GVexecutivo*, January-June 2010.

- 2008 POZZEBON, Marlei. « **Leilões eletrônicos** », article reporting the interview with Eric Van Heck, *GVexecutivo*, Vol. 7, N. 4, pages 8-13, Jul-Ago 2008. [VARIA4]
- 2007 POZZEBON, Marlei and PINSONNEAULT, Alain. « **Structuration Theory** ». In: Theories used ID IS research. Edited by Wade, Mark.  
[http://www.fsc.yorku.ca/york/istheory/wiki/index.php/Structuration\\_theory](http://www.fsc.yorku.ca/york/istheory/wiki/index.php/Structuration_theory)
- 2007 Coordination of the publication of a collection of 8 articles published at *Direction Informatique* SÉRIE gestion stratégique des TI.  
<http://www.directioninformatique.com/DI/client/fr/DirectionInformatique/gestion.asp>
- 2007 POZZEBON, Marlei. « **Un environnement propice à la créativité et l'innovation** », article published at *Direction Informatique*, November 2007, pages 30-31. [VARIA5]  
<http://www.directioninformatique.com/DI/client/fr/DirectionInformatique/Nouvelles.asp?id=45994>
- 2006 POZZEBON, Marlei & PARADIS, Denis. « **Au tour de l'intelligence d'affaires** », article published at *La Presse*, 23 January 2006, page 6. [VARIA6]
- 2005 PETRINI, Maira & POZZEBON, Marlei. « **A Inteligência de negócios no Brasil** », article published at *HSM Management Update*, N. 18, March 2005. [VARIA7]
- 1996 FREITAS, Henrique M.R. & POZZEBON, Marlei - « **Information Systems at the End of 90s**», article published at *Jornal do Comércio, Caderno de Gestão*, Porto Alegre, Brazil September 1996, N. 85, year 64, p.3. [MSC0]

#### **Publications in professional magazines (written by others)**

- 2010 Article published at *DEVOIR*, Les Entrevues HEC, « **Les technologies de l'information, outils d'inclusion sociale** », based on the interview with Marlei Pozzebon, 10 Mars 2010.  
<http://www.ledevoir.com/economie/actualites-economiques/284663/les-entrevues-hec-les-technologies-de-l-information-outils-d-inclusion-sociale>
- 2007 Article published at *Direction Informatique*, « **L'information au coeur des processus de l'organisation** », based on the interview with Marlei Pozzebon, Vital Roy, Mike Wybo and Anne-Frances Cameron.  
<http://www.directioninformatique.com/DI/client/fr/DirectionInformatique/Nouvelles.asp?id=45040>
- 2007 Article published at *HEC Montréal MAG, Numéro Spécial 100 anniversaire «Réduire l'inégalité grâce aux TI»*, Sprint 2007, (5:2), p. 30.
- 2006 Article published at *HEC Montréal MAG «Walking the Walk»*, Sprint 2006, (3:2), p. 13.
- 2004 Article published at *La Presse*, « **Les modes en gestion vont durer** », 17 Mai 2004, cahier Les Affaires - section Vie au travail.

#### **Peer-reviewed conference proceedings (just abstracts)**

- 2010 LAVOIE, F. & POZZEBON, M. **Challenges for Inclusive Finance Expansion: the Case of CrediAmigo, a Brazilian MFI**. *Academy of Management Conference - AOM 2010*, Social Issues in Management Division, August 6-10, Montréal, Canada.

- 2009 PETRINI, Maira & POZZEBON, Marlei. **“Grounded theory and theory building: blending inductive logic and researchers’ imagination”**. Proceedings of *Academy of Management Conference - AOM 2009*, Research Methods Division, August 7-11, Chicago, Illinois [CSR10]
- 2008 PETRINI, Maira & POZZEBON, Marlei. **“Integrating sustainability with business strategy and BI systems: lessons from grounded theory”**. Proceedings of *Academy of Management Conference - AOM 2008*, Social Issues in Management Division, August 8-20, Anaheim, California. [CSR2]
- 2007 DINIZ, Eduardo; POZZEBON, Marlei & JAYO, Martin. **“Microcredit delivery through banking Correspondents in Brazil”**. Proceedings of *Academy of Management Conference - AOM 2007*, TIM Division, August 3-8 2007, Philadelphia, Pennsylvania, US. [MICRO2]
- 2005 POZZEBON, Marlei & RODRIGUEZ, Charo. **“The Entwinement of Power/Knowledge and the Implementation of Configurable Technologies”**. Proceedings of *Academy of Management Conference - AOM 2005*, Organizational Communication and Information Systems Division, August 5-10 2005, Honolulu, Hawaii. [HEALTH1]
- 2004 POZZEBON, Marlei & RODRIGUEZ, Charo. **“Is There Any Standard for Assessing the “Interest” of Critical Interpretive Research?”** Proceedings of *Academy of Management Conference - AOM 2004*, Research Methods Division, August 6-11, 2004, New Orleans, USA. [HEALTH2]
- 2003 POZZEBON, Marlei & PINSONNEAULT, Alain. **“Understanding the Implementation of Configurable Information Technology – Connections between Cognitive and Political Accounts in a Multilevel Framework”**. Proceedings of *Academy of Management Conference - AOM 2003*, OCIS Division, August 4-6, 2003, Seattle, USA. [P&K1]
- 2000 POZZEBON, Marlei & PINSONNEAULT, Alain. **“The Structuration Theory in IS: Usage Patterns and Methodological Issues”**. Proceedings of *Academy of Management Conference - AOM 2000*, OCIS Division, August 7-9, 2000, Toronto, Canada. [PUB AS THESE2]
- 1997 POZZEBON, Marlei, DORNELAS, Jairo & SOARES, Rodrigo. **“Analysis of Brazilian Telephone Deregulation”**. Proceedings of *BALAS – Business Association of Latin American Studies*, Rio de Janeiro, Brazil, vol.2, p. 205. [VARIA8]

#### **Peer-reviewed conference proceedings (full texts)**

- 2010 DELGADO, N.A, & POZZEBON, M. **“Social use and consequences of PGIS in local communities: a structurationist analysis of Sierra Nevada Project”**. *American Conference on information Systems, 16<sup>th</sup> AMCIS*, August 12-15 2010, Lima, Peru.
- 2009 CUNHA, Maria Alexandra & POZZEBON, Marlei. **“O Uso das Tecnologias da Informação e Comunicação para Melhoria da Participação na Tomada de Decisão Pública”**. Proceedings of *33 Enanpad – Encontro Nacional de Pós-graduação em Administração*, September 19-23 2009, Sao Paulo, Brazil.

- 2009 YOKOMIZO, C. A., DINIZ, E. H., & POZZEBON, M. **“Financial services to lower income population through the correspondent banking technology: lessons from the Brazilian experience at Banco Lemon”**. Proceeding of the 35<sup>th</sup> European International Business Academy Annual Conference, EIBA, Valencia, Spain, December 13-15 2009.
- 2008 DINIZ, Eduardo; POZZEBON, Marlei & JAYO, Martin. **“Banking Technology to Scale Microfinance: The Case of Correspondent Banking In Brazil”**. Proceedings of *ICIS 2008 (International Conference on Information Systems)*, December 14-17, Paris, France. [MICRO5]
- 2008 PETRINI, Maira & POZZEBON, Marlei. **“Usando Grounded Theory na Construção de Modelos Teóricos”**. Proceedings of *32 Enanpad – Encontro Nacional de Pós-graduação em Administração, 6-10 September 2008, Rio de Janeiro, Brazil*. [CSR8]
- 2008 DINIZ, Eduardo; POZZEBON, Marlei; JAYO, Martin & ARAÚJO, Ewandro. **“The role of information and communication technologies (ICT) in improving microcredit - the case of correspondent banking in Brazil”**. Proceedings of *PICMET'08 - Portland International Conference on Management of Engineering & Technology*, Theme: “Technology Management for a Sustainable Economy”, July 27-31 2008, Cape Town, South Africa. [MICRO6]
- 2008 POZZEBON, Marlei; ARROYO, Paulina, FLEURY, A. and PETRINI, Maira **“Corporate Sustainability and Information Management: The Case of Tropico Brazil”**. Proceedings of *36<sup>th</sup> Annual ASAC Conference - ASAC 2008, Social Responsibility Track, Halifax, Nova Scotia, Mai 23-26 2008*. [CSR4]
- 2007 PETRINI, Maira, POZZEBON, Marlei and MEIRELES, Fernando. **“Incorporando gestão da sustentabilidade aos sistemas de inteligência de negócios”**. Proceedings of *31 Enanpad – Encontro Nacional de Pós-graduação em Administração, 23-27 September 2007, Rio de Janeiro, Brazil*. [CSR5]
- 2007 DINIZ, Eduardo; POZZEBON, Marlei & JAYO, Martin. **“Microcredit and Correspondent Banking in Brazil: What is Missing?”** Proceedings of *IFIP 9.4, 9th International Conference on Social Implications of Computers in Developing Countries, May 28-30 2007, Sao Paulo, Brazil, 44-1 (9-13)*. [MICRO7]
- 2006 RODRIGUEZ, Charo & POZZEBON, Marlei. **“A Paradoxical World: Exploring the Discursive Construction of Collaboration in a Competitive Institutional Context”**, *APROS 11: Asia-Pacific Researchers in Organization Studies 11<sup>th</sup> International Colloquium*, pages 306-320, Melbourne : Asia-Pacific Researchers in Organization Studies, 2006. [HEALTH3]
- 2006 ARROYO, Paulina & POZZEBON, Marlei, **“Implementing a three-level Balanced Scorecard system at Chilquinta Energía”**, Proceedings of *34<sup>th</sup> Annual ASAC Conference - ASAC 2006, Case Track, Alberta, Banff, June 2-6 2006, 26 pages*. (ARROYO, Paulina & POZZEBON, Marlei. Teaching notes (Notes pédagogiques), 7 pages). [CSR6]
- 2006 POZZEBON, Marlei, VU, Tu, FLEURY, A. & PETRINI, M. **“Information Management Models for Corporate Social Responsibility Practices”**, Proceedings of *12<sup>th</sup> American Conference on information Systems, AMCIS 2006, 4-6 August 2006, Acapulco, Mexico*. [CSR7]

