

EDUCATION

Ph.D., Louisiana State University, Baton Rouge, LA 2000

Major: Management Information Systems

Minor: Management

Dissertation Title: *Virtual Teams: An Investigation of the Determinants of Team Effectiveness and the Contribution of Managerial Behavior Control*

Dissertation Chair: Prof. Blake Ives

M.B.A. Louisiana State University, Baton Rouge, LA 1998

Concentration in Management Information Systems

Laurea in Economia e Commercio Università di Pavia, Pavia, Italy 1995

(Major: Economics and Business Administration)

Thesis Title: *Positive Accounting Theory and the Information Content of Net Income Announcements: The Case of the Milan Stock Exchange.*

PROFESSIONAL DEVELOPMENT

Design Thinking, Hasso Plattner Institute of Design, Stanford University, Palo Alto, CA 2018

Teaching and Learning Studio, Faculty Workshop

Launching New Ventures, Harvard Business School, Boston, MA 2009

Executive Education Program (*invited faculty member*)

Delivering Information Services, Harvard Business School, Boston, MA 2006

Executive Education Program for CIOs (*invited faculty member*)

The Art and Craft of the Case Method, Harvard Business School, Boston, MA 2001

Professional Development Program for Educators

EDITORIAL POSITIONS

Editorial Board:

MIS Quarterly Executive (Editor in Chief: 2019 – 2022)

MIS Quarterly Executive (Senior Editor: 2014 – 2018; 2022 - present)

MIS Quarterly (Associate Editor: 2007 – 2008)

MIS Quarterly (Guest Associate Editor: 2005, 2009)

Decision Sciences (2005 – 2007)

Cutter Benchmark Review (Editor: 2005 - 2011)

Journal of Hospitality and Tourism Technology (2009 – 2015)

Cornell Hotel and Restaurant Administration Quarterly (2001 – 2015)

Hospitality Technology Magazine (2003 – 2014)

VISITING POSITIONS AND AFFILIATIONS

2023 Visiting Professor, Cornell SC Johnson College of Business (May – December)

2022 – 2023 Visiting Scholar, Sloan School of Management, MIT

2020 – 2022 Fellow at the MIT Center for Information Systems Research

2019 – Member of the Advanced Practices Council (APC) Research Advisory Board

2012 Distinguished Visiting Scholar, Chinese University of Hong Kong (Nov – Dec)

2012 Visiting Scholar, Harvard Business School (Summer)
2010 – 2013 Visiting Research Fellow, School of Hotel Administration, Cornell University

AWARDS AND HONORS

Fellow of the Association for Information Systems, December 2020
Best Information Systems Publication Award (2015) for the article: *Impact of Mobility and Timing on User-Generated Content*.
Member of the Senior Scholars in Information Systems (2012 - Present)
Research Award, Regione Autonoma della Sardegna (2011)
Decision Sciences Journal Best Paper Nominee (2009) for the article: *A Design Theory Approach to Building Strategic Net-based Customer Service Systems*
2003 Society for Information Management Paper Awards Competition (3rd Place)
International Conference on Information Systems Doctoral Consortium Alumnus, Charlotte, NC, December 1999

GRANTS AND AWARDS (PI or Member of research team)

Regione Autonoma della Sardegna (2018): 138,000 €
UBI Banca: 12,000 €
Accenture Italia: 7,500 €
Student Technology Fee Enhancement Fund (2018): \$51,396
Olinde Career Center LSU (2015-2019): \$80,000
CLHS (2014-2016): \$32,922
SEC faculty travel grant (2014): \$1,000
7Pixel, srl (2013-2015): 119,585 €
Advanced Practice Council of the Society for Information Management (2011-2014): \$65,000
Regione Autonoma della Sardegna (2011): 10,000 €
Regione Autonoma della Sardegna (2010): 26,946 €
Banco di Sardegna (2009): 6,000 €
Social Sciences and Humanities Research Council of Canada (2009): \$101,800 (Can)
Social Sciences and Humanities Research Council of Canada (2006): \$96,146 (Can)
Advanced Practice Council of the Society for Information Management (2004): \$5,000.
Center for Hospitality Research, Cornell University (2003): \$10,000
Teradata division on NCR, Corp. (2001): \$32,500
Marketing Science Institute (2001): \$12,500

