

JERRY FJERMESTAD

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Faculty Address

Associate Professor
School of Management
New Jersey Institute of Technology
Newark, New Jersey 07102
(973) 596-3255

I. Education

- Ph.D., Management Information Systems, 1994
Rutgers University, Newark, New Jersey.
- MBA, Management Information Systems, Rutgers University,
1994, Newark, New Jersey.
- MBA, Production and Operations Management, 1987
Iona College, New Rochelle, New York.
- M.S., Operations Research, 1982
Polytechnic Institute of New York, Brooklyn, New York.
- M.S., Psychology, 1977
State University of New York at Cortland, Cortland,
New York.
- B.A., Chemistry and Psychology, 1971
Pacific Lutheran University, Tacoma, Washington.

II. Professional and Research Areas

Information Systems and Organizational Decision Making, Group Decision Support Systems, Customer Relationship Management, Enterprise Information Systems, Supply Chain Management, Business Process Reengineering, Outsourcing, Design of Interactive Systems, Computer Mediated Communication Systems, Systems Analysis and Design, Project Management, Virtual Teams and Leadership.

III. Experience

A. Academic Appointments

- Associate Professor (Tenured) Fall 1999-
School of Management, New Jersey Institute of Technology
Joint appointment with the College of Computing Sciences Information
Systems Department Fall 2002
- Visiting Fellow, Information Systems Department, City University of Hong
Kong, January to February, 2005
- Assistant Professor Fall 1993- Spring 1999
School of Management, New Jersey Institute of Technology
- Teaching Assistant Dept. Computer and Information Sciences
New Jersey Institute of Technology 1991-1993

B. Non-academic Employment

- Market Planner, Prodigy Services Company, 1989-1990
- Manager Systems Engineering, American Cyanamid Company, 1977-1989

IV. Teaching Activities

A. Classroom Evaluations

Evaluations are on a 4 point scale; 4 is the highest.

Course	Semester	Year	Number of Students	Overall	Means of 5-12
MIS-665-101	Fall	2000	23	3.29	3.28
MIS-665-103	Fall	2000	19	3.38	3.37
Release Time	Fall	2000			
MIS-645-851	Fall	2001		Distance Learning NA	
MIS-645-102	Spring	2001	27	3.45	3.38
MIS-665-102	Spring	2001	8	3.88	3.69
MIS-645-852	Spring	2001	22	Distance Learning NA	
MIS-645-851	Fall	2001	9	3.30	3.44
MIS-648-101	Fall	2001	29	3.19	3.00
MIS-665-101	Fall	2001	5	3.65	3.80
CIS-677-101	Fall	2002	20	3.40	3.40
MIS-445-001	Fall	2002	15	3.25	3.33
CIS-677-102	Spring	2003	20	3.52	3.70
MIS-445-102	Spring	2003	32	3.27	3.31
MIS-445-001	Fall	2003	22	3.18	3.03
MIS-648-101	Fall	2003	27	3.27	3.25
CIS-677-101	Fall	2003	20	3.47	3.38
CIS-677-102	Spring	2004	14	3.50	3.49
MIS-645-102	Spring	2004	13	3.77	3.65
MIS-648-101	Fall	2004	22	3.59	3.65
CIS-677-851	Fall	2004	16	3.07	3.52
MIS-663-101	Fall	2004	6	4.00	3.88

B. New Courses Developed

Undergraduate level:

- MIS-350 Knowledge Management
- MIS-445 Decision Support Tools for Managers
- MIS-463 Systems Analysis and Design for Managers
- MIS-376 Operations Management

Graduate & Ph.D. degree programs:

- MIS-625 Introduction to Electronic Commerce
- MGT-650 Knowledge Management
- MIS-663 Systems Analysis & Design for Managers
- MIS-679 Strategic Information Systems

C. Course Notes Developed (CD-ROMs)

- MIS-463 Systems Analysis and Design for Managers
- MIS-663 Systems Analysis & Design for Manage
- MIS-625 Electronic Commerce
- MIS-679 Strategic Information Systems

D. Teaching Related Publications- None

E. Other Pertinent Materials-Syllabi

F. Graduate Students

1. Ph.D. committee member

- ◇ William Anderson, Cultural values and communication mode: A study of culturally homogeneous and culturally heterogeneous groups, Rutgers University, 2000.
- ◇ Cho, Yooncheong, Cause and outcomes of online customer complaining behavior: implications for customer relationship management (CRM), Rutgers University, 2001.
- ◇ Hyo-Joo Han, Distributed group support systems: group decision making integrating mobile devices with web-based group communication, NJIT 2002.
- ◇ Li, Zheng, Design and evaluation of a voting tool in a collaborative environment, NJIT 2003
- ◇ Yuanqiong Wang, Design and evaluation of a list gathering tool in a web-based collaborative environment, NJIT, 2003
- ◇ Hee-Kyung Cho, The impacts of delphi communication structure on small and medium sized asynchronous virtual teams, NJIT 2003

2. Ph.D. Chair/Co-chair

- ◇ Ginny Baro- Dissertation in progress
- ◇ Liz Avery-Gomez- State of the art in progress
- ◇ Richard Egan- State of the art in progress
- ◇ Cathy Dwyer- State of the art in progress
- ◇ Karen Patten- State of the art in progress
- ◇ Suling Zhang- State of the art in progress

V. Scholarly Activities

Citations (The citation counts are not completely mutually exclusive. ACM and Science direct for example only reference journals from that publisher).

- 496 (rough count) [www. Scholar.Google.com](http://www.Scholar.Google.com)
- 143 [IEEE Xplore](http://www.IEEE_Xplore.com)
- 17 [ACM Portal](http://www.ACM_Portal.com)

- 115 ProQuest
- 52 Science Direct
- 26 SpringerLink
- 153 Web of Science
- 146 Citing just "An Assessment of Group Support Systems Experimental Research: Methodology and Results," **Journal of Management Information Systems**, 15, 3, 1999-2000, 7-149.

A. 1. Published Books-

- Fjermestad, J., and Romano, N.C., Jr. (Eds.) Electronic Customer Relationship Management, in Advances in Management Information Systems series, V. Zwass, Editor, M.E. Sharpe, Inc. in-press, Winter 2006.

A. 2. Published Book Chapters

1. Romano, N.C. Jr. and Fjermestad, J. "Electronic Customer Relationship Management: Introduction" In Electronic Customer Relationship Management, Edited by Fjermestad, J. and Romano, N.C. Jr., Advances in MIS, M.E. Sharpe, Inc. Paper accepted, Peer Review.
2. Cho, Y. and Fjermestad, J. "Using Electronic Customer Relationship Management to Maximize/ Minimize Customer Satisfaction/Dissatisfaction." In Electronic Customer Relationship Management, Edited by Fjermestad, J. and Romano, N.C. Jr., Advances in MIS, M.E. Sharpe, Inc. Paper accepted, Peer Review.
3. Hiltz, S.R., Fjermestad, J., Ocker, R., and Turoff, M. "Asynchronous Virtual Teams: Can Software Tools and Structuring of Social Processes Enhance Performance?" in *Human-Computer Interaction and Management Information Systems: Applications*, Edited by Dennis Galletta, and Ping