

# Curriculum Vitae

## Personal Details

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Name: Tim Coltman  
Work Address: c/- Institute for Innovation in Business and Social Research  
Building 40, University of Wollongong  
Wollongong 2521 NSW, **AUSTRALIA**  
Telephone: +61 (2) 4221-3912(W)  
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Citizenship: Australian

## Education

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2005 **Doctor of Philosophy (Strategic Management)**  
*Australian Graduate School of Management (AGSM)*  
Topic: Customer Relationship Management, Market Orientation and  
Organizational Performance: Theory and Empirical Study  
Committee: T. Powell (Oxford), G. Dowling, S. Gary.  
Examiners: G. Day (Wharton), W. Reinartz (Insead), R. Speed (MBS)

1994 **Bachelor of Information & Communication Technology**  
University of Wollongong  
Grade point average: Honours Class I

## Academic Experience

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2011 – Present **Professor**, School of Management & Marketing, University of  
Wollongong

2009 – Present **Founding CoDirector**, Institute for Innovation in Business and  
Social Research, University of Wollongong Research Strength

2007 – 2011 **Founding Director**, Centre for Business Service Science,  
University of Wollongong

2007 – 2010 **Associate Professor**, University of Wollongong

2006 – 2008 **ARC Research Fellow (APDI)**, University of Wollongong

2004 – 2006 **Senior Lecturer**, University of Wollongong

2003 & 2010 **Visiting Faculty**, INSEAD, Fontainebleau, France

2001-2003 **Lecturer**, University of Wollongong

## Industry Experience

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1997 – 1999	<b>Senior Project Manager</b> , University of Wollongong
1995 – 1997	<b>Project Leader</b> , Campus Wide Information Systems, University of Wollongong
1994 – 1995	<b>Systems Engineer</b> , Bailey, Bailey & Bailey Wollongong, NSW
1985 – 1994	<b>Research Officer</b> , Corporate Strategy Division, NSW Fire Brigades
1980 – 1985	<b>Surveyor</b> , BHP Collieries Division

## Awards

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2010	Finalist, 2010 <i>Most Promising Paper in Behavioral Strategy</i> award, Academy of Management Annual Conference
2009	Finalist, 2009 Trailblazer Awards, UniQuest, <i>Simulation-based Management Training Tool</i>
2008	Finalist, 2008 Trailblazer Awards, UniQuest
2007	Tilde University Press Australian and New Zealand Academy of Management (ANZAM) Best Early Career Researcher Award 2007, \$4,000
2007	Best paper award 2007 Australian and New Zealand Marketing Academy Conference (ANZMAC)
2007	Council for Supply Chain Management Professionals (CSCMP), Supply Chain Case Study Competition, US\$3,000
2006	Best paper award 2006 Australian and New Zealand Academy of Management (ANZAM) Conference
2006	Australian Research Council Post Doctorate Fellowship, \$222,000
2005	Secrets of Australian IT Innovation Competition, Most Promising Research Category, Australian Government – Department of Communications, IT and Arts
2001	Sasakawa Award, AGSM, \$3,000 (2001)
2000	Centre for Corporate Change Award, AGSM, \$24,000
2000	University of NSW, Postgraduate Award, \$36,000
1999	Sasakawa Award, AGSM, \$3,000 (1999)
1999	Centre for Corporate Change Award, AGSM, \$24,000
1999	University of NSW, Postgraduate Award, \$36,000
1994	Class I Honours, Bachelor IACT, UoW
1993	Deans Merit List, Faculty of Commerce, UoW
1990	Commendation for Bravery, NSW Fire Brigades