BOOKS

- Piccoli G. and Pigni F. *Information Systems for Manager: Text and Cases*, 5th edition, 2021, Prospect Press, Burlington, VT (USA)
- Piccoli G. and Pigni F. Piccoli G. Essentials of *Information Systems for Manager*, 5th edition, 2021, Prospect Press, Burlington, VT (USA)
- Piccoli G. and Pigni F. *Information Systems for Manager: Text and Cases*, 4th edition, 2018, Prospect Press, Burlington, VT (USA)
- Piccoli G. and Pigni F. Piccoli G. Essentials of *Information Systems for Manager*, 4th edition, 2018, Prospect Press, Burlington, VT (USA)
- Piccoli G. and Pigni F. *Information Systems for Manager: Text and Cases*, 3rd edition, 2016, Prospect Press, Burlington, VT (USA)
- Piccoli G. and Pigni F. Piccoli G. Essentials of *Information Systems for Manager*, 3rd edition, 2016, Prospect Press, Burlington, VT (USA)
- Piccoli G. *Information Systems for Manager: Text and Cases*, 2nd edition, 2012, Wiley and Sons, Hoboken, NJ (USA)
- Piccoli G. and Pigni F. Piccoli G. Essentials of *Information Systems for Manager*, 2nd edition, 2012, Wiley and Sons, Hoboken, NJ (USA)
- Piccoli G. Essentials of *Information Systems for Manager*, 2012, Wiley and Sons, Hoboken, NJ (USA)
- Piccoli G. *Information Systems for Manager: Text and Cases*, 2007, Wiley and Sons, Hoboken, NJ (USA) ISBN: 0470087039X.

JOURNAL PUBLICATIONS

- Piccoli, G., Grover & V. Rodriguez, J., (2022). Digital strategic initiatives and digital resources: construct definition and future research directions. *The Journal of Strategic Information Systems* (33:2) p. 2289-2316. doi: <https://doi.org/10.1016/j.jsis.2024.101835>
- Wixom, B. H., Sebastian, I. M., Gregory, R. W., & Piccoli, G. (2023). Level Up to Strategic Data Sharing. *MIT Sloan Management Review*, 64(2), 1-6.
- Piccoli, G., Rodriguez, J., & Grover, V. (2022). Digital strategic initiatives and digital resources: construct definition and future research directions. *MIS Quarterly* (46:4) p. 2289-2316. doi: <https://doi.org/10.25300/MISQ/2022/17061>
- Wixom, B.H., Piccoli, G. and Rodriguez, J. (2021) Fast-Track Data Monetization with Strategic Data Assets, *MIT Sloan Management Review*, 62 (4), pp. 1-4.
- Rodriguez, J., Piccoli, G. and Watson, R. (2021) Seller Labs: Democratizing E-Merchants Competitiveness. *Communications of the Association for Information Systems*, forthcoming. ISSN: 1529-3181
- Palese, B., Piccoli, G. and Lui, T. (2021) Effective use of online review systems: Congruent managerial responses and firm competitive performance. *International Journal of Hospitality Management* 96 ISSN 0278-4319. DOI: 10.1016/j.ijhm.2021.102976

Piccoli, G., Pigni, F., Wixom, B.H. and Rodriguez, J. (2021) TRIPBAM: creating digital value at the time of the COVID-19 pandemic. *Communications of the Association for Information Systems*, forthcoming. ISSN: 1529-3181

Wixom, B.H. and Piccoli, G. (2020) Actioned Analytics Pave the Way to New Customer Value. *MIT Sloan Management Review Executive Guide* (<https://sloanreview.mit.edu/article/actioned-analytics-pave-the-way-to-new-customer-value/>).

Bartosiak, M. L., Bonaretti, D., Lui, T., Piccoli, G. and Marchesani, D. (2020). What can I(S) do for you? How technology enables service providers to elicit customers' preferences and deliver personalized service. *Information & Management*, 57 (8). doi:

Palese, B., and Piccoli, G. (2020) Evaluating Topic Modeling Interpretability Using Topic Labeled Gold Standard Sets. *Communications of the Association for Information Systems*, 47 (1), 16. doi: <https://doi.org/10.17705/1CAIS.04720>

Palese, Biagio and Piccoli, Gabriele (2020) "Open Data: Evaluating Topic Modeling Interpretability Using Topic Labeled Gold Standard Sets," *AIS Transactions on Replication Research*, Vol. 6, Article 9. DOI: 10.17705/1atrr.00052

Piccoli, G., Rodriguez, J., Palese, B., & Bartosiak, M. L. (2020). Feedback at scale: designing for accurate and timely practical digital skills evaluation. *European Journal of Information Systems*, 29 (2), pp. 114-133. doi: 10.1080/0960085X.2019.1701955

Piccoli, G., Bartosiak, M. L., Palese, B., & Rodriguez, J. (2020). Designing Scalability in Required In-Class Introductory College Courses. *Information & Management*, 57(6). doi: 10.1016/j.im.2019.103263

Bartosiak, M. L., Pigni, F., and Piccoli, G. (2018). Zoorate: Certifying Online Consumer Reviews to Create Value. *Communications of the Association for Information Systems*, 43(1), 28.