- 2006 DESJARDINS, Gabriel Aubert, LAPOINTE, Liette & POZZEBON, Marlei. **“La Résistance des utilisateurs face aux TI : un processus de « sensemaking »**, Proceedings of *34<sup>th</sup> Annual ASAC Conference - ASAC 2006*, IS Division, June 2-6 2006, Alberta, Banff (honorable mention for the IS track). [HEALTH4]
- 2005 PETRINI, Maira & POZZEBON, Marlei. **“The Implementation of ERP Packages as a Mediation Process: The Case of Five Brazilian Projects”**. Proceedings of *29 Enanpad – Encontro Nacional de Pós-graduação em Administração*, 17-21 September 2005, Brasília, Brazil. [PUB AS THESE6]
- 2005 GURGEL, Cecilia & POZZEBON, Marlei. **“Embryo Track – Semco and Non-Territorial Offices: Has IT Played a Role in Transforming a Company Workplace?”** Proceedings of *33<sup>rd</sup> Annual ASAC Conference - ASAC 2005*, Case Track, Toronto, Ontario, May 28.
- 2004 POZZEBON, Marlei & PINSONNEAULT, Alain. **“The Implementation of Configurable Technologies: Negotiations between Global Principles and Local Contexts”**. Proceedings of *International Conference on Information Systems – ICIS 2004*, December 2004, Washington, DC, pages 263-276. [P&K2]
- 2004 PETRINI, Maira, POZZEBON, Marlei & FREITAS, Maria Tereza. **“Qual é o Papel da Inteligência de Negócios (BI) nos Países em Desenvolvimento? Um Panorama das Empresas Brasileiras”**. Proceedings of *28 Enanpad – Encontro Nacional de Pós-graduação em Administração*, 25-29 September 2004, Curitiba, Brazil, 14 pages. [PUB AS LOCAL3]
- 2004 POZZEBON, Marlei & PINSONNEAULT, Alain. **“Temporally Bracketing an IT Implementation Project: Power/Knowledge Imbalances Revealed”**, Proceedings of *32<sup>nd</sup> Annual ASAC Conference - ASAC 2004*, IS Division, June 5-8 2004, Quebec, Canada. [PUB AS THESE3]
- 2003 PETRINI, Maira & POZZEBON, Marlei. **“The Value of Business Intelligence in the Context of Developing Countries”**, Proceedings of *European Conference on Information Systems - ECIS 2003*, June 19-21, 2003, Naples, Italy (Best paper award for the track “Society”) [PUB AS LOCAL3]
- 2002 POZZEBON, Marlei & PETRINI, Maira. **“Impactos da Tecnologia da Informação sobre as Organizações: Desvendando o Paradoxo da Produtividade”**, *Anais do IX Congresso COPPEAD de Administração*, Rio de Janeiro, RJ. [VARIA9]
- 2002 POZZEBON, Marlei. **“Demystifying the Rhetorical Closure of ERP Packages: framework and empirical illustration”**, Proceedings of *26 Enanpad – Encontro Nacional de Pós-graduação em Administração*, Salvador, Brazil, September 22-25, 2002. [PUB AS THESE1]
- 2001 POZZEBON, Marlei **“Demystifying the Rhetorical Closure of ERP Packages”**. Proceedings of *International Conference on Information Systems – ICIS 2001*, December 16-19 2001, New Orleans, Louisiana. [PUB AS THESE1]
- 2001 POZZEBON, Marlei & PINSONNEAULT, Alain. **“Structuration Theory in the IS Field: Doing an Assessment of Research Strategies”**. Proceedings of *European Conference on Information Systems - ECIS 2001*, June 27-29, 2001, Bled, Slovenia. [PUB AS THESE2]
- 2000 POZZEBON, Marlei. **“Combining a Structuration Approach with a Behavioral-Based Model to Investigate ERP Systems”**. Proceedings of *Americas Conference on Information Systems - AMCIS 2000*, 10-15 August 2000, Long Beach, USA. [PUB AS THESE2]

- 2000 PETRINI, Maira & POZZEBON, Marlei. **“Interação Usuário-Sistema: um Estudo Empírico sobre a Proatividade no Uso de Sistemas de Informação”**, Proceedings of 24 *Enanpad – Encontro Nacional de Pos-graduação em Administração*, September 28-30 2000, Florianópolis, Brazil. [MSC0]
- 1998 POZZEBON, Marlei & FREITAS, Henrique. **“Case Modeling: a New Approach to Qualitative Data Analysis?”**, Proceedings of 22 *Enanpad – Encontro Nacional de Pos-graduação em Administração*, September 28-30 1998, Foz do Iguaçu, Brazil. [MSC0]
- 1998 POZZEBON, Marlei, FREITAS, Henrique & PETRINI, Maira. **“The Definition of Categories for Studies on Proactive Behavior and Information Gathering”**, Proceedings of 22 *Enanpad – Encontro Nacional de Pos-graduação em Administração*, September 28-30 1998, Foz do Iguaçu, Brazil. [MSC0]
- 1997 POZZEBON, Marlei & FREITAS, Henrique. **“Toward the Application - with Scientific Rigor - of Case Studies in Information Systems”**, Proceedings of 21 *Enanpad – Encontro Nacional de Pos-graduação em Administração*, September 21-24, 1997, Rio de Janeiro, Brazil. [MSC0]
- 1997 POZZEBON, Marlei & FREITAS, Henrique. **“Desirable Characteristics of an EIS - Enterprise Information System - Toward Proactive Behavior”**, Proceedings of 21 *Enanpad – Encontro Nacional de Pos-graduação em Administração*, September 21-24 c1997, Rio de Janeiro, Brazil. [MSC0]
- 1997 DORNELAS, Jairo Simião, SOARES, Rodrigo Oliveira, POZZEBON, Marlei & VARGAS, Lilia **“Information Professional Profile: An Element in Mutation?”**. *VI Seminário sobre Automação em Bibliotecas e Centros de Documentação*, September 9-11 1997, pp. 89-98, São Paulo, Brazil. [VARIA10]

### Working papers

- 2008 JAYO, Martin; POZZEBON, Marlei & DINIZ, Eduardo. **“Microcredit and Innovative Local Development in Fortaleza, Brazil: The Case of Banco Palmas”**, *Cahier du GReSI no 08-02*, HEC Montréal, Canada, september 2008, [MICRO8]
- 2008 DINIZ, Eduardo; POZZEBON, Marlei; JAYO, Martin. **“The Role of ICT in Improving Microcredit: The Case of Correspondent Banking in Brazil»**, *Cahier du GReSI no 08-03*, HEC Montréal, Canada, september 2008. [MICRO9]
- 2006 DESJARDINS, Gabriel Aubert, LAPOINTE, Liette & POZZEBON, Marlei. **“La Résistance des utilisateurs face aux TI : un processus de « sensemaking »**, *Cahier du GReSI no 06-06*, HEC Montréal, Canada, september 2006, 23 pages.
- 2006 POZZEBON, Marlei & PINSONNEAULT, Alain. **« A Study of the Interplay of Power and Knowledge in the Implementation of Configurable Information Technologies »** *Cahier du GReSI no 06-01*, HEC Montréal, Canada, january 2006, 29 pages.
- 2005 RODRIGUEZ, Charo. & POZZEBON, Marlei. **“Power, Discourse, Collective Action: Exploring the Structuration Process of a Family Medicine Group Identity”**. *Cahier du GReSI no 05-05*, HEC Montréal, Canada, november 2005.
- 2005 RODRIGUEZ, Charo & POZZEBON, Marlei. **“The Discursive Construction of Configurable Artifacts: Following Initial Steps of a Clinical Information System Implementation”**. *Cahier du GReSI no 05-06*, HEC Montréal, Canada, november 2005.

- 2005 POZZEBON, Marlei & VAN HECK, Eric. **“Local Adaptations of Global Information Technologies: The Case of Veiling Coop-Flowers in Brazil”**. *Cahier du GReSI no 05-07*, HEC Montréal, Canada, november 2005.
- 2005 POZZEBON, Marlei, TATIH, Ryad & PINSONNEAULT, Alain. **“Combining social shaping of technology and communicative action theory for understanding rhetorical closure of IT”**. *Cahier du GReSI no 05-08*, HEC Montréal, Canada, november 2005.
- 2004 PETRINI, Maira & POZZEBON, Marlei. **“What role is “Business Intelligence” playing in developing countries? A picture of Brazilian companies”**. *Cahier du GReSI no 04-16*, HEC Montréal, Canada, august 2004.
- 2004 POZZEBON, Marlei. **“Helping to Improve ERP Research with a Logic of Complementarity”**, *Cahier du GReSI no 04-11*, HEC Montréal, Canada, may 2004.
- 2004 POZZEBON, Marlei & PINSONNEAULT, Alain. **“Temporally Bracketing an IT Implementation Project: Power/Knowledge Imbalances Revealed”**, *Cahier du GReSI no 04-10*, HEC Montréal, Canada, may 2004.
- 2004 POZZEBON, Marlei & PINSONNEAULT, Alain. **“The Implementation of Configurable Technology: Negotiations between Global Principles and Local Contexts”**. *Cahier du GReSI no 04-07*, HEC Montréal, Canada, april 2004.
- 2003 POZZEBON, Marlei & PINSONNEAULT, Alain. **“Challenges in Conducting Empirical Work Using Structuration Theory: Learning from IT Research”**, *Cahier du GReSI no 03-15*, HEC Montréal, Canada, december 2003.
- 2003 POZZEBON, Marlei. **“Criteria for Conducting and Evaluating Critical Interpretive Research in the IS Field”**, *Cahier du GReSI no 03-14*, HEC Montréal, Canada, december 2003.
- 2000 POZZEBON, Marlei & PINSONNEAULT, Alain. **“Structuration Theory in IS: Usage Patterns and Methodological Issues”**, *Cahier du GReSI no 00-05*, HEC Montréal, Canada, july 2000.
- 2000 POZZEBON, Marlei. **“Reviewing Contingency Arguments to Compose an IT Contingency Model”**, *Cahier du GReSI no 00-04*, HEC Montréal, Canada, july 2000.
- 1999 VACHON, Francine; LEVESQUE, Gilles & POZZEBON, Marlei. **“Changes in IS Research: The Analysis of Two Periods, 1984-1986 and 1996-1998, and Two Journals, MISq and ISR”**, *Cahier du GReSI no 99-12*, HEC Montréal, Canada, december 1999.
- 1998 POZZEBON, Marlei; FREITAS, Henrique & JENKIS, Milton. **“The Applicability and Scientific Rigor of Case Studies in Information Systems”**, *ISRC Working Paper 050498*, University of Baltimore, USA, April 1998.
- 1998 CALDIERARO, Fabio; FREITAS, Henrique, PETRINI, Maira; POZZEBON, Marlei. **“Sistema de Informacao em Marketing : uma aplicacao e seus resultados”**, *Série Documentos para Estudo 03/98*, PPGA/UFRGS, Brazil, January 1998, 28 p.
- 1997 POZZEBON, Marlei & FREITAS, Henrique. **“Métodos Qualitativos en Sistemas de Informacao: o Uso de Estudos de Caso”**, *Série Documentos para Estudo*, PPGA/UFRGS, Brazil, July 1997, 23 p.
- 1997 POZZEBON, Marlei. **“The Information Technology Allowing Organizational Changes”**, *Revista de Educação, Ciência e Cultura*, La Salle, Canoas, Brazil, October 1997, Vol. 2, n.1, p. 101-106.