**Research Funding / Grants**

Total Cash Funding = \$2.704 million

2012 – 2016	Coltman, Devinney, Sharma, Gudergan, Brooks & Lin, <i>Technology and Innovation Management in High Risk Situations</i> , ARC Linkage Project, LP120100422, A\$1,227,367 (cash)
2010 – 2013	Coltman & Keating <i>Modelling IT Alignment in Multi-Business Service Organisations</i> , ARC Discovery Project, DP 1096429, A\$256,000
2009	Coltman, Wamba & Van Duin <i>The Business Value of RFID-enabled Data Analytics</i> , URC Research Partnership, A\$17,000
2009	Keating, Freeman & Coltman <i>Three-tier Model for Integrating ERP software within the IS Curriculum</i> , Educational Strategies Development Fund, A\$12,738
2008	Coltman, Wamba & Dubkiewicz <i>RFID Testbed</i> , URC Commercial Development Fund \$5,000
2007	Coltman, Bru, & Perm-Ajchariyawong <i>Norwegian Railway Company: Procurement and the Contract Design Challenge</i> , Council for Supply Chain Management Professionals (CSCMP), Supply Chain Case Study Competition, US\$3,000
2006 – 2009	Coltman, Spedding, Gattorna, & Devinney <i>A Simulation-Based Approach to Understanding Alternative Supply Chain Configurations</i> , ARC Linkage Project, LP0669613, A\$256,000 (cash), A\$668,637 (total)
2006	Coltman, Safavi-Naini, Michael, & Dubkiewicz <i>Radio-Frequency Identification (RFID) Test Lab</i> UoW Research Infrastructure Block Grant (RIBG) \$43,000
2006	Coltman <i>New Ways to Engage the Community and Prioritize Economic Development - Shellharbour City</i> , Community Engagements Grants Scheme, \$9,000
2006	Coltman <i>Best-Worst Pilot Study Extension</i> , FIRDS, \$4,000
2006 – 2009	Coltman, Anderson & Gattorna <i>Modelling the Dynamics of Supply Chain Alignment: Linking Customer Behaviour to Internal Capabilities</i> , ARC Linkage Project, LP0668056, A\$628,000 (cash), \$1,012,000 (total)
2005	Coltman (2005) <i>A Choice Theoretic Examination of IT Investment at BlueScope Steel</i> , UoW Research Grant, A\$8,500
2004	Devinney, Louviere & Coltman <i>Measuring Customer Response to Radical Future Technologies</i> , CRC Smart Internet Project, \$25,000 (cash)

2003	Devinney, Louviere & Coltman <i>Predicting Customer Response To Westpac's Next Iteration of Webtop Services</i> , CRC Smart Internet Project, \$44,500
2002	Devinney, Kohn & Coltman <i>Measuring Customer Response To Radical Future Technologies</i> , CRC Smart Internet, \$138,000 (cash), \$572,000 (total)
2002	Coltman <i>Start Up Grant</i> , University of Wollongong, \$11,000
2001	Devinney & Coltman <i>Strategic Impact of e-Intelligence</i> , SAS Institute Award, \$72,000 (cash)
2001	Coltman <i>New Researcher Grant</i> , University of Wollongong, \$2,000

### **Memberships & Leadership Positions**

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2011 – 2013	Adjunct Professor, School of Management, Queensland University of Technology
2011 – 2012	Chair, Research Steering Committee, Alliance for Supply Chain Innovation
2009 – Current	Founding Co Director, Institute for Innovation in Business and Social Research, UoW Research Strength
2007 – 2011	Chair, Research Committee, School of Information Systems & Technology
2007 – 2011	Founding Director, Centre for Business Services Science, University of Wollongong
2005 – 2009	Market Research Innovation Centre, University of Wollongong
2008 – Current	Service Science, Institute for Operations Research & Management Sciences (INFORMS)
2005 – Current	Faculty Research Committee
2007 – Current	Supply Chain Council (SCC) Australia
2005 – 2007	Australian and New Zealand Academy of Management (ANZAM)
2004 – 2006	Australian and New Zealand Marketing Academy (ANZMAC)

### **Editorial/Review Board Memberships**

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2011 – Current	Journal Supply Chain Management, Editorial Review Board
2011 – Current	Assessor for Laureate Fellowship scheme
2008 – Current	Assessor for Future Federation Fellowship scheme
2009 – Current	Assessor (Aus reader) ARC Discover and Linkage schemes
2010 – Current	International Journal of IT Service (new journal) International Editorial Review Board

2009 – Current	Assessor for Qatar National Research Foundation
2006 – 2009	International Journal of e-Business Research (ERA: C) International Editorial Review Board
2008	Journal of Theoretical and Applied Electronic Commerce Research (ERA: C) Special Issue Editorial Board
2004 – 2008	Economic Advisory Board, Shellharbour City Council