Lui, T., Bartosiak, M., Piccoli, G., Sadhya, V. (2018) Online Review Response Strategy and its Effects on Competitive Performance. *Tourism Management*. 60, 180-190.

Raguseo, E., Pigni F., Piccoli, G. (2018) Conceptualization, Operationalization and Validation of the Digital Data Stream Readiness Index. *Journal of Global Information Management*, 26(4), 92-112.

Pigni, F., Bartosiak, M., Piccoli, G., Ives, B. (2018) Targeting Target with a 100 million dollar data breach. *Journal of Information Technology Teaching Cases*, 8(1), 9-23.

Piccoli, G., Lui, I., Gruen, B. (2017) "The Impact of IT-enabled Customer Service Systems on Service Personalization, Customer Service Perceptions, and Hotel Performance," *Tourism Management*, 59, pp. 349-362.

Piccoli, G. (2016) "Triggered Essential Reviewing: The Effect of Technology Affordances on Service Experience Evaluations." *European Journal of Information Systems*, 25(6), 477-492

Pigni F., Piccoli G., Watson R. T. "Digital Data Streaming: What We Know and Where We Are Going," *MIS Quarterly Executive*, (15:4), 2016, pp. 1-6.

Piccoli, G., Pigni F. "TRIPBAM: Leveraging Digital Data Streams to Unleash Savings." *Communications of the Association for Information Systems*, 39(25), 556-574.

Pigni F., Piccoli G., Watson R. T. "Digital Data Streams: Creating value from the real-time flow of big data." *California Management Review* (58:3), Spring 2016, pp. 5-25.

- Lui, T. and Piccoli, G. "The Effect of a Multichannel Customer Service System on Customer Service and Financial Performance." *ACM Transactions on Management Information Systems (TMIS)*, (7:1), 2016, pp. 1-15.
- Piccoli, G. and Lui, T. "The competitive impact of Information Technology: Can commodity IT contribute to competitive performance?" *European Journal of Information Systems* (23:6), 2014, pp. 616-628.
- Piccoli, G. and Ott, M. "Impact of Mobility and Timing on User-Generated Content," *MIS Quarterly Executive*, (13:3), 2014, pp. 147-157. *Winner of the AIS Senior Scholar's Best Paper Award.*
- Cabiddu, Decarlo, M. and Piccoli, G. "Social Media Affordances: Enabling Customer Engagement," *Annals of Tourism Research*, (48:3) 2014, pp. 175-192.
- Piccoli, G. and Pigni, F. "Harvesting External Data: The Potential of Digital Data Streams," *MIS Quarterly Executive*, (12:1), 2013, pp. 143-154.
- Cabiddu, F. Lui, T. and Piccoli, G. "Managing value co-creation in the tourism industry," *Annals of Tourism Research*, (42: 7) 2013, pp. 86-107 ISSN 0160-7383.
- Piccoli, G. and Lloyd, R. "Strategic impacts of IT-enabled consumer power: Insight from Internet distribution in the U.S. lodging industry," *Information and Management*, (47:7/8), 2010, pp. 333-340.
- Cabiddu, F. and Piccoli, G. "Open Voucher and the tourist season in Sardinia," *Communications of the AIS* (27:24), 2010.
- Wagner, E., Newell, S. and Piccoli, G. "Understanding Project Survival in an ES Environment: A Sociomaterial Practice Perspective" *Journal of the AIS* (11:5) 2010, pp. 276-297
- Brohman, M.K., Piccoli, G., Martin, P., Zulkernine, F., Parasuraman, A. and Watson, R. "A Design Theory Approach to Building Strategic Net-based Customer Service Systems," *Decision Sciences Journal* (40:3), 2009, pp. 403-430. (*Best Paper Finalist*).
- Piccoli, G., Brohman, M.K., Watson, R. and Parasuraman, A. "Process completeness: strategies for Aligning service systems with customers' service needs," *Business Horizons* (52:4), July-August 2009, pp. 367-376.
- Pitt, L.F., Watson, R.T., Berthon, P.R., Piccoli, G., and Engstrom, A. (2009) E-Commerce, Web 2.0 and Entrepreneurship: Opportunities in the U-Space, *International Review of Entrepreneurship* (7: 1), 2009, pp. 5-20.
- Simmering, M., Posey, C. and Piccoli, G. "Computer Self-Efficacy and Motivation to Learn in a Self-Directed Online Course" *The Decision Sciences Journal of Innovative Education* (7:1), 2009, pp. 99-121.
- Piccoli, G. and Watson, R. "Profit From Customer Data by Identifying Strategic Opportunities and Adopting the 'Born Digital' Approach," *MIS Quarterly Executive*, (7:3), 2008, pp. 113-122.
- Piccoli, G. "Making IT Matter in Hospitality: A Framework for Evaluating the Sustainability of IT-dependent Competitive Advantage" *Cornell Hospitality Quarterly* (49:3), 2008, pp. 282-296.
- Piccoli, G. "A framework for evaluating the business value of customer data in hospitality," *Journal Hospitality and Leisure Marketing* (17:1/2), 2008, pp. 4-29.