## **Book reviews**

- 1997 PETRINI, Maira & POZZEBON, Marlei. "Resenha: Feitas para Durar" (Collins, J.C. & Porras, J.I., Rio de Janeiro, Roco, 1997), *Revista de Educação, Ciência e Cultura*, La Salle, Canoas, December 1997, vol. 2, no.2, p..101-104. [VARIA11]

## **Ph.D thesis and dissertations**

- 2003 POZZEBON, Marlei. **"The Implementation of Configurable Technologies: Negotiations between Global Principles and Local Contexts"**. PhD Dissertation, McGill University, 2003 (Canada).
- 1998 POZZEBON, Marlei. **"An Enterprise Information Systems Model that Identifies Characteristics for Proactive Behavior in Information Gathering"**, M.Sc. Dissertation PPGA / UFRGS, 1998, (Brazil),
- 1995 POZZEBON, Marlei. **"Desenvolvimento de EIS - Executive Information Systems - para uma Empresa de Saneamento"** Bachelor's Dissertation, Instituto de Informatica, UFRGS, 1995, (Brazil).

## **Other publications (expert reports)**

- 2006 ARROYO, P. & POZZEBON, M. "Rapport sur la phase de pré-implantation des sites pilotes» Expert's report to the direction of the project CIS (CUSM), 28 pages.
- 2005 DESJARDINS, G., POZZEBON, M., LAPOINTE, L., RODRIGUEZ, C. & CETIN, P. "Rapport préliminaire sur la phase de pré-implantation des sites pilotes » Expert's report to the direction of the projectCIS (CHUM), 28 pages.
- 2004 POZZEBON, Marlei & RODRIGUEZ, Charo. " Le Projet SIC - Rapport d'étape juin – décembre 2004 », Expert's report to the direction of the project CIS (CHUM, CUSM)
- 2004 POZZEBON, Marlei & RODRIGUEZ, Charo. "Sélection et pré-implantation du SIC - Rapport d'évaluation préliminaire", Working Paper Faculty of Medicine, 2004, (french version). "CIS Selection and Pre-Implementation - Preliminary Assessment Report", Expert's report to the direction of the project CIS (CHUM, CUSM)
- 2003 RODRIGUEZ, Charo & POZZEBON, Marlei. "Utilization-Focused Evaluation in the Implementation of a Clinical information Systems in MUCH and CHUM". Expert's report to the direction of the projectCIS (CHUM, CUSM)
- 2002 POZZEBON, Marlei & PINSONNEAULT, Alain. "Projets d'implantation de progiciels ERP: les expériences des praticiens du Quebec", Working Paper, 2002.
- 2002 POZZEBON, Marlei & RODRIGUEZ, Charo. "CIS Implementation: A First Appraisal of Evidence-Based Benefits", 2002. Expert's report to the direction of CUSM.
- 2002 POZZEBON, Marlei & RODRIGUEZ, Charo. "The Challenge of Implementing a Clinical Information System: The Case of a University and Multi-Hospital Health Center". Working Paper MUHC, 2002. Expert's report to the direction of CUSM.

## ACADEMIC PRIZES AND AWARDS

- 2010 – **Honorable mention - Best Publication of the Year 2009 – Journal of Strategic Information Systems** - Award for the paper “*Managing Sustainability with the Support of Business Intelligence: Integrating Socioenvironmental Indicators and Organizational Context*”, authors PETRINI, Maira & POZZEBON, Marlei. Published in Journal of Strategic Information Systems (18). The award is presented annually to the best paper and the two honorable mentions.
- 2007 – **Best IS Publication of 2006** - Award for the paper “*Combining social shaping of technology and communicative action theory for understanding rhetorical closure in IT*”, authors POZZEBON, Marlei; TITAH, Ryad and PINSONNEAULT, Alain, published in Information Technology & People (19:3). The award is presented annually to the five best papers published in the IS area, as selected by a consortium of senior IS scholars.
- 2007 - **Emerald Literati Network Awards for Excellence, Highly Commended Award** for the paper “*Combining social shaping of technology and communicative action theory for understanding rhetorical closure in IT*”. Authors POZZEBON, Marlei, TITAH, Ryad and PINSONNEAULT, Alain. Published in Information Technology & People, Vol. 19, N. 3.
- 2006 - **Honorable mention**, track Information Systems, division Systèmes d’information / ASAC 2006. « *La résistance des utilisateurs face aux TI : un processus de “sensemaking”* ». Authors: DESJARDINS, Gabriel Aubert, LAPOINTE, Liette & POZZEBON, Marlei.
- 2003 - **Best Paper Award** for the track Society at European Conference on Information Systems - ECIS 2003, Naples, Italy, June 19-21, 2003. “*The Value of Business Intelligence in the Context of Developing Countries*”, authors PETRINI, Maira & POZZEBON, Marlei.
- 2002 - **ICIS Doctoral Consortium** - Nominated and selected for the ICIS 2002 Doctoral Consortium – International Conference in Information Systems, December 12-15, 2002, Barcelona, Spain.
- 2001 - **Max Binz McGill Major Fellowship**
- 2001 - **Max E. Binz** - fellowship for the PhD in Business Administration at McGill University
- 1998 - **Honorable mention** for the article “The Definition of Categories for Studies on Proactive Behavior and Information Gathering” at 22 Enanpad, (National Meeting of Administration Post-Graduate Programs) Foz do Iguaçu, September 28-30, 1998. Site:
- 1998 - **Vote of Laurel**, approved by the Coordinating Commission of the Master's in Administration Program, for her outstanding performance as student and junior researcher.

### Pedagogical prizes

- 2005 - Prize “Most successful new course of 2005 of the executive education program”. The seminar *Technologies de l’information et intelligence d’affaires*. POZZEBON, Marlei and PARADIS, Denis.

## PRESENTATION AT SCIENTIFIC CONFERENCES

- 2010 DELGADO, N.A, & POZZEBON, M. "**Social use and consequences of PGIS in local communities: a structurationist analysis of Sierra Nevada Project**". *American Conference on information Systems, 16<sup>th</sup> AMCIS*, 12-15 August 2010, Lima, Peru.
- 2010 LAVOIE, F. & POZZEBON, M. "**Challenges for Inclusive Finance Expansion: the Case of CrediAmigo, a Brazilian MFI**". *Academy of Management Conference - AOM 2010*, Social Issues in Management Division, August 6-10, Montréal, Canada.
- 2010 POZZEBON, M.; DELGADO, N.A.; & MAILLOT, C. "**Citizens Engaged to Improve Quality of Life and Sustainability: Nossa Sao Paulo and the South-American network of cities**". *Association for Nonprofit and Social Economy Research – ANSER 3rd Annual Conference*, June 2-4, 2010. Montréal, Canada.
- 2009 POZZEBON, M. "**Envisaging a Technology-as-Practice Community: Revisiting Practice-Oriented Views In Is Research**". *European Group for Organizational Studies - EGOS 25th Colloquium*, July 3-5 2009, Barcelona, Spain.
- 2009 DINIZ, E., POZZEBON, M. & JAYO, M. "**Social Innovations in the Brazilian Banking Area: Using Correspondents to Increase Microcredit Delivery**". *European Group for Organizational Studies - EGOS 25th Colloquium*, July 3-5 2009, Barcelona, Spain.
- 2008 DINIZ, Eduardo; POZZEBON, Marlei & JAYO, Martin. "**Banking Technology to Scale Microfinance: The Case of Correspondent Banking In Brazil**". *ICIS 2008 (International Conference on Information Systems)*, December 14-17, Paris, France. [MICRO5]
- 2008 PETRINI, Maira & POZZEBON, Marlei. "**Integrating sustainability with business strategy and BI systems: lessons from grounded theory**". *Academy of Management Conference - AOM 2008*, Social Issues in Management Division, August 8-20, Anaheim, California. [CSR2]
- 2008 POZZEBON, Marlei; ARROYO, Paulina, FLEURY, A. and PETRINI, Maira "**Corporate Sustainability and Information Management: The Case of Tropico Brazil**". *36<sup>th</sup> Annual ASAC Conference - ASAC 2008*, Social Responsibility Track, Halifax, Nova Scotia, Mai 23-26 2008. [CSR4]
- 2007 DINIZ, Eduardo; POZZEBON, Marlei & JAYO, Martin. "**Microcredit delivery through banking Correspondents in Brazil**". *Academy of Management Conference - AOM 2007*, TIM Division, August 3-8 2007, Philadelphia, Pennsylvania, US. [MICRO2]
- 2007 DINIZ, Eduardo; POZZEBON, Marlei & JAYO, Martin. "**Correspondent banking in Brazil: Technology to improve microcredit**". 2007 OASIS Workshop, IFIP Working Group 8.2, December 9<sup>th</sup> 2007, Montreal, Canada. [MICRO10]
- 2007 PETRINI, Maira, POZZEBON, Marlei and MEIRELES' Fernando. "**Incorporando gestão da sustentabilidade aos sistemas de inteligência de negócios**". *31 Enanpad – Encontro Nacional de Pós-graduação em Administração*, 23-27 September 2007, Rio de Janeiro, Brazil. [CSR5]