### **Invitations to Review**

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- Journal of Operations Management (ERA: A\*)
- California Management Review (ERA: A\*)
- Academy of Management Perspectives (ERA: A)
- Journal of Service Research (ERA: A\*)
- Journal of Theoretical and Applied Electronic Commerce Research (ERA: C)
- International Journal of e-Business Research (ERA: C)
- Int'l Journal of Logistics (ERA: B)
- Journal of Modeling in Management (ERA: A)
- Journal of Information Technology (ERA: A\*)
- International Journal of Production Economics (ERA: A)
- Interfaces (ERA: B)
- Journal of Supply Chain Management (ERA B)
- Journal of Management & Organization (ERA C)

### **Research & Project Supervision**

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#### *PhD students (5 in total)*

- Albert Munoz (submit December 2011): Simulating the Impact of Alternative Supply Chain Configurations
- Valerie Baker (leave of absence): Factors Influencing the Adoption of ERP Systems
- Ravish Murali (submit Dec 2013) Decision Support Model for Local Government Infrastructure Management
- Magno Queiroz (submit Dec 2013) Modelling IT Alignment in Multi-Business Service Organizations

*Masters by Research (3 in total)*

- Irit Alony (awarded March 2011): Human impact on the enactment of lean strategy in the steel industry
- Hilton, Richelle. (maternity leave): Simulation model validation and verification (Working Title).

*Undergraduate Students (4 in total)*

- Vicky Feros (completed in 2007 with Class I Honours): Logistic Service Provider Attributes and the Importance of Culture
- Michael Hindle (completed in 2009) An Overview of Companies Providing Mining Based RFID Services
- Barbara Kazepidis. (Completed in 2001 with Class I Honours)
- Ben Pinkerton (completed in 2002 with Class I Honours) Do CRM Applications Increase Firm Performance? A Study of CRM Success in Computer Sciences Corporation

**Research Publications (63 in the past 5 years, 79 in total)**

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**Please note:** ERA rankings refer to the Excellence in Research for Australia journal ranking list published by the Australia Research Council. Rankings range from ‘C’ to ‘A\*’, where A\* represents peak outlets of the highest international standard. Impact factor scores relate to the ISI Journal Citation Reports.

**International Referred Journal Papers (17 in last 5 years, 20 in total)**

1. **Coltman T.**, Devinney T.M. & D.F. Midgley (2011) “Customer Relationship Management and Firm Performance” *Journal of Information Technology* 25(3): 205-219 (Impact factor: 2.907, ERA: A\*)
2. Richard P., **Coltman T.** and B. Keating (2011) “Designing IS Service Strategy: An Information Acceleration Approach” *European Journal of Information Systems*, Special Issue on Quantitative Methods (online at doi:10.1057/ejis.2010.62) (Impact factor: 1.767, ERA: A\*)
3. Alony I., **Coltman T.**, and P. Caputi (2011) “Informing Implementers of Lean Strategy in Process Industries – The Central Role of Schedulers” *Issues in Informing Science and Information Technology* 8: 335-349. (ERA: C)
4. Anderson E., **Coltman T.**, Devinney T.M., and Keating B. (2011) “What Drives the Choice of a Third Party Logistics Provider?” *Journal of Supply Chain Management* 47(2): 97-115. (Impact factor: 5.853, ERA: B)