- Wagner, E. and Piccoli, G. "Moving beyond User Participation to Achieve Successful IS Design," *Communications of the ACM* (50:12), 2007, pp. 51-55.
- Lui, T., Piccoli, G. and Ives, B. "Marketing Strategies in Virtual Worlds," *The DATABASE for Advances in Information Systems* (38:4), 2007, pp. 77-80.
- Ives, B. and Piccoli, G. "STA Travel Island: Marketing First Life Travel Services in Second Life," *Communications of the AIS* (Volume 20 Article 28), 2007, pp. 429-441.
- Powell, A., Galvin, J. and Piccoli, G. "Antecedents to Team Member Commitment from Near and Far: A Comparison between Collocated and Virtual Teams," *Information Technology & People* (19:4), 2006, pp. 299-322.
- Piccoli, G. and Ives, B. "IT-dependent Strategic Initiatives and Sustained Competitive Advantage: A Review and Synthesis of the Literature," *MIS Quarterly* (29:4), 2005, pp. 747-776.
- Watson, R.T., Piccoli, G., Brohman, M.K. and Parasuraman, A. "Customer-Managed Interactions: A New Paradigm for Firm-Customer Relationships," *MIS Quarterly Executive* (4:3), 2005, pp. 319-327.
- Short, J., Piccoli, G., Powell, A., and Ives, B. "Investigating Multilevel Relationships in Virtual Teams: An application using Hierarchical Linear Modeling," *Journal of Information Technology Theory and Application* (7:3), 2005, pp. 1-26.
- Piccoli, G. "Outrigger Hotels and Resorts: A Case Study," *Communications of the AIS* (Vol.15 Article 5), 2005, pp. 102-118.
- Piccoli, G., Anglada, L. and Watson, R. "Using Information Technology to Improve Customer Service: Evaluating the Impact of Strategic Opportunities," *Journal of Quality Assurance in Hospitality and Tourism* (5:1/2), 2005, pp. 3-26.
- Watson, R.T., Piccoli, G., Brohman, M.K. and Parasuraman, A. "I Am My Own Database" *Harvard Business Review* (81/11), 2004, pp. 18-19.
- Piccoli, G., Powell, A. and Ives, B. "Virtual Teams: Team Control Structure, Internal Processes and Team Effectiveness" *Information Technology and People* (17:4), 2004, pp. 359-379.
- Piccoli, G., Brohman, M.K., Watson, R. and Parasuraman, A. "Net-Based Customer Service Systems: Evolution and Revolution in Website Functionalities," *Decision Sciences Journal* (35:3), 2004, pp. 423-455.
- Powell, A., Piccoli, G. and Ives, B. "Virtual Teams: A Review of Current Literature and Future Research Directions," *The DATABASE for Advances in Information Systems* (35:1), 2004, pp. 6-36.
- Piccoli, G., Bass, B. and Ives, B. "Custom Made Apparel at Lands' End," *MIS Quarterly Executive*, (2:2), 2003, pp. 74-85.
- O'Connor, P. and Piccoli, G. "Marketing Hotels Using Global Distribution Systems Revisited," *Cornell Hotel and Restaurant Administration Quarterly* (44:5/6), 2003, pp. 105-114.
- Piccoli, G. and Ives, B. "Trust and the Unintended Effects of Behavior Control in Virtual Teams," *MIS Quarterly*, (27:3), 2003, pp. 365-395.
- Piccoli, G., O'Connor, P., Capaccioli, C. and Alvarez, R. "Customer Relationship Management – A

Driver for change in the Structure of the US Lodging Industry,” *Cornell Hotel and Restaurant Administration Quarterly* (44:4), 2003, pp. 61–73.