- 2007 LAHAISE, C. & POZZEBON, Marlei. **“Un tableau de bord pour le développement durable: quelques pistes à partir de la recherche-action”**. Colloque international avec actes: Campus Durables – Eco-Campus, 75eme Congrès de l’ACFAS 2007, 11 may 2007, Trois Riveires, Quebec.
- 2006 POZZEBON, Marlei; VU, Tu, FLEURY; A. & PETRINI, M. **“Information Management Models for Corporate Social Responsibility Practices”**, 12<sup>th</sup> American Conference on information Systems, AMCIS 2006, 4-6 August 2006, Acapulco, Mexico.
- 2006 ARROYO, Paulina & POZZEBON, Marlei, **«Implementing a three-level Balanced Scorecard system at Chilquinta Energia »**, 34<sup>th</sup> Annual ASAC Conference - ASAC 2006, Case Track, June 2-6 2006, Banff, Canada.
- 2006 DESJARDINS, Gabriel Aubert, LAPOINTE, Liette & POZZEBON, Marlei. **“La Résistance des utilisateurs face aux TI : un processus de « sensemaking »**, 34<sup>th</sup> Annual ASAC Conference - ASAC 2006, IS Division, June 2-6 2006, Banff, Canada.
- 2005 POZZEBON, Marlei & RODRIGUEZ, Charo. **“The Entwinement of Power/Knowledge and the Implementation of Configurable Technologies”**, Academy of Management Conference - AOM 2005, Organizational Communication and Information Systems Division, August 5-10, Honolulu, Hawaii.
- 2005 POZZEBON, Marlei & RODRIGUEZ, Charo. **“Temporally Bracketing Discourses for Theorizing Process in Organizational Settings”**, First Organization Studies Summer Workshop on "Theorizing Process in Organizational Research", 12-13 June 2005, Santorini, Greece [HEALTH].
- 2005 GURGEL, Cecilia & POZZEBON, Marlei. **“Semco and non-territorial offices: Has IT played a role in transforming a company workplace?”** 33<sup>rd</sup> Annual ASAC Conference - ASAC 2005, Case Track, May 28<sup>th</sup>, 2005, Toronto, Canada.
- 2004 POZZEBON, Marlei & PINSONNEAULT, Alain. **“Temporally Bracketing an IT Implementation Project: Power/Knowledge Imbalances Revealed”**. 32<sup>nd</sup> Annual ASAC Conference, ASAC 2004, IS Division, June 5-8 2004, Quebec, Canada.
- 2004 POZZEBON, Marlei. **“Conducting and Evaluating Critical Interpretive Research: Examining Criteria as a Key Component in Building a Research Tradition”**. IFIP (WG 8.2) Relevant theory and informed practice, Manchester, England, July 15-17, 2004.
- 2003 RODRIGUEZ, Charo & POZZEBON, Marlei. **“Considering Texts in Context but ... Which Context?”** European Group for Organizational Studies - EGOS 19th Colloquium, July 3-5 2003, Copenhagen, Denmark.
- 2003 PETRINI, Maira & POZZEBON, Marlei. **“The Value of Business Intelligence in the Context of Developing Countries”**, European Conference on Information Systems - ECIS 2003, June 19-21, 2003, Naples, Italy.
- 2002 POZZEBON, Marlei. **“Demystifying the Rhetorical Closure of ERP Packages: framework and empirical illustration”**, 26 Enanpad – Encontro Nacional de Pos-graduação em Administração, September 22-25 2002, Salvador, Brazil.
- 2001 POZZEBON, Marlei **“Demystifying the Rhetorical Closure of ERP Packages”**. International Conference on Information Systems – ICIS 2001, December 16-19 2001, New Orleans, Louisiana.

- 2001 POZZEBON, Marlei & PINSONNEAULT, Alain. **“Structuration Theory in the IS Field: Doing an Assessment of Research Strategies”**. *European Conference on Information Systems - ECIS 2001*, June 27-29 2001, Bled, Slovenia.
- 2000 POZZEBON, Marlei & PINSONNEAULT, Alain. **“The Structuration Theory in IS: Usage Patterns and Methodological Issues”** *Academy of Management Conference - AOM 2000*, OCIS Division, August 7-9 2000, Toronto, Canada.
- 2000 POZZEBON, Marlei. **“Combining a Structuration Approach with a Behavioral-Based Model to Investigate ERP Systems”** *Americas Conference on Information Systems - AMCIS 2000*, 10-15 August 2000, Long Beach, USA.
- 1997 POZZEBON, Marlei & FREITAS, Henrique. **“Toward the Application - with Scientific Rigor - of Case Studies in Information Systems”**, *21 Enanpad – Encontro Nacional de Pós-graduação em Administração*, September 21-24 1997, Rio de Janeiro, Brazil.
- 1997 POZZEBON, Marlei & FREITAS, Henrique. **“Desirable Characteristics of an EIS - Enterprise Information System - Toward Proactive Behavior”**, *21 Enanpad – Encontro Nacional de Pós-graduação em Administração*, September 21-24 1997, Rio de Janeiro, Brazil.

#### Invited speaker at scientific conferences and universities

- 2010 POZZEBON, M. **“Adapting the Structurationist View of Technology for Studies at the Community/Societal Levels: two empirical illustrations”**. UFBA, Universidade Federal da Bahia, November 10, 2010. Salvador, Bahia, Brazil.
- 2010 POZZEBON, M. **“Gestão da criatividade em uma sociedade inovadora ”**. USP, Universidade de Sao Paulo. November 8, 2010. Sao Paulo, Brazil.
- 2010 POZZEBON, M. **“Creating a Brazilian Tradition in International IS Research: Opportunities and Challenges”**. 2<sup>nd</sup> Workshop RAE – Revista de Administração de Empresas – FGV-EAESP. November 5, 2010. Sao Paulo, Brazil.
- 2010 POZZEBON, M. **“Adapting the Structurationist View of Technology for Studies at the Community/Societal Levels: two empirical illustrations”**. Groupe de Recherche en affaires internationales- GRAI. May 19, 2010. HEC Montréal, Montréal-Canada.
- 2010 POZZEBON, Marlei. **« Innovation sociale et inclusion financière»**. CRISES-HEC. May 7 2010. HEC Montréal, Canada.
- 2010 POZZEBON, Marlei. **“Innovative web-based models for social inclusion and citizen mobilization”**. Invited speaker by UNESCO –Web for development, February 25-26, 2010, Brasilia, Brazil.
- 2009 POZZEBON, Marlei. **“Every move you make, every claim you stake: a practice-turn in IS research”** Invited speaker at LSE – London School of Economics, *Information Systems Research Forum*, May 21, 2009, London, England.
- 2009 POZZEBON, Marlei. **“The Role of ICT in Helping Parallel Paths to Converge: Microcredit and Correspondent Banking in Brazil”** Invited speaker at University of Siegen, *Institute for Information Systems*, May 18, 2009, Siegen, Germany
- 2009 POZZEBON, Marlei. **“Every move you make, every claim you stake: a practice-turn in IS research”** Invited speaker at Erasmus University, *Rotterdam School of Management, ERIM*. May 13, 2009, Rotterdam, Netherlands.

- 2008 POZZEBON, Marlei. **“Structuration theory and methods”** Invited speaker at *OMT PDW Structuration theory in organization and management research: challenges and opportunities*, AOM, August 9, 2008, Anaheim, CA.
- 2008 POZZEBON, Marlei. **“The social dimension of information technology: a perspective from Canada and Brazil”** Invited speaker at *TIM PDW Information technology for development in Latin America: raising our own questions*, AOM, August 10, 2008, Anaheim, CA.
- 2007 POZZEBON, Marlei. « **La gestion de l'information au service d'une gestion socialement responsable: le cas de l'entreprise brésilienne Amanco** » Presentation and discussion at CERB (Centre d'études et de recherche sur le Brésil) », Local: UQAM, 20 mars, 2007 (ECO).
- 2006 POZZEBON, Marlei. **“Challenges in information systems research: are new perspectives welcome?”** Invited speaker at *CATI 2006 - Congresso Anual de Tecnologia de Informação*, 26 a 28 July 2006, FGV-EAESP.
- 2006 POZZEBON, Marlei. « **Technologie de l'information et développement local – les cas Holambra et Rondônia** ». Roundtable – CERB (Centre d'études et de recherche sur le Brésil) » 1er Séminaire Guimarães Rosa, Local: UQAM, 02 november 2006 (ECO).
- 2006 POZZEBON, Marlei. « **Challenges in information systems research: advocating for diversity** ». Conference for the professors, PhD and master students of Federal University of RS (UFRGS), Business School, september 5, 2006.
- 2006 POZZEBON, Marlei. « **A inteligência de negócios, TI e o papel da liderança nesse contexto. A importância da gestão de TI para os gestores não-TI** ». Conference for the professors, PhD and master students of Fundação Dom Cabral, Minas Gerais, august 18, 2006.
- 2005 POZZEBON, Marlei. « **Les technologies de l'information et la responsabilité sociale des entreprises** ». Conference : « Éthique, gestion et gouvernance : au-delà de la registration », organized by the Chair of Ethic Management of HEC Montréal and HumaniTERRE, Amphithéâtre IBM, november 17, 2005.
- 2005 POZZEBON, Marlei. « **Technologia da informação e inteligência de negócios sustentáveis** », UFSC, september 8.
- 2004 POZZEBON, Marlei. **“L'expérience de Porto Alegre: du budget participatif au forum social mondial”**, *Congrès de l'ACFAS - Brazil seminaire project - Groupe Crises HEC* (Centre de Recherche sur les Innovations dans l'Économie Sociale, les Entreprises et le Syndicat), organized in collaboration with ARUC-ÉS, of CIRIEC-Canada and CRDC (UQO), May 11, 2004.
- 2004 POZZEBON, Marlei. « **Mudanças de paradigma, mudanças no uso da tecnologia da informação nas organizações** », UFSC, August 10.

#### Other invited speaker presentations

- 2010 POZZEBON, Marlei. « **Management « commons »: quand la créativité citoyenne bouleverse les modèles d'affaires** » Rendez-vous annuel des diplômés, HEC Montreal, 2 Octobre 2010.

- 2010 POZZEBON, Marlei. « **Gestão da criatividade em uma sociedade inovadora** » CONIP (Conhecimento, Inovação e Práticas de TI na Gestão Pública) Cidades Criativas 2010, São Paulo, May 25, 2010.
- 2010 POZZEBON, Marlei. « **Creative Commons et Périphérie : le Technobrega Brésilien** ». Forum Créativité Citoyenne- Mosaic HEC Montréal. April 21-22, 2010. Montréal- Canada.
- 2008 POZZEBON, Marlei. **Roundtable animator** of 3<sup>ème</sup> Salon de la Business Intelligence, Palais des Congrès de Montréal, April 9, 2008 (FIQ).
- 2008 POZZEBON, Marlei. « **L'utilisation de la plateforme BI pour la gestion du développement durable** » Conference at 3<sup>ème</sup> Salon de la Business Intelligence. Palais des Congrès de Montréal, April 9, 2008 (FIQ) (ECO).
- 2008 POZZEBON, Marlei. « **Intelligence d'affaires : défis et perspectives pour les entreprises en 2008** » Conference at Réseau marketing du Cercle des présidents du Québec, February 12, 2008.
- 2008 POZZEBON, Marlei. « **Nouvelles technologies : occasion d'affaires ou contrôle de la pensée?** » Conference at Semaine de l'éthique et du leadership, organized by Humaniterre, salle Sony, February 6, 2008.
- 2007 POZZEBON, Marlei. « **Technologie de l'information et intelligence d'affaires** » Conference at Direction de la Santé Publique, Forum des Orientations Technologiques, December 6, 2007, Amphithéâtre de la Direction de santé publique.
- 2004 POZZEBON, Marlei. « **La mise en oeuvre de systèmes d'information intégrés dans deux hôpitaux au Québec: quelques paradoxes ...** » Reserach Center of the universitarian hospital Charles Lemoyne. February 27, 2004.
- 2004 POZZEBON, Marlei. « **Inteligência de Negócios** », Convênio Dell/PUCRS & MAN, August 18, Dell Computadores.
- 2004 POZZEBON, Marlei. « **Inteligência de Negócios** », Convênio Dell/PUCRS & MAN, August 19.