5. **Coltman**, T. Keating, B., and Devinney, T. (2011) "Best-Worst Scaling Approach to Predict Customer Choice for 3PL Services" *Journal of Business Logistics* 32(2):139-152. (Impact factor: 3.905, ERA: B)
6. Keating, B., **Coltman**, T., Fosso Wamba, S. and V. Baker (2010) "The Decision to Adopt RFID: What Matters Most and Least on a Relative Importance Scale?" *Proceedings of the IEEE* 98(9): 1672-1680 (Impact factor 4.613; ERA: A\*)
7. **Coltman** T., Gattorna J and S. Whiting (2010) "Realigning Service Operations Strategy at DHL Express" *Interfaces* 40(3): 175-183 (Lead article) (Impact factor 0.593; ERA = B)
8. **Coltman** T., Bru K., Perm-Ajchariyawong, N., Devinney T.M., and G.R. Benito (2009) "Supply Chain Contract Evolution" *European Management Journal* 27(6):388-401. (ERA = B)
9. Keating B. & T. **Coltman** (2009) "Color as a Source of Brand Differentiation: Can it be Defended?" *Journal Academy of Marketing Science* 37(3): 375-377. (Impact factor 1.289; ERA = A\*)
10. **Coltman** T., Devinney T.M., & Midgley D.F. (2008) "The Value of Managerial Beliefs in Turbulent Environments: Managerial Orientation and E-Business Advantage" *Journal of Strategy and Management* 1(2): 181-197.
11. **Coltman** T., Devinney T.M., Midgley D.F. & S. Venaik (2008) "Formative or Reflective Scales: Two Applications of Erroneous Measurement", *Journal of Business Research* 61(12):1250-1262. (Impact factor 0.943; ERA = A)
12. Keating, B., Quazi, A., Kriz, A. and **Coltman**, T. (2008) "In Pursuit of a Sustainable Supply Chain", *Supply Chain Management: An International Journal*, 13(3):175-179 (lead article). (Impact factor 1.147; ERA = A)
13. **Coltman** T., Gadh R., & K. Michael (2008) "RFID and Supply Chain Management: Introduction to the Special Issue", *Journal of Theoretical and Applied Electronic Commerce Research*, 3(1): iii-vi. (ERA = C)
14. **Coltman** T. (2007) "Why Build a Customer Relationship Management Capability?" *Journal of Strategic Information Systems*, 16(3):301-320. (Impact factor 1.484; ERA = A)
15. **Coltman** T. (2007) "Can Superior CRM Capabilities Improve Performance in Banking", *Journal of Financial Services Marketing*, 12(2):102-114. (lead article). (ERA = C)
16. **Coltman** T. & S. Dolnicar (2007) "eCRM and Managerial Discretion" *International Journal of e-Business Research*, 3(2):41-56. (ERA = C)
17. **Coltman** T., Devinney T. M & D.F Midgley (2007) "E-Business Strategy and Firm Performance: A Latent Class Assessment of the Drivers and Impediments to Success", *Journal of Information Technology* 22(2): 87-101. (lead article). (Impact factor 1.966; ERA = A\*)
18. **Coltman** T., Devinney T. M., Latukefu A.S. & Midgley D.F. (2002) "Keeping E-Business in Perspective", *Communications of the ACM*, 45(8):69-75. (ERA = A)

19. **Coltman T.**, Devinney T. M & D.F. Midgley (2002) "An Empirical Assessment of e-Business Implementation Constraints", *The e-Business Review*, 2:68-73. (ERA = C)
20. **Coltman T.**, Devinney T. M., Latukefu A.S. & D.F Midgley (2001) "E-Business: Revolution, Evolution of Hype?" *California Management Review*, 44(1):57-85. (Impact factor 1.109; ERA = A)