Brohman, M.K., Watson, R., Piccoli, G. and Parasuraman, A, “Data Completeness: A Key to Effective Net-Based Customer Service Systems,” *Communications of the ACM*, (46:6), 2003, pp. 47–51.

Piccoli, G. and Wagner, E. “The Value of Academic Research to the Hospitality Professional: A General Discussion and the Case of Information Systems Research” *Cornell Hotel and Restaurant Administration Quarterly* (44:2), 2003, pp. 29–38.

Ives, B. and Piccoli, G. "Custom Made Apparel and Individualized Service at Lands' End," *Communications of the AIS* (Vol.11 Article 3), 2003, pp. 79–93.

Piccoli, G. and Reynolds, D. "Dartcor Management Services," *Communications of the AIS* (Vol.9 Article 17), 2002, pp. 298–314.

Ives, B. and Piccoli, G. "Rice Epicurian Shopping: Decadence or Destiny," *Communications of the AIS* (Vol.9 Article 18), 2002, pp. 314–329.

Cheng, C. and Piccoli, G. "Web-Based Training in the Hospitality Industry: A Conceptual Definition, Taxonomy and Preliminary Investigation," *International Journal of Hospitality Information Technology* (2:2), 2002, pp. 19–33.

Piccoli, G., Ahmad, R. and Ives, B. “Web-Based Virtual Learning Environments: A Research Framework and a Preliminary Assessment of Effectiveness in Basic IT Skills Training,” *MIS Quarterly* (25:4), 2001, pp. 401–426.

Piccoli, G. "Web-site Marketing for the Tourism Industry: Another View," *Cornell Hotel and Restaurant Administration Quarterly* (42:6), 2001, pp. 63–65.

Ives, B., Loiacono, E.T. and Piccoli, G. "DSL Provisioning: Redefining 'Customer Service'," *Communications of the AIS* (Vol.7 Article 21), 2001.

Piccoli, G. Spalding, B.R. and Ives, B. "The Customer Service Life Cycle: A Framework for Internet Use in Support of Customer Service," *Cornell Hotel and Restaurant Administration Quarterly* (42:3), 2001, pp. 38–45.

Piccoli, G., Ahmad, R. and Ives, B. “Knowledge Management in Academia: A Proposed Framework,” *Information Technology and Management* (1:4), 2000, pp. 229–245.

BOOK CHAPTERS

Grover V. and Piccoli G. (2023). “A Foundational Perspective of Digital Business Strategy for Strategic Leaders,” In Heavey C., Simsek Z. and Fox B. (eds.) *The Handbook of Research on Strategic Leadership in the Fourth Industrial Revolution*, Edward Elgar Publishing, Cheltenham (UK), pp. 373-394. (ISBN ...)

Cabiddu F., Watson R.T., Piccoli G. (2020). “Sustainability and the manager’s perception of reality: towards a theory of bounded perception,” in AAVV., *Contributi in onore di Gaetano Maria Golinelli*, Rogiosi Editore, Napoli, ISBN: 978-88-6950-393-1

Cabiddu F, Lui T.W., Piccoli G., “IT-enabled value co-creation in a tourism context. The Portale Sardegna case,” *Open Tourism*. In *Open Innovation, Crowdsourcing and Collaborative Consumption*

Challenging the Tourism Industry (ed. R. Egger, I. Gula, D. Walcher) Series: Tourism on the Verge, Springer, 2015.

Wade, M., Piccoli, G. and Ives, B. "IT-Dependent Strategic Initiatives and Sustained Competitive Advantage: A Review, Synthesis, and an Extension of the Literature" In Galliers, R. and Currie, W.L. (eds.) *The oxford handbook of Management Information Systems*, Oxford University Press, Oxford (UK) 2011, pp. 373-394. (ISBN 978-0-19-958058-3)

Lui, T. and Piccoli G. "Toward a Theory of IT-enabled Customer Service Systems" In Dwivedi, Y., Lal, B., Williams, M.D., Schneberger, S. and Wade, M. (eds.) *Handbook of Research on Contemporary Theoretical Models in Information Systems*, IGI Global, Hershey PA (USA) 2009.