#### Presentation (by co-authors) at scientific conferences and colloquiums

- 2010 POZZEBON, M., MAILLOT, C., DELGADO, N.A. “**Citizens Engaged to Improve the Sustainability and Quality of Life of their Cities: the case of Nossa Sao Paulo**”. *European Group for Organizational Studies - EGOS 26<sup>th</sup> Colloquium*. June 30- July 3, 2010, Lisbon, Portugal.
- 2010 DINIZ, E., BIROCHI, R. & POZZEBON, M. “**Financial Inclusion through Correspondents: the Case of Amazonian Autazes**”. *European Group for Organizational Studies - EGOS 26<sup>th</sup> Colloquium*, July 1-3 2010, Lisbon, Portugal.
- 2009 CUNHA, Maria Alexandra & POZZEBON, Marlei. “**O Uso das Tecnologias da Informação e Comunicação para Melhoria da Participação na Tomada de Decisão Pública**”. *Proceedings of 33 Enanpad – Encontro Nacional de Pos-graduação em Administração*, 19-23 September 2009, Sao Paulo, Brazil.
- 2008 PETRINI, Maira & POZZEBON, Marlei. “**Usando Grounded Theory na Construção de Modelos Teóricos**”. *Proceedings of 32 Enanpad – Encontro Nacional de Pos-graduação em Administração*, 6-10 September 2008, Rio de Janeiro, Brazil. [CSR8]

- 2008 DINIZ, Eduardo; POZZEBON, Marlei; JAYO, Martin & ARAÚJO, Ewandro. **"The role of information and communication technologies (ICT) in improving microcredit - the case of correspondent banking in Brazil"**. Accepted to publication in the Proceedings of *PICMET'08 - Portland International Conference on Management of Engineering & Technology*, Theme: "Technology Management for a Sustainable Economy", July 27-31 2008, Cape Town, South Africa. [MICRO6]
- 2007 DINIZ, Eduardo; POZZEBON, Marlei & JAYO, Martin. **"Microcredit and Correspondent Banking in Brazil: What is Missing?"** Accepted to publication in the Proceedings of *IFIP 9.4, 9<sup>th</sup> International Conference on Social Implications of Computers in Developing Countries*, May 28-30 2007, Sao Paulo, Brazil, 44-1 (9-13). [MICRO7]
- 2007 DINIZ, E.H.; JAYO, M.; POZZEBON, M. **"Correspondent banking as microcredit delivery channel"**. Chicago: Chicago Microfinance Conference, 2007. [MICRO]
- 2007 PETRINI, Maira, POZZEBON, Marlei and MEIRELES, Fernando. **"Incorporando gestão da sustentabilidade aos sistemas de inteligência de negócios"**. Proceedings of 31 *Enanpad – Encontro Nacional de Pós-graduação em Administração*, 23-27 September 2007, Rio de Janeiro, Brazil. [CSR5]
- 2005 RODRIGUEZ, Charo & POZZEBON, Marlei. **"A Paradoxical World: Exploring the Discursive Construction of Collaboration in a Competitive Institutional Context"**, *Asia-Pacific Researchers in Organization Studies, APROS 2005*, 11<sup>th</sup> International Colloquium, 4-7 December 2005, Melbourne, Australia.
- 2005 RODRIGUEZ, Charo & POZZEBON, Marlei. **"Power, Discourse, Collective Action: Exploring the Structuration Process of a Family Medicine Group Identity"** *European Group for Organizational Studies - EGOS 21<sup>st</sup> Colloquium*, July 2005, Berlin, Germany.
- 2004 POZZEBON, Marlei & RODRIGUEZ, Charo. **"The Discursive Construction of Configurable Artefacts: Following the First Steps of a Clinical Information System Project"**. 6<sup>th</sup> *International Conference on Organizational Discourse*, July 28-30 2004, Amsterdam, Netherlands.
- 2002 POZZEBON, Marlei & PETRINI, Maira. **"Impactos da Tecnologia da Informação sobre as Organizações: Desvendando o Paradoxo da Produtividade"**, *IX Congresso COPPEAD*, Rio de Janeiro, RJ.
- 2001 POZZEBON, Marlei et al. **"Meanings of Integrated Systems Implementation: Patterns of Negotiation and Cooperation"**. *European Group for Organizational Studies - EGOS 17<sup>th</sup> Colloquium*, July 5-7 2001, Lyon, France.
- 1997 POZZEBON, Marlei, DORNELAS, Jairo & SOARES, Rodrigo. **"Analysis of Brazilian Telephone Deregulation"**, *BALAS Proceedings – Business Association of Latin American Studies*, 1997, vol. 2, Rio de Janeiro, Brazil.

### **Participation at National and International Forums**

- 2008 ICA Pre-Conference 2008 - "What is an Organization? Materiality, Agency & Discourse", May 21-22, Montreal.
- 2008 3<sup>ème</sup> *Salon de la Business Intelligence*, 9 april 2008, Palais de Congrès de Montréal (FIQ Section de Montréal)

- 2007 2<sup>ème</sup> Salon de la Business Intelligence, avril 4 , 2007, Palais de Congrès de Montréal (FIQ Section de Montréal)
- 2006 Global Microcredit Summit 2 - Halifax, Canada, November 12-15, 2006
- 2006 V World Social Forum – Porto Alegre, RS, Brazil, 26-31 January 2006

## **ORGANIZATION ACTIVITIES**

### **Member of Editorial Boards**

From 2008 – Associated Editor of IT&P – Information Technology & People

<http://www.itandpeople.org/homepage.htm>

From 2008 – Associated Editor of RAE – Revista de Administração de Empresas (Brazil)

<http://www.rae.com.br/rae/index.cfm>

From 2008 – Senior Editor of Revista Organizações em Contexto (Brazil)

<http://mjs.metodista.br/index.php/roc>

From 2006 – Member of the Editorial Board of JISTEM - Journal of Information Systems and Technology Management (Brazil)

<http://www.iistem.fea.usp.br/index.php/iistem/about/editorialTeam>

### **Services to the academic community, organization of conferences and special issues**

#### **2010**

- Guest editor of a Special Issue on "Social Use, Implications and Impacts of ICT in Latin America", RAE (Revista de Administração de Empresas), Guest editors: Marlei Pozzebon (HEC Montreal), Eduardo Diniz (FGV-EAESP), and Nicolau Reinhardt (FEA-USP)
- Co-organizer of an ICT4D workshop “Developing Microfinance Technology” in London, December 2010. Organizers: Ed Cutrell (Microsoft India); Eduardo Diniz (FGV Brazil); Bernhardt Nett (Siegen University Germany); Marlei Pozzebon (HEC Montreal Canada); Volker Wulf (Siegen University Germany).
- Co-organizer of a practitioner workshop, in collaboration with FGV-EAESP, in Sao Paulo about inclusive finance: 23<sup>rd</sup> of April.
- Mini-track chair for Mini-track “ICT and inclusive finance”, Track “Social Inclusion”, Conference AMCIS 2010 – American Conference on Information Systems, August 2010, Lima Peru. Organizers: Marlei Pozzebon (HEC Montreal), Eduardo Diniz (FGV-EAESP), and Lauro Gonzales (FGV-EAESP).

#### **2009**

- Co-organizer of two workshops in Sao Paulo, in collaboration with FGV-EAESP, about inclusive finance: 20<sup>th</sup> of May and 15<sup>th</sup> of October.
- Assessment of an application to the Standard Research Grants program of the Social Sciences and Humanities Research Council of Canada.

## **2008**

- Associate Editor for the Track Research Methods - ICIS 2008 – International Conference of Information Systems, December 15-17 2008, Paris, France.
- Co-organizer of a workshop in Sao Paulo about inclusive finance: 6-7 March 2008.
- Member of the Scientific committee of the *Journees approches critiques en management* – June 23, 2008, Lyon, France.
- Chair Session - Environment & Social Responsibility Track – ASAC 2008 Managing the Responsible Enterprise, May 25-27, 2008, Halifax, Nova Scotia.
- Faculty member of ECIS Doctoral Consortium, Chair: Eric Van Heck; Faculty: Shirley Gregor, Marlei Pozzebon, Susan Scott, Arun Sundararajan, Erica Wagner, June 5-8, 2008, Galway, Ireland.
- Invited member of the AIS Membership Task Group  
<http://ais.affiniscape.com/displaycommon.cfm?an=1&subarticlenbr=358>
- Faculty member of the Peer Review Committee FQRSC Doctoral Scholarships Grants Competition.

## **2007**

- Session Coordinator: Iniciativas de Inteligência de Negócios, Inteligência Competitiva e Gestão do Conhecimento. September 25, Enanpad, Rio de Janeiro, Brazil.
- Faculty member of the Peer Review Committee FQRSC Doctoral Scholarships Grants Competition.

## **2006**

- Honorary member of the Desautels Doctoral Students Society (DDSS) – McGill University
- Participant – Information Systems Track – ASAC 2006, June 2-6, 2006, Banff, Canada.
- President / Atelier C2: *Changement organisationnel et regulation au sein d'entreprises d'économie sociale* 8<sup>e</sup> Colloque annuel des étudiants de cycles supérieurs *du CRISES*. March 9-10, 2006. Samuel Bronfman Building, Université Concordia

## **2005**

- Associate Editor for the Track Global IT Management - ICIS 2005 – International Conference of Information Systems, December 11-14, 2005, Las Vegas, Nevada.
- Faculty member of the scientific committee of AIMS (prize best PhD thesis AIMS/FNEGE 2005)

## **Reviewer activities (need update)**

- *Evaluation of articles for journals:*
  - Organisation Studies (2009-1; 2008-1; 2007-2; 2006-2),
  - MIS Quarterly (2007, 2004-2, 2003-2),
  - Journal of Strategic Information Systems (2004-2),
  - European Journal of Information Systems (2008, 2007, 2006),
  - Information and Organization (2009, 2007),
  - Information Technology and People (2006, 2005-2),
  - Management International (2006),

- Advances in Management Information Systems (2005),
- The DATABASE for Advances in Information Systems (2005, 2003),
- Human Relations (2005),
- Revue Internationale de Cas HEC Montréal (2005-3, 2004, 2003-2),
- Journal of the AIS (2008-2),
- Brazilian Administration Review (2008-3),
- Revista de Administração Contemporânea (2006).
- *Evaluation of cases as AE (under invitation) of a journal:*
  - Revue Internationale de Cas HEC Montréal (2008-2).
- *Evaluation of book chapters:*
  - Handbook of Research on Contemporary Theoretical Models in Information Systems (2008),
  - Enterprise Resource Planning for Global Economies: Managerial Issues and Challenges (2007),
  - Data Mining Applications for Empowering Knowledge Societies (2007).
- *Evaluation of articles for conferences :*
  - International Conference on Information Systems (2008-3, 2007, 2005, 2004-2, 2001),
  - AOM - Academy of Management Conference (2005-3, 2004, 2003),
  - IFIP WG 8.2 (2008, 2007, 2004),
  - Administrative Sciences Association of Canada Conf (2009, 2008, 2007, 2006, 2004),
  - American Conference on Information Systems (2007, 2001-4, 2000, 1998),
  - Association internationale de management stratégique (2007),
  - Congresso Anual de Tecnologia de Informação (2006-2),
  - ENADI - Encontro de Administracao da Informacao da ANPAD (2009-X),
  - Encontro Nacional da ANPAD (2009-X; 2006-3, 2005-2, 2004-2),
  - III SBSI (2006),
  - EDAS - Simpósio de Sistemas de Informação – Brazil (2004-2)