**Referred Conference Papers** (38 in last 5 years, 49 in total)

1. Coltman, T., D.F. Midgley & S. Dolnicar (2011) "Managing the Transition from Product to Service Innovation: Exploring the cross-disciplinary foundations of the S-D logic" ANZMAC Workshop & Auckland Business School Workshop, University of Auckland Business School, March 11-12. (Invited Presentation)
2. Coltman, T. Devinney T.M. and Richard P. (2010) "Designing Service Architecture: Exploitation and Exploration with Operational Capabilities" Academy of Management Annual Conference, Montreal, Canada August 6-10.
3. Alony, I. Caputi P. and Coltman T. (2010) "Lean Strategy Failure: Steel Industry Example" Australian and New Zealand Academy of Management, Adelaide, 8-10 December.
4. Coltman, T. and Richard P. (2010) "Mental Models and Supply Chain Strategies" Behavioral Strategy: Prominent Questions, Paper Development Workshop, Academy of Management Annual Conference, Montreal, Canada August 6.
5. Coltman, T. and Richard P. (2010) "Bridging Micro and Macro through Experimental Information Acceleration" 30<sup>th</sup> Annual Strategic Management Society Conference, Rome, Italy, September 12-15.
6. Coltman T (2009) Simulating the Impact of Alternative Supply Chain Strategies at Blue Scope Steel, Workshop on Managing Supply Chains in an Economic Downturn, University of Sydney, November 4-5.
7. Coltman, T. Keating K. and Richard P. (2009) "Aligning the Service Design Strategy," 18<sup>th</sup> Annual Frontiers in Service Conference" Island of Oahu, Hawaii, October 29 – November 1.
8. Keating, B., and Coltman, T. (2009) "Personalization in Online Services," 18<sup>th</sup> Annual Frontiers in Service Conference, Island of Oahu, Hawaii, October 29 – November 1.
9. Devlin, O., Munoz, A., and Coltman, T. (2009) "A Case Study Investigation of the Supply Chain Trade-off" 2009 CSCMP Educators Conference, Chicago, USA, 20-24 September.
10. Alony, I. Caputi P. Coltman T. and Hasan H. (2009) "The Role of Individual Emotions and Motives in Production Scheduling" 7th ANZAM Operations, Supply Chain and Services Management Symposium, Adelaide 8-10 June.
11. Baker, V. Coltman T. Keating B. and Michael K. (2009) "Unpacking the ERP Investment Decision: An Empirical Assessment of the Benefits and Risks" 17th European Conference on Information Systems (ECIS), Verona Italy, 8-10 June.

12. Munoz, A. Coltman T. and T. Spedding (2009) "Optimal Supply Chain Strategy: A Process Manufacturing Industry Perspective", 20<sup>th</sup> Annual Production and Operations Management Society (POMS) Conference, Orlando Florida USA, 1-4 May.
13. Wamba S, and T. Coltman (2008) "RFID-enabled Warehouse Optimization: Lessons from Early Adopters in the 3PL Industry" International Conference on Information Systems (ICIS), ESCP-EAP Paris, 13 December.
14. Coltman T, Devinney T.M. and B. Keating (2008) "What Drives Logistics Provider Selection: a Two Country Comparison" Academy of International Business, Milan, Italy, 1-3 July.
15. Coltman T and B. Keating (2008) "In Search of Gazelles" Australian Regional Economies Conference, Terrigal, NSW, 10-13 May.
16. Blackwell A. and T. Coltman (2007) "Economic Gardening in Australia: Measuring Attitudes Towards Growth" Australian and New Zealand Academy of Management, Sydney, 5-7 December.
17. Coltman T, Devinney T.M. and B. Keating (2007) "A Market Utility Approach to Service Operations Management" Australian and New Zealand Academy of Management, Sydney, 5-7 December.
18. Coltman T. and B. Keating (2007) "Do Suppliers of Third Party Logistics Understand their Customers?" Australian and New Zealand Marketing Academy Conference, Dunedin, New Zealand, 3-5 December. (*Best paper*)
19. Keating B. and T. Coltman (2007) "Embracing a Service-Dominant Logic Within the Supply Chain" Australian and New Zealand Marketing Academy Conference, Dunedin, New Zealand, 3-5 December.
20. Coltman T. (2007) "A New Approach to Measure What Customers Want" 2007 Service Innovation Design and Development Conference, 28-29 August, Sydney, Australia.
21. Coltman T., Gattorna J., and B. Keating (2007) "Alignment of Buyer and Supplier Expectations in the Transportation and Logistics Service Industry" 2007 CSCMP Educators Conference, Pennsylvania Convention Center, USA, October 20-24
22. Coltman T., Devinney T.M., and B. Keating (2007) "Which Logistic Service Provider Attributes are Most and Least Important?" 12<sup>th</sup> Annual INFORMS Society on Manufacturing and Service Operations Management (MSOM) Conference, Tsinghua University Campus, Beijing , China, June 18-19
23. Coltman T., Devinney T. and B. Keating (2007) "Supply Chain Alignment: Examining Buyer Preferences for Outsourced Logistics Services", INFORMS Marketing Science Conference, Singapore University of Management, Singapore, 28-30 June.
24. Coltman T., Hughes K., Devinney T., & S. Whiting (2006) "Buyer Preferences for Outsourced Logistics Services (3PL)" ANZAM, Rockhampton, Queensland, 5-8 December (*Best paper*)