Piccoli, G. and Ives, B. "IT-dependent Strategic Initiatives and Sustained Competitive Advantage: A Review and Synthesis of the Literature," In Galliers R. and Leidner D.E. (eds.) *Strategic Information Management: Challenges and Strategies in Managing Information Systems*, Routledge, 2009. ISBN: 978-0-415-99647-1

Reprinted from: Piccoli, G. and Ives, B. "IT-dependent Strategic Initiatives and Sustained Competitive Advantage: A Review and Synthesis of the Literature," *MIS Quarterly* (29:4), 2005, pp. 747-776.

Lui, T. and Piccoli G. "Degrees of Agility: Implications for Information Systems Design and Firm Strategy" In Desouza K. (ed.) *Agile Information Systems*, Elsevier Butterworth-Heinemann, 2007.

Piccoli, G. and Susskind, A. "Customer Relationship Management" In A. Pizam (Ed.) *International Encyclopedia of Hospitality Management*, Elsevier Butterworth-Heinemann, February, 2005.

Piccoli, G., Feeny, D. and Ives, B. "Creating and Sustaining IT-Enabled Competitive Advantage," in Luftman, J. (ed.) *Competing in the Information Age: Align in the Sand*, Oxford University Press, July 2003.

O'Connor, P. and Piccoli, G. "The Impact of Technology," in Brotherton, B. (ed.) *The International Hospitality Industry: Structure, Characteristics and Issues*, Butterworth Heinemann, 2002.

Dickey, M., Piccoli, G. and Ives, B. "Electronic Commerce: Markets and Users," in Shaw, M.J, Blanning, R. Strader, T.J. and Whinston, A.B. (eds.) *Handbook on Electric Commerce*, Springer-Verlag, October 1999.

REFEREED REPORTS

Piccoli, G., Carroll, W. and Torchio, P. "Network Exploitation Capability: Model Validation" *CHR Report*, Cornell University (13:5), 2013

Piccoli, G. and Dev, C. "Emerging Marketing Channels in Hospitality: A Global Study of Internet-Enabled Flash Sales and Private Sales" *CHR Report*, Cornell University (12:5), 2012

Piccoli, G., Carroll, W. and Hall, L. "Network Exploitation Capability: Mapping the Electronic Maturity of Hospitality Enterprises" *CHR Report* (11:18), Cornell University, 2011

Lui, T. and Piccoli, G. "The Impact of Introducing a Self-Service Channel into a Multiple-Channel Customer Service System" *CHR Report* (10:6), Cornell University, 2010

Piccoli, G. and Torchio, P. "The Strategic Value of Information: A Manager's Guide to Profiting from Information Systems," *CHR Report*, Cornell University (6:7), 2006

Wagner, E., Piccoli, G. and Louthen, S. "Information Systems Design: A Systematic Way to Analyze

IT in Your Business," *CHR Report*, Cornell University (5:5), 2005

Piccoli, G. "Making IT Matter: A Managers Guide to Creating and Sustaining Competitive Advantage with Information Systems," *CHR Report* (4:9), Cornell University, 2004

REFEREED CONFERENCE PROCEEDINGS AND PRESENTATIONS

Piccoli, Gabriele; Rodriguez, Joaquin; Asadi Someh, Ida; and Wixom, Barbara, "Data Liquidity: Conceptualization, Measurement and Determinants" (2022). *ICIS 2022 Proceedings*. 16.

Rodriguez J. and Piccoli G. (2021) The Role of Competitive Actions in Maximizing Visibility When Entering Algorithmically Managed Ecosystems. In *Proceeding of Forty-Second International Conference on Information Systems*, Austin, TX.

Bartosiak M., Piccoli G., Palese B. and Rodriguez J. (2021) Supporting Disadvantaged Solopreneurs in Digital Ecosystem Career Choices. A Design Science Research Approach. In *Proceeding of Forty-Second International Conference on Information Systems*, Austin, TX.

Piccoli, Gabriele; Palese, Biagio; and Rodriguez, Joaquin, "Solopreneur Digital Ecosystems: Genesis, Lineage and Preliminary Categorization" (2021). *BLED 2021 Proceedings*.

Piccoli, G., Rodriguez, J. and Grover, V. (2020) Digital Strategic Initiatives and Digital Resources: Construct Definition and Future Research Directions. In *Proceeding of Forty-First International Conference on Information Systems*, Hyderabad, India.

Piccoli, G. and Rodriguez, J. (2020) Digital Strategic Initiatives: Conceptualization and Illustration. In *Proceedings of the 33rd Bled eConference, Enabling Technology for a Sustainable Society*, Bled, Slovenia.