## **Research groups**

- GRIDD – *Groupe de Recherche Interdisciplinaire en Développement Durable (Interdisciplinary Research Group on Sustainability)* [http://expertise.hec.ca/gridd/?page\\_id=6](http://expertise.hec.ca/gridd/?page_id=6)  
Director from 2010; member from 2007
- CRISES – *Centre de recherche interuniversitaire sur les innovations sociales (Social Innovation Interuniversity Research Group)*  
<http://www.crisis.uqam.ca/membres.html?letter=P>  
Regular member from 2009; associated member from 2004
- CIRAIG - *Centre interuniversitaire de recherche sur le cycle de vie des produits, procédés et services (Interuniversity Research Centre for the Life Cycle of Products, Processes and Services)* [http://www.ciraig.org/en/fiche\\_marlei\\_pozzebon\\_e.html](http://www.ciraig.org/en/fiche_marlei_pozzebon_e.html)  
Member from 2008
- *IFIP Working Group 8.2* : <http://ifipwg82.org/content/mission>  
Member from 2007

- GRAI - *Groupe de recherche en affaires internationales (International Business Research Group)* - <http://hecmontrealgrai.wordpress.com/>  
Member from 2010.
- GRESI - *Groupe de recherche en systèmes d'information (Information Systems Research Group)* - <http://www2.hec.ca/gresi/>  
Director from 2007 to 2009; member from 2002 until 2010.

## **RESEARCH GRANTS**

### **Awarded research projects (external agencies)**

- 2008-2011 - POZZEBON, Marlei and DINIZ, Eduardo (FGV-EAESP). «Information technology applications that improve microcredit». CRSH: 103,000.00 \$
- 2008-2011 - POZZEBON, Marlei. «Information technology applications and local development: lessons from studies at the community level». CRSH: 76,230.00 \$
- 2008-2010 - DINIZ, Eduardo (FGV-EAESP) and POZZEBON, Marlei. «The role of ICT based bank channels in improving microcredit: learning from the Brazilian experience» CRDI: 255,900.00 \$
- 2005-2008 - POZZEBON, Marlei. «Information technology and corporate social responsibility». FRSCQ : 38,488.00 \$
- 2004-2007 - RODRIGUEZ, Charo (McGill), POZZEBON, Marlei and PHILLIPS, Nelson (Cambridge). «The implementation of clinical information systems in multi-hospital health centers ». CIHR: 125.376,91 \$.
- 2003–2004 - PETRINI, Maira (FGV-EAESP) and POZZEBON, Marlei. “Aprendendo com a implementação de ERP: um estudo comparativo entre Brasil e Canadá”, FGV – Fundação Getulio Vargas, NPP – Nucleo de Pesquisa e Publicação, 14.100 R\$

### **External Contracts**

- 2009-2010 - POZZEBON, Marlei and PIOLAT, Jerome. «Template Energy Sector and the Management of Sustainability». ATPWare Software, 9.840,00 \$

## **SUPERVISION OF GRADUATE STUDENTS**

### **Supervision of PhD thesis (in progress)**

- Winkler, Ingrid « Limites e possibilidades das articulações sociopolíticas de uma rede de mobilização civil no Brasil”, (visiting student at HEC Montreal) UFBA.

### **Supervision of PhD thesis (finished)**

- Birochi, Rene, «E-learning and microcredit», co-supervision (visiting student period at HEC Montreal) with Prof. Fernando Meirelles, FGV-EAESP.

- Luz, Dinora Vera, «Transformation des pratiques et des relations des organizations du secteur minier artisanal autour de la durabilité locale: presence de logiques de conventions et d'ordre négocié»; co-supervision with Prof. Emmanuel Raufflet, HEC Montreal.
- Martin Jayo «Correspondent banking and microcredit delivery in Brazil», co-supervision (visiting student period at HEC Montreal) with Prof. Eduardo Diniz, FGV-EAESP.
- Petrini, Maira, «Business intelligence and corporate social responsibility », co-supervision with Prof. Fernando Meirelles, FGV-EAESP.
- Alexandre Barbosa « Electronic models in Brazil », co-supervision (visiting student period at HEC Montreal) with Prof. Eduardo Diniz, FGV-EAESP.

### **Supervision of post-doctoral projects**

- Tania Pereira Christopoulos “Social and performance indicators”. December 2010 - February 2011
- Alexandre Barbosa “Rethinking E-Government Performance Assessment from a Citizen Perspective”. December-February 2010
- Sonia Tello-Rozas. “Nossa Sao Paulo”. March-December 2010
- Maria Alexandra Cunha; “E-democracy and ICT”. March-Mai 2009

### **Member of thesis defense committees - Ph.D. students**

- June 22, 2010 – Member of the thesis defense committee – Adrian Kemmer Cernev – “*Mobile Banking no Brasil: Eventos Críticos, Trajetória e Cenários Esperados*” – PhD in Administration – FGV-EAESP (Brazil)
- March 15, 2010 – Member of the thesis defense committee – Martin Jayo – “*Correspondentes Bancários Como Canal De Distribuição De Serviços Financeiros: Taxonomia, Histórico, Limites e Potencialidades dos Modelos de Gestão de Redes*” – PhD in Administration – FGV-EAESP (Brazil)
- March 3, 2008 – Member of the thesis defense committee – Tania Pereira Christopoulos – “*A sustentação das comunidades virtuais de aprendizagem e de prática*” – PhD in Administration – FGV-EAESP (Brazil)
- March 3, 2008 – Member of the thesis defense committee – Alexandre Fernandes Barbosa – “*Governo eletrônico: dimensões da avaliação de desempenho na perspectiva do cidadão*” – PhD in Administration – FGV-EAESP (Brazil)
- March 3, 2006 – Member of the thesis defense committee – Maira Petrini – “*BI and sustainability*” – PhD in Administration – FGV-EAESP (Brazil)
- May 20, 2005 - Member of the thesis defense committee – Luis Moulinié - « *Les deux réalités de Linux : compétitif au marché spécialisé, marginalisé au marche de masse* » - PhD in Administration – Université du Québec à Montréal.

### **Member of phases II and III committees - Ph.D. students**

- 2006-2009 Hamid Nach; Member of Phase II and III, Ph.D. candidate in administration, UQAM; Supervisor : Albert Lejeune (Synthesis Exam : September 2007)
- 2005 - Manon G. Guillemette. Member of Phase III - Ph.D. in administration, HEC Montréal; Supervisor: Guy Paré.
- 2004 - Mihai Ibanescu. Member of the Phase II and III, Ph.D. candidate in administration, Université du Québec à Montréal; Supervisor: Serghei Floricel.

### **Supervision of M.Sc. students (in progress)**

- Poitras, Jean-Emmanuel, «La responsabilité sociale d'entreprise stratégique au « bas de la pyramide »; le cas de Coelce au Nord-est du Brésil. » Co-supervision : Luciano Barin Cruz
- Duquette, Sara, "Microfinance institutions and financial performance". Co-supervision : Benoit Dostie
- Nohad Adra, "Microfinance Institutions in Lebanon: the case of Al-Majmoua"
- Marchesseault, Charlotte, "Mundo-Jeri". Co-supervision : Luciano Barin Cruz

### **Supervision of M.Sc. students (finished)**

- Deysi Vargas, «Business intelligence and the health care sector», co-supervision with Guy Paré. (2010)
- Frederic Lavoie « Understanding the conditions for transferability and local appropriation of microcredit methodologies», co-supervision with Emmanuel Raufflet. (2010)
- Cardinal, Alain «Integration of BSC, OVAR et Kimball methodologies», co-supervision with Éric Lefebvre (ETS École de technologie supérieure) (September 2009)
- Lahaise, Catherine «Élaboration d'une solution d'intelligence d'affaires dans le cadre d'un projet de développement durable». (May 2009).
- Kamar, Theodore «Les bénéfiques tangibles et intangibles d'un projet d'intelligence d'affaires». (November 2008).
- Albernhe-Lahaie, Melisa: « Étude des antécédents (conditions initiales) influençant l'émergence de comportements de résistance suite à l'implantation d'un système d'information clinique » co-supervision with Liette Lapointe (January 2008).
- Zaoui, Nour « Émergence de la résistance des médecins et infirmier (ères): un processus de sensemaking multiniveaux » (January 2008).
- Tremblay, Catherine: «L'apport des Systèmes d'Information Interorganisationnels (SIIO) à la performance relationnelle» (June 2007).
- Imène Drir « CRM at Emergis » (October 2007).
- Chehmana, Aurèle: « Analyse du processus d'échange des connaissances tacites en contexte de délocalisation TI » co-supervision with Benoit Aubert (July 2007).
- Nabil, Taydi: « *Une approche intégrée et dynamique pour les projets d'intelligence d'affaires: Une synthèse des méthodologies, techniques et outils* » (December 2006).

- Nguyen, Thuy-quynh-tram « Solution d'administration pour Trity Inc » M.Sc. in electronic commerce (June 2006)
- Desjardins, Gabriel Aubert: « L'émergence de la résistance des utilisateurs des technologies de l'information en contexte de pré-implantation, un processus de sensemaking : études de cas en milieu hospitalier », co-supervision with Liette Lapointe (December 2005).
- Benayed, Ghazi : « Le modèle de leadership e-valeur des projets d'évolution électronique », (July 2004).

### **Supervision of MBA students (finished)**

- 2008 – Supervised team project – Guilherme Belassiano, Leonardo Kuan, Vanessa Malik, Gaspard Petit - Business case for microcredit - ICT: Unlocking the potential of Correspondent Banking in Brazil an analysis of how technology in correspondent banking can enhance microcredit operations
- 2007 – Individual project - Guy Grenier – Les PME et les solutions de logiciels de gestion alternatifs.
- 2005 – Individual project - Sylvie Vachon – L'évolution des affaires électroniques chez RONA entre 2000 et 2003.

### **Member of M.Sc evaluation committees**

#### **2010**

- François Boisvert; « Le développement touristique à Utila au Honduras : une île dans l'économie d'archipel »; Director : Kuan-Luis Klein (UQAM).
- Julie Chapdelaine; « Une exploration du rôle des espaces physiques comme vecteur de créativité organisationnelle »; Director : Laurent Simon.
- Marie-Pierre Charrette; « Stage chez Grupo Cortefiel » Director : Gundula Lucke (supervised project)
- Rosalie Trépanier-Blais; « Étude comparative des pratiques marketing des commerçants chinois et sénégalais au Sénégal »; Director : Johanne Brunet
- Irina Bundaru; «Analyse du développement de l'industrie cinématographique roumaine des dix dernières années»; Director : Johanne Brunet and Renaud Legoux.