25. Baker, V. A. & Coltman, T. (2006). Mindful IT Adoption: Making the Right Strategic Decisions by Knowing Why and How to Adopt Enterprise Systems?. In J. Kennedy & L. Di Milla (Eds.), *20th ANZAM Conference* Queensland: ANZAM.
26. Baker V. & T. Coltman (2006) "The Role of Managerial Preference in Enterprise System Investment Choice" *ANZAM*, Rockhampton, Queensland, 5-8 December
27. Coltman T. (2006) "Driving Customer Oriented Supply Chains with CRM" *The 4th International Conference on Supply Chain Management and Information Systems*, Taiwan, July 5-7.
28. Coltman T., Devinney T, Louviere J (2006) "Fast Forwarding Consumer Experience: The Use of Information Acceleration to Predict Future Consumer Preferences", *Asia Pacific ACR Conference*, Sydney, 16-17 June
29. Coltman T., Devinney T, & J. Louviere (2006) "Modelling Demand for Radical New Technologies and Services", *Asia Pacific ACR Conference*, Sydney, 16-17 June
30. Crouch G., Devinney T., Louviere J. & T. Coltman (2006) "Consumer Modelling in Space Tourism: An Illustration of Information Acceleration", *Asia Pacific ACR Conference*, Sydney, 16-17 June
31. Coltman T. (2006) "Where are the Benefits in CRM Technology Investment?" *Hawaii International Conference on System Sciences (HICSS)*, Hawaii, January 3-6.
32. Coltman T. & Devinney T (2005) "Two Sides of Market Orientation and the Link to Performance" *Australian and New Zealand Academy Management Conference* (ANZAM), Canberra, December 7-10.
33. Coltman T. (2005) "CRM Capabilities and Performance" *Australian Conference on Information Systems (ACIS)*, Manly, Nov 30 –Dec 2.
34. Devinney T.M., Louviere J.J. & T. Coltman (2005) "Utilizing Rich Multimedia Methods for the Elicitation of Preferences for Radical Future Technologies" *EMAC/ANZMAC Joint Conference*, Milan, Italy 27<sup>th</sup> May.
35. Devinney T.M., Louviere J.J. & T. Coltman (2004) "Utilizing Rich Multimedia Methods for the Elicitation of Preferences for Radical Future Technologies" *ESOMAR Conference in Marketing: Where Science Meets Practice*, 10-12 October, Warsaw, Poland pp271-288.
36. Devinney T.M., Louviere J.J. & T. Coltman (2004) "Decision States and Information Acceleration" ANZMAC
37. Coltman T. & S. Dolnicar (2004) "eCRM Success and the Value of Managerial Discretion" ANZMAC
38. Coltman T., Devinney T.M & P. Richard (2004) "Drivers and Impediments of B-to-B eCRM Performance"
39. Coltman T. (2003) "Customer Relationship Management, Loyalty Programs and Firm Performance", *The International Academy of e-Business*, March 2003 and *The e-Business Review*, 3:26-31.