Rodriguez, J. and Piccoli, G. (2020) Competing within Aggregators: Competitive Moves in the Deliveroo Online Delivery Platform. In *Proceedings of the 33rd Bled eConference, Enabling Technology for a Sustainable*, Bled, Slovenia.

Rodriguez, J. and Piccoli, G. (2020) Seeking Competitive Advantage Through Platform-Enabled Resources: The Case of Food Delivery Platforms. In *Proceeding of the 52nd Hawaii International Conference System Sciences (HICSS)*, Maui, HW.

Rodriguez, Piccoli, G., Bartosiak, M. (2019). Nudging the Classroom: Designing a Socio-Technical Artifact to Reduce Academic Procrastination. In *Proceeding of the 51th Hawaii International Conference System Sciences (HICSS)*, Maui, HW.

Palese, B. and Piccoli, G., (2018). Effective Use of Systems Beyond the Firm's Control: The Case of Online Review Systems. In *Proceeding of Thirty-Ninth International Conference on Information Systems*. In *Proceeding of Thirty-Ninth International Conference on Information Systems*, San Francisco, CA.

Bonaretti, D. and Piccoli, G., (2018). Effective Use of Information Systems in Emergency Management: A Representation Theory Perspective. In *Proceeding of Thirty-Ninth International Conference on Information Systems*, San Francisco, CA.

Gallo, I., Nawaz, S., Calefati, A., & Piccoli, G. (2018). A Pipeline to Improve Face Recognition Datasets and Applications. In *2018 International Conference on Image and Vision Computing New Zealand (IVCNZ)* (pp. 1-6). IEEE.

Palese, B., Kim, S.T., Rodriguez, J. and Piccoli, G. (2018) Go Back to Your Room: Designing a

Scalable In-Class Required College Course, In *Proceeding of the Twenty-fourth Americas Conference on Information Systems*, New Orleans, LA.

Bonaretti, D. and Piccoli, G. (2018) Digital Volunteers for Emergency Management: Lessons from the 2016 Central Italy Earthquake, In *Proceeding of the Twenty-fourth Americas Conference on Information Systems*, New Orleans, 2018

Rodriguez, J., Piccoli, G. (2018) Uncovering the digital “x” phenomena in the IS field: A text analysis approach In *Proceedings of the 31st Bled eConference, Digital Transformation*, Bled, Slovenia.

Piccoli, G. Rodriguez, J. Palese, B. and Bartosiak, M. (2017) The Dark Side of Digital Transformation: The case of Information Systems Education. In *Proceeding of Thirty-Eight International Conference on Information Systems*, Seoul, South Korea

Marchesani D., Piccoli G., Lui T.W. “The Impact of IT-enabled Customer Experience Management on Service Perceptions and Performance.” *Information and Communication Technologies in Tourism*, Rome, Italy 2017.

Bartosiak, M., and Piccoli, G. “Presentation Format and Online Reviews Persuasiveness: The Effect of Computer Synthesized Speech.” *Thirty Seventh International Conference on Information Systems*, Dublin, Ireland 2016.

Bartosiak, M., and Piccoli, G. “Tell Me What to Do! Computer-Synthesized Speech as a Persuasive Technology in the Context of Online Reviews.” *Proceedings of the 2015 Americas Conference on Information Systems*, Puerto Rico, August 2015.

Piccoli, G., Rodriguez, J.A. and Watson, R. “Leveraging Digital Data Streams: The Development and Validation of a Business Confidence Index,” *Proceedings of the Forty-Eighth Hawaii International Conference on System Sciences*, Hawaii, HI, January 2015.

Noce, L., Zamberletti, A., Gallo, I., Piccoli G. and Rodriguez, J.A. “Automatic Prediction of Future Business Conditions”, *9th International Conference on Natural Language Processing*, September 17–19, 2014, Warsaw, Poland.

Tsai, T., Lui I., Piccoli G., Investigating the Transfer Effect among Exclusive Hotel Service: Application for Daily Arrival Forecasting, *The 11th APacCHRIE Conference*, May 20-23, 2013, Macau SAR, China

Raguseo, E., Vitari, C. and Piccoli, G. (2012), Gaining Competitive Advantae from Digital Data Genesis Dynamic Capability: The Moderating Role of Environmental Turbulence , *IX Conference of the Italian Chapter of AIS* , September 28-29, Rome, Italy. ISBN 978-88-6685-085-4.