#### **2009**

- M.Sc.: Réjean Dong Hai Nguyen, «Finance, microfinance et developement durable : étude de cas sur la vision de la triple performance »; Director : Marie-Claire Malo
- M.Sc.: Veronique Mauro, «Le developpement organisationnel des organisations non gouvernementales internationales »; Director : Jahan Ara Peerrally
- M.Sc. : Justine Quenneville-Éthier; « Le développement industriel régional : le cas de Rio Tinto Alcan »; Director : Bernard Sinclair-Desgagné.

#### **2008**

- M.Sc.: Annick Gagnon; «Étude des partenariats entre les organisations non gouvernementales environnementales et les entreprises»; Director : Bernard Sinclair-Desgagné.

- M.Sc.: Rudy Jean; «Étude du rôle que joue la confiance initiale dans l'adoption des technologies de l'information»; Director : Henri Barki.

### **2007**

- M.Sc.: Adama Zoumanigui; «IBM Internship report: marketing analytics case studies»; Director : Jacques Robert.
- M.Sc.: Jean-Nicolas Malek; «Recours à Internet comme source d'information sur la santé et possibilités de responsabilisation personnelle»; Director : Guy Paré.
- M.Sc.: Miao He; "The modulation of the project manager's influence tactics in relation to the types of IS development projects"; Director : Vital Roy et Carmen Bernier.
- M.Sc.: Marie-Eve Tetreault "Vers le bureau sans papier: etude des interventions organisationnelles en gestion de changement et leurs impacts sur les perceptions et les preoccupations de l'utilisateur"; Director : Carmen Bernier et Celine Bareil.

### **2006**

- M.Sc.: Marco Perez; « La mise en œuvre des progiciels intégrés de gestion : les mécanismes d'intégration mis en place et utilisés par les entreprises »; Director : André Tchokogué.

### **2005**

- M.Sc.: Gailor Huang; « L'impact des différences culturelles sur la perception d'adéquation entre la tâche et la technologie »; Director : Line Dubé.
- M.Sc.: Martin Denis; « Les rôles prédominants du chef de projet en système d'information selon le model d'approvisionnement retenu »; Director : Vital Roy & Carmen Bernier.

### **2004**

- M.Sc.: Olga Lucia Castro Garcia; « Facteurs d'adoption de XML dans les entreprises »; Director : Olivier Gerbé.
- M.Sc.: Nicole Béland; « L'appropriation en contexte d'implantation de ERP : démystification et implication sur le succès »; Director : Guy Paré
- M.Sc.: Marie-Claude Racine; « L'innovation dans les services. Le cas d'un service conseil en contexte de haute technologie »; Director: Silvia Ponce

### **2003**

- M.Sc.: Alain Pilon; « Un système de gestion de la connaissance pour le MACM »; Director : Olivier Gerbé
- *M.Sc en Commerce Électronique* : Lassaad Ghachem; « Le développement des sites Web en Tunisie : Cas des institutions financières »; Director : Hugues Boisvert
- *M.Sc.: Maîtrise en Commerce Électronique* : Samuel Fosso Wamba; « Étude du profil des firmes qui adoptent le commerce électronique en mode sans-fil au Canada et en Scandinavie »; Director : Pierre-Majorique Léger

## **Internship supervision (BAA)**

### **2007**

- Student: Mathieu Lefebvre (January-September 2007)
- Student: Camille Saliou (May-December 2007)

- Student : Annabelle Roux (May-September 2007)
- Student : Nicolas Guay (May-September 2007)
- Student: Henri Trouillard (June-December 2007)
- Student : Kim Mazzilli (January-September 2007)
- Student : Stéphanie Doyon (June-September 2007)
- Student: Willy Chamand (June-December 2007)

#### **2006**

- Student : Chama Bargach (July-September 2006)
- Student : Geneviève Chartrand (May-September 2006)
- Student : Mehdi Rahimi (May-September 2006)

#### **2005**

- Student :Jonathan Grimaudo (June-December 2005)
- Student : Stéphanie Rizk (June-August 2005)

#### **2004**

- Student: Benoit Hébert (August 2004-January 2005)

#### **Other supervision activities / Autres activités de supervision**

- 1998 - Back, Fábio Luís “Projetando um Data Warehouse utilizando ferramentas”, Informatics/Unisinos, 1998 (Brazil)
- 1998 - Schmidt, Higino Arthur Perea. “Marketing na Internet: uma Análise do Uso desta Tecnologia pelas Empresas Brasileiras Relacionadas ao Comércio Exterior”, Business Administration/Unisinos, 1998 (Brazil)
- 1998 - Botega, Cláudia. “Data Warehouse: uma poderosa ferramenta de apoio ao marketing das empresas”, Informatics/Unisinos, 1998 (Brazil)
- 1998 - Beninga, Leozimar. “Panorama da Utilização dos Sistemas EIS no Segmento Empresarial Gaúcho”, Informatics/Unisinos, 1998 (Brazil)
- 1997 - Bonotto, Fernando Carlos “Sistema de Controle de Estoques para uma Empresa do Ramo de Ferragens”, Business Administration/UFRGS, 1997 (Brazil)

#### **ADMINISTRATIVE ACTIVITIES**

##### **2009-2010**

Member of CER - *Comité d'éthique de la recherche de HEC Montreal*

Director of the GRIDD (*Groupe de Recherche Interdisciplinaire en Développement Durable*)

Coordinator of Summer Schools programs of HEC Montreal (SEAI)

##### **2008-2009** \*\*\* Sabbatical year \*\*\* \_

Academic Director - International Projects Brazil-Canada

Director of the GRESI (Research Group on Information Systems)

### **2007-2008**

Academic Director - International Projects Brazil-Canada  
Director of the GRESI (Research Group on Information Systems)  
Membre of « Conseil de la recherche – Direction de la Recherche - HEC Montreal »  
Vice-president « à l'exécutif de l'Association des professeurs (AP) de HEC Montreal »  
Coordination of the program *DESS Affaires Électroniques*  
Professor responsible for « stages in entreprises » (Programme BAA).  
Coordination of course 4-705-96 - *Technologies de l'information en gestion* (Programme D.E.S.S.)  
Coordination of the proposal of new courses for the MBA on Sustainable Development

### **2006-2007**

Pedagogical coordination - International Projects Brazil-Canada  
Vice-president of the « Association des professeurs (AP) » at HEC  
Coordination of the program *DESS Affaires Électroniques*  
Responsible Professor for « stages in entreprises » (Programme BAA).  
Coordination of course 4-705-96 - *Technologies de l'information en gestion* (Programme D.E.S.S.)  
Coordination of the proposal of new courses for the MBA on Sustainable Development

### **2005-2006**

Coordination of course 4-705-96 - *Technologies de l'information en gestion* (Programme D.E.S.S.)  
Responsible Professor for « stages in entreprises » (Programme BAA).

### **2004-2005**

Responsible « Jeux du Commerce 2004 - Équipe TI » (80 h)  
Responsible Professor for « stages in entreprises » (Programme BAA).  
Coordination of course MBA 52-701-02 - *Technologies de l'information en gestion* (Programme MBA)

### **Services to the academic community (internal)**

From 2002: Participation to the new professors recruiting process (STI).  
From 2002: Participation to the MsC and PhD students' selection  
2009-2010: Participation to the supervised projects and MsC and PhD students' selection  
2006-2007: Evaluation of applications (research dimension) to tenure track promotion  
2007-2008: Evaluation of applications (research dimension) to tenure track promotion  
2009-2010: Evaluation of applications (research dimension) to titular promotion

## TEACHING ACTIVITIES

### Ph.D. Program

Winter 2008

- 80-710-96, IT: *Analyse critique de la recherche en systèmes d'information*, HEC Montréal, “Un regard structurationniste sur les TI” (9 h), January 2008.

Winter 2007

- 80-710-96, IT: *Analyse critique de la recherche en systèmes d'information*, HEC Montréal, “Un regard structurationniste sur les TI” (9 h), March, 2007.

Winter 2006

- 80-710-96, IT: *Analyse critique de la recherche en systèmes d'information*, HEC Montréal, “Un regard structurationniste sur les TI” (9 h), April, 2006.
- MGMT 707, Management: General Research Methods, McGill University, “Critical Interpretive Research” (3 h), March, 24 2006.

Winter 2005

- 80-710-96, IT: *Analyse critique de la recherche en systèmes d'information*, HEC Montréal, “Un regard structurationniste sur les TI” (9 h), April, 6 2005.
- MGMT 707, Management: General Research Methods, McGill University, “Critical Interpretive Research” (3 h), March, 11 2005.

Winter 2004

- MGMT 707, Management Course: General Research Methods, McGill University, “Critical Interpretive Research” (3 h), March, 4 2004.

### MSc. Program

Autumn 2010

- 6-013-06– *Methodes de recherche qualitative en affaires international*, HEC Montréal (45h).

Winter 2010

- 6-011-06 - *Gestion des transferts internationaux de technologie*, HEC Montréal (45h).
- 6-026-09 - *Intelligence d'affaires internationales*, HEC Montréal (45h).

Winter 2008

- 6-700-03 - IT: Seminar in IS : *TI et l'entreprise numérique*, HEC Montréal (45 h), (Course shared with Carmen Bernier).

Summer 2007

- 6-701-03 - IT: Seminar in IS : *TI et l'intelligence d'affaires*, HEC Montréal (45 h).

Winter 2007

- 6-700-03 - IT: Seminar in IS : *TI et l'entreprise numérique*, HEC Montréal (45 h) (Course shared with Carmen Bernier).

Summer 2006

- 6-701-03, IT: Seminar in IS : *TI et l'intelligence d'affaires*, HEC Montréal (45 h), May 11- Juin 26, 2006 (Course shared with Denis Paradis).
- Participation at the Research Atelier coordinated by Gilles Caporossi, “ Intelligence d'affaires – une perspective de gestion de projets”, 24 april 2006, (2 h)

Summer 2005

- 6-700-03, IT: Seminar in IS : *TI et l'entreprise numérique*, HEC Montréal (45 h), May 12- Juin 9 2005 (Course shared with Carmen Bernier).