40. Midgley D.F., Devinney T. M. & T. Coltman (2003) "Strategic Drivers and Organizational Impediments to Firm Returns from IT Investments: Applications of Conjoint Analysis and Best-Worst Scaling to Identifying Firm Specific Solutions" *SAP Innovation Congress EMEA*, September 28-30, Basel, Switzerland.
41. Midgley D.F., Coltman T., & T.M. Devinney (2003) "Strategic drivers and Organizational Impediments to eBusiness Performance: An Empirical Evaluation" *AiSM-INSEAD conference on Expanding Perspectives on the Strategy Processes*, August 24-26, France.
42. Baker V., Coltman T. & J. Cooper (2003) "Investigating the Role of Executive Judgment in Gaining Advantage for the Internet" *The International Academy of e-Business*, January 3-6, Melbourne, Australia.
43. Devinney T. M., Coltman T., & D.F. Midgley (2002) "E-Business Performance: A Latent Class Examination" *International Conference on Managing Enterprises of the New Economy by Modern Concepts of the Theory of the Firm*, December 10 -12, Hagen Germany
44. Pinkerton B. & T. Coltman (2002) "Do CRM Applications Increase Firm Performance?" *COLLECTer*, November 2002.
45. Coltman T. (2001) "The Role of Managers and Market Structures in e-Business", *COLLECTer*, November 2001.
46. Midgley D.F, Coltman T. & T.M. Devinney (2001) "Organizational and Managerial Constraints to Gaining Advantage from the Internet" eLab@INSEAD, Singapore, October.
47. Coltman T., Devinney T. M & D.F. Midgley (2000) "International Perspectives on the State of the e-Business Revolution", (invited paper) *eCommerce and Global Business Conference*, Santa Cruz California, May.
48. Romm C. & T. Coltman (1998) "Factors Affecting the Quality of Organisational Computer Mediated Communication", *Creative Collaboration in Virtual Communities Conference*.
49. Coltman T. (1994) "The Impact of IT in the Fire Service", *Australian Information Technology Society Annual Conference*.

### **Panel Presentation**

1. Coltman T., Beath C., Reynolds P., Queiroz m. (2011) "Addressing the Enduring IT/Business Alignment Challenge" Pacific Asia Conference on Information Systems, Brisbane

### **Books and Monographs (2 in the past 5 years, 2 in total)**

1. Fosso-Wamba, S., Keating, B., Coltman, T. and Michael, K. (2009). RFID Investment Decision: What Matters Most and Least (Preliminary Report), Centre for Business Services Science, University of Wollongong, Australia (ISBN 978-1-74128-170-5).

- Anderson, E., Coltman, T., Devinney, T., Gattorna, J. and Keating, B. (2007). *Designing 3PL Services: Valuable Insights from Customers*, Centre for Business Services Science, University of Wollongong, Australia (ISBN 978-1-74128-139-2).

### **Book Chapters** (6 in the past 5 years, 6 in total)

- Baker V. & T. **Coltman** (2008) "Executive Judgment in E-Business Strategy" in Mehdi Khosrow-Pour (ed.), *Encyclopedia of Information Science and Technology*, 2<sup>nd</sup> Edition, Hersey, New York: Information Science Reference
- Coltman** T. & S. Dolnicar (2008) "Managerial Discretion and eCRM Performance" in I. Lee (ed.) *Emergent Strategies for E- Business Processes, Services and Implications: Advancing Corporate Frameworks*, Information Science Reference, Hershey New York, p.30-46.
- Coltman** T., Devinney T. M & D.F. Midgley (2005) "Strategy Content and Process in the Context of E-Business Performance," in G. Szulanski, Y. Doz and J. Porac (eds.), *Strategy Process, Advances in Strategic Management*, 22, New York: JAI Press.
- Baker V. & T.**Coltman** (2005) "An Overview of Executive Judgment and the eBusiness Advantage: Implications for IT Strategic Change," *The Encyclopedia of Information Science and Information Technology* Volume I-V, Idea Group Inc., Hershey Pennsylvania.
- Devinney T.M., **Coltman** T., & D.F. Midgley (2004) "e-Business Performance: A Latent Class Assessment", Fandel G., Backes-Gellner U., Schluter M. and Staufenbiel J.E. (Eds) *Modern Concepts of the Theory of the Firm: Managing Enterprises of the New Economy*, Springer, Germany.
- Baker V, Coltman T. & J. Cooper (2004) "Executive Judgment and the eBusiness Advantage: Implications for IT Strategic Change" in Singh and Waddell (Eds) *E-Business: Innovation and Change Management*, IDEA Group Publishing, Hershey, PA, USA

### **Case Studies** (2 in the past 5 years, 2 in total)

- Coltman T., Reynolds P., & Willcocks L., (2010) "Leading Change in Service-Driven IT Organizations SingTel Optus Teaching Case"
- Coltman T., Bru K., & N. Perm-Ajchariyawong (2008) "Norwegian Railway Company: Procurement and the Contract Design Challenge", *CSCMP Supply Chain Case Studies*, March.