Cabiddu F., De Carlo M., Piccoli G., When Malleable Information Technologies Meld with Organizational Routines: An Affordance Perspective, *Academy of Management Meeting*, August 3-8, 2012 Boston, MA

Vitari, C., Piccoli, G., Mola, L. and Rossignoli, C. Antecedents of IT Dynamic Capabilities in the Context of Digital Data Genesis, *European Conference on Information Systems*, Barcelona, Spain, June 2012.

Tsai, T., Lui I., Piccoli G., Effects of Price- and Duration-based Arrival Information on Forecast Accuracy: A Case Study of Hotel Demand, *Eight International Symposium on Management Engineering*, August 22-25, 2011, Taipei, Taiwan

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Hoxell: Scaling Customer Experience Management, *Cornell Symposium Hospitality Health and Design Session Confirmed*, Ithaca, NY, October 9-12, 2016

Hoxell: A Successful Customer Experience Management Work System, *3rd Cornell Hospitality Research Summit*, Ithaca, NY, October 12-14, 2014

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TRADE JOURNALS, NON-REFEREED REPORTS, CASE STUDIES AND TEACHING NOTES

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Piccoli, G. "WizTech: The Analysis of Added Value (A, B, C)," Cornell University, 2002

Piccoli, G. "Challenges to Effective Customer Relationship Management in the US Lodging Industry," Cornell University, 2001

OTHER PROFESSIONAL INVOLVEMENT

International Conference on Information Systems (ICIS)

Track Chair Editor, 2023 – Hyderabad, India

Track Associate Editor, 2019 – Frankfurt, Germany

Program Co-Chair, 2012 – Orlando, FL (USA)

Track Associate Editor, 2009 – Phoenix, AZ (USA)

Review Chair, 2002 – Barcelona, Spain

Placement Service Co-Chair, 2001 – New Orleans, LA (USA)

Hawaii International Conference on System Sciences (HICSS)

Mini-Track Co-Chair, 2024 – Honolulu, HI (USA)

Mini-Track Co-Chair, 2023 – Maui, HI (USA)

Mini-Track Co-Chair, 2022 – Maui, HI (USA)

Mini-Track Co-Chair, 2021 – Kauai, HI (USA)

Mini-Track Co-Chair, 2021 – Kauai, HW (USA)
Mini-Track Co-Chair, 2020 – Maui, HW (USA)

European Conference on Information Systems (ECIS)
Junior Faculty Workshop Faculty, 2020 – Marrakesh, Morocco
Doctoral Consortium Co-Chair, 2009 – Verona, Italy

Americas Conference on Information Systems (AMCIS)
AMCIS Doctoral Consortium Faculty, 2018 – New Orleans, LA (USA)
Professional Development Symposia Chair, 2018 – New Orleans, LA (USA)
Camp Counselor Junior Faculty Workshop, 2005 – Omaha, NE (USA)
Customer Service Systems Mini-track Co-Chair, 2002 – Dallas, TX (USA)

Annual Conference of the Italian Chapter of AIS (ItAIS)
Conference Chair, 2009 – Costa Smeralda, Italy
Strategic Information Systems Track Co-Chair, 2008 – Paris, France

Mediterranean Conference on Information Systems (MCIS)
Faculty Panelist, Professional Development Consortium for Junior Faculty, 2011 - Cyprus
IT in Tourism and Cultural Heritage Track Co-Chair, 2006 – Venezia, Italy

Special Interest Group (SIG) e-culture: “Cultural Heritage and Open Tourism”
Pre-ICIS Academic Workshop Co-Chair, 2005 – Las Vegas, NV (USA)
Founding member of SIG-DITE, 2019

ISWorld Net:
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Reviewer:
Management Information Systems Quarterly
Information Systems Research
Management Science
Journal of the AIS
The DATABASE for Advances in Information Systems
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Cornell Hotel and Restaurant Administration Quarterly
Journal of Computer Mediated Communication
Journal of Information Technology
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Americas Conference on Information Systems
European Conference on Information Systems

Member of:
The Association for Information Systems

COURSES DEVELOPMENT AND TEACHING

Strategic Information Systems ^{a, d} Information Technology for Hospitality Managers ^{a, c, d}
Introduction to MIS ^c Electronic Commerce (Strategy and Infrastructure) ^{a, b, d}
Internet Development Tools ^{c, d} Introduction to MIS Over the 'Net (Web-based) ^{c, d}

a Graduate Level courses
b Executive Level courses

c Undergraduate courses
d Course Developed at institution