Winter 2005

- Participation at the Research Atelier coordinated by Guy Paré. “La transformation d’un intérêt de recherche en une question de recherche bien ciblée”, January 21, 2005, (1H30)
- Participation at the Research Atelier coordinated by Gilles Caporossi, “ Intelligence d’affaires – une perspective de gestion de projets”, April 25, 2005, (2 h)

### **MBA Program**

Summer 2008

- 53-092-05 – Campus Abroad Brazil, period 7, 3 credits, 20 students

Winter 2008

- 52-701-02 -*Technologies de l’information en gestion*, period 4, 3 credits, 25 + 25 students

Summer 2007

- 53-092-05 – Campus Abroad Brazil, period 7, 3 credits, 14 students

Winter 2007

- 52-701-02 -*Technologies de l’information en gestion*, period 6, 3 credits, 23 + 28 students
- 52-701-02 -*Technologies de l’information en gestion*, period 4, 3 credits, 38 + 34 students

Winter 2006

- 52-701-02 -*Technologies de l’information en gestion*, period 4, 1.5 credits, 46 students
- 52-701-02 -*Technologies de l’information en gestion*, period 6, 1.5 credits, 36 students

Fall 2005

- 52-701-02 -*Technologies de l’information en gestion*, period 2, 1.5 credits, 26 students

Winter 2005

- 52-701-02 -*Technologies de l’information en gestion*, period 5, 1.5 credits, 40 students
- 53-721-03 - *Technologies de l’information et intelligence d’affaires*, period 6, 1.5 credits, 15 students

Fall 2004

- 52-701-02 -*Technologies de l’information en gestion*, period 3, 1.5 credits, 40 students
- 52-701-02 -*Technologies de l’information en gestion*, period 3, 1.5 credits, 40 students

Winter 2004

- 52-701-02 -*Technologies de l’information en gestion*, period 5, 1.5 crédits, 40 students
- 53-721-03 - *Technologies de l’information et intelligence d’affaires*, period 6, 1.5 crédits, 15 students

### **DESS Program**

Winter 2006

- 4-705-96 –*Systèmes d’information en gestion*, 1.5 credits, 32 students

### **BAA Program**

Summer 2010

- 2-0-31--09 - Campus Abroad: Brésil, 3 credits, 21 students

Fall 2004

- 2-700-04 - *Technologies de l'information en gestion*, 3 credits, 64 students
- 2-700-04 - *Technologies de l'information en gestion*, 3 credits, 67 students

Fall 2003

- 2-700-96 - *Technologies de l'information en gestion*, 3 credits, 58 students
- 2-700-96 - *Technologies de l'information en gestion*, 3 credits, 58 students

Winter 2003

- 1-050-96 - *Entreprise en action*, 6 credits, around 300 students
- 1-050-96 - *Entreprise en action*, atelier, 69 students
- 1-050-96 - *Entreprise en action*, atelier, 63 students

Fall 2002

- 1-050-96 - *Entreprise en action*, 6 credits, around 1000 students
- 1-050-96 - *Entreprise en action*, atelier, 69 students
- 1-050-96 - *Entreprise en action*, atelier, 63 students

Winter 2002

- 1-050-96 - *Entreprise en action*, around 300 students

Fall 2001

- 1-050-96 - *Entreprise en action*, around 1100 students

Winter 2001

- 1-050-96 - *Entreprise en action*, around 300 students

### **Teaching experience in Brazil**

1997-1998: LA SALLE, Centro Educacional La Salle de Ensino Superior (Brazil)

- *Information engineering and data modelization* (Informatics Bachelor)
- *Direction's Information Systems* (MBA Program)

1997-1998: UNISINOS – Universidade do Vale do Rio dos Sinos (Brazil)

- *Information Systems Management* (B.A.A.)
- *Information Management* (Informatics Bachelor)

1996: UFRGS – Faculty of Administration (Brazil)

- *Operation's Management* (B.A.A.)
- *Information Systems Management* (B.A.A.)

### **Executive Education**

2010

Executive Program – *Les bases d'un MBA*

Chair of the IT Module

2008, 2009

Seminar : *Technologies de l'information et intelligence d'affaires*

Chairs : Marlei Pozzebon et Alain Cardinal

2005-2006

Seminar : *Technologies de l'information et intelligence d'affaires*

Chairs : Marlei Pozzebon and Denis Paradis

2006, 2007, 2008, 2009

Executive Program - *Fonctions, enjeux et stratégies de l'entreprise*

Chair of the IT Module

### **International projects**

2007; 2008

FGV-EAESP (at HEC Montreal)

- Seminar: Management of Innovation and Leadership (BAA)
- Theme I: The strategic role of electronic marketplaces (3h)
- Theme II: Corporate strategy and business intelligence (3h)

Coordinator and Moderator: Marlei Pozzebon

2005; 2006; 2007; 2008; 2009; 2010

UNISINOS – Universidade do Vale do Rio dos Sinos (at HEC Montreal)

- Seminar: « Management For Innovation and Leadership (BAA) »
- Theme I: IT and local development (3h)
- Theme II: IT and social responsibility (3h)

Coordinator and Moderator: Marlei Pozzebon

2005; 2006; 2007

Universidade Federal de Brasilia (at HEC Montreal)

- Seminar: « International Seminar Social Management and Labor (MSc.) »
- Theme I : IT and local development (3h)
- Theme II : IT and social responsibility (3h)

Moderator: Marlei Pozzebon

### **Invited professor**

2010

FGV – Fundacao Getulio Vargas Sao Paulo - EAESP

- SEMESP – Theries in IS research (M.Sc. and Ph.D.)  
September-October-November 2010 – 18h
- Research methods (M.Sc. and Ph.D.)  
September-October 2010 (9h)

2009

UPPR – Universidade Federal do Parana

- MSc and PhD Seminar Emergent theoretical approaches in IS (M.Sc. and Ph.D.)  
April 2009 – 20h

FGV – Fundação Getulio Vargas Sao Paulo - EAESP

- SEMESP - Emergent theoretical approaches in IS (M.Sc. and Ph.D.)  
October-November 2009 – 18h
- Research methods (M.Sc. and Ph.D.)  
April 2009 (3h); October-November 2009 (9h)

2008

FGV – Fundação Getulio Vargas Sao Paulo - EAESP

- SEMESP - Emergent theoretical approaches in IS (M.Sc. and Ph.D.)  
October 2008 – 18h
- Electronic markets - the case of Holambra (International students)  
October 2008 – 2h
- Research methods (M.Sc. and Ph.D.)  
October 2006 – 9h

2007

FGV – Fundação Getulio Vargas Sao Paulo - EAESP

- SEMESP - Emergent theoretical approaches in IS (M.Sc. and Ph.D.)  
1-29 October 2007 – 18h
- Electronic markets - the case of Holambra (International students)  
25 October 2007 – 2h
- Research methods (M.Sc. and Ph.D.)  
1, 22, 29 October 2006 – 9h

2006

FGV – Fundação Getulio Vargas Sao Paulo - EAESP

- Research Methods in Information Systems (M.Sc and Ph.D.)  
13-28 July 2006 – 30h
- Electronic markets - the case of Holambra (M.Sc and Ph.D.)  
16 August 2006 – 2h
- Research methods (M.Sc and Ph.D.)  
21 August 2006 – 3h

2004-2005-2006

PUC-RS - Pontificia Universidade Católica do Rio Grande do Sul, Faculdade de Administração, Contabilidade e Economia

- Course: **“Inteligência de Negócios”** (M.Sc)  
16-20 August 2004 - 15h  
12-22 September 2005 – 15h  
01-05 September 2006 – 15h

### **Executive Education (consultancy)**

- Conference for executives 'Informatisation des Processus d'Affaires', at Laval, june 5, 2003.
- Seminar 'Benchmarking et Indicateurs de Performance', at Laval, september 9, 2003.
- Seminar 'Benchmarking et Indicateurs de Performance', at *Financière Banque Nationale*, December 15, 2003
- Course « Ingénierie des Tableaux de bord », at *Industries de la Rive Sud*, Ste-Croix (Québec), march 15, 2004.
- Course « Ingénierie des Tableaux de bord », at Laval, march 25, 2004.
- Course « Ingénierie des Tableaux de bord », at Laval, april 29, 2004.
- Course « Ingénierie des Tableaux de bord », at Laval, may 20, 2004.
- Course « Ingénierie des Tableaux de bord », at Ste-Foy, June 10, 2004.

### **Continual education and participation in internal seminars**

- 2009 Atelier Strategic A (cases writing)
- 2008 Atelier NVivo
- 2007 Atelier Strategic A (cases writing)
- 2003 Case Teaching Workshop (20 hours)
- 2000 Séminaire Alfred-Houle (Université Laval)

### **Technical education (Brasil) (1988-1998)**

- Consulting Training - Gartner Group (32 hours) – 1998 (february);
- Interface and Software Ergonomics (6 hours) – 1996 (august);
- Multidimensional Database (16 hours) – 1995 (july);
- Lightship (language) (40 hours) – 1995 (july);
- Internal teaching – Training (28 hours) – 1994 (december);
- Executive Information Systems (14 hours) – 1994 (november);
- Information Engineering Methodology (15 hours) – 1994 (november);
- Focus/EIS (language) (18 hours) - 05/94; MS Excel 4.0 (20 hours) – 1994 (may);
- Extended Operational Systems (16 hours) – 1992 (february);
- Adabas (language) (18 hours) – 1991 (august);
- Natural II (language) (60 hours) – 1990 (december);
- JCL (language) (36 hours) – 1990 (october);
- DB2 Programming (15 hours) – 1989 (august);
- PLI/BATCH, PLI/DB, PLI/DC-ADS Programming (240 hours) – 1989 (august);
- PLI/DC ADS Programming (96 hours) – 1989 (august);
- PLI/BATCH Programming (120 hours) – 1989 (july);
- RPF Language (40 hours) – 1989 (july);
- Fundamentals of Programming (40 hours) – 1988 (july);
- Cobol Language (100 hours) – 1988 (may);

- Fundamentals in Programming Logic and Structured Programming (60 hours) – 1988 (april);

### **Other activities**

From 2007 – Brazilian *bateria* – Le Bloco

From 2007 – Samba & bossa nova – Grupo Roda de Samba

2006 - African dance - Samajam

2006 – Brazilian Percussion - Samajam

2004, 2005, 2006 - *Tango Libre*

2009

Documentary : Autazes (Amazonia); Direction: Claudia Gamma

2004

Short film: Fluide à glacier, Direction: Fred Meunier and Ivo Cimmino

Participation as actrice

2003 (June 8<sup>th</sup> and 16<sup>th</sup>)

*Théâtre Libre* 6th edition : « Dans la gueule du lion », at: Lion d'or

Participation at the coordination, Author of: *La joie de Tatit* (inspired by the music "Felicidade" of Luiz Tatit)

2002 (June 12<sup>th</sup> and 14<sup>th</sup>)

*Théâtre Libre* 5th edition: « Ne crachez pas dans l'aquarium », Local: Lion d'or

Participation at the coordination, Creation and Direction: Final Brazilian dance- Music: "Se você se for" (Timbalada, Choreography: Claudia Gama e Marlei Pozzebon)

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