### **Reports** (4 in the past 5 years, 6 in total)

- CBSS Annual Report* (2008), Centre for Business Services Science, University of Wollongong, Australia (with B. Keating)
- Designing 3PL Services: Valuable Insights from Customers* (2008) Centre for Business Services Science and DHL (with E. Anderson, T. Devinney, B. Keating)

3. *CBSS Annual Report* (2007), Centre for Business Services Science, University of Wollongong, Australia ( with B. Keating & K. Michael)
4. *Customer Relationship Success*, (2004) Sydney: Centre for Corporate Change, (with T. Devinney).
5. *Modeling Likely Uptake of Future Technologies: An Information Acceleration Approach*, (2003) Sydney: Cooperative Research Centre for Smart Internet Technology, (with T. Devinney and J. Louviere).
6. *The Strategic Application of E-Intelligence*, (2001) Sydney: Centre for Corporate Change, (with T. Devinney and D. Midgley).

### **Industry Magazines** (1 in the past 5 years, 1 in total)

1. Coltman, T., Keating, B., Anderson E., Devinney T.M. and Gattorna, J., (2008). What Do 3PL Customers Really Want?, *Australasian Freight Logistics*, 10 (February/March), 22-23.

### **Journal Papers Currently Under Review**

1. **Coltman**, T. Reynolds, P. & Willcocks. L. (under 1<sup>st</sup> round review) Reorienting the IS Function: From Product to Service”, *Journal Strategic Information Systems* (Impact factor 1.484; ERA = A)
2. Keating, B., **Coltman**, T. & Devinney, T. (Complete and awaiting submission). Empirical Examination of Service Dominant Logic in an Industrial Setting, *Industrial Marketing Management* (Impact factor: 1.403, ERA: A).
3. **Coltman** T., Devinney T.M. & Richard P., (under 1<sup>st</sup> round review) “Orchestrating Organizational Architectures: Managerial Choices to Explore and Exploit” *Organization Science* (ERA: A\*)
4. **Coltman, T.**, (under 2<sup>nd</sup> round review) “Service Operations Strategy and the Relative Importance of Information Technology Infrastructure Capabilities” *Journal of Operations Management* (ERA: A\*)

### **Electronic Publications & Working Papers** (4 in the past 5 years, 12 in total)

1. Coltman T., Devinney T. M & Midgley D.F (2009) Customer Relationship Management and Firm Performance. (MRN Business School Research Papers Top 10 downloaded Papers List; 338 downloads on SSRN)
2. Coltman T., Devinney T.M. & Keating B. (2009) What Drives the Choice of Third Party Logistics Provider? (SSRN Manufacturing, Service, & Supply Chain Operations Top Ten, SEM: Discrete Regression & Qualitative Choice Models (Topic) Top 10n, Experimental Economics (Topic) Top 10, MRN Operations Research Network Top Ten downloaded Papers List; 286 downloads on SSRN)
3. Coltman T., Devinney T. M & Midgley D.F (2009) The Value of Managerial Beliefs in Turbulent Environments, (SSRN Strategy & Economics Top 10, MRN Management Research Centers Papers Top 10; 30 downloads on SSRN)

4. Fosso Wamba S., Keating B. and T. Coltman (2009) RFID Adoption Issues: Aalysis of Organizational Benefits and Risks, 25 downloads on SSRN
5. Coltman T., Devinney T. M & Midgley D.F (2003) "Strategic Drivers and Organizational Impediments to E-Business Performance: A Latent Class Assessment" *Industrial Organization Abstracts: Empirical Studies of Firms and Markets*, Working Paper Series, Vol 4(21): June 10; 188 downloads on SSRN
6. Coltman T., Devinney T. M & Midgley D.F. (2003) "Strategic Drivers and Organizational Impediments to eBusiness Performance: An Empirical Evaluation" *Working Paper 2003/23/MKT*, INSEAD, Fontainebleau, France
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12. Coltman T., Devinney T. M & Midgley D.F "E-business: Revolution, Evolution or Hype?" in 200 this paper was ranked 6<sup>th</sup> most read paper with 1,700 downloads on the MIT sponsored e-commerce research forum <http://ebusiness.mit.edu/cgi-bin/top10.cgi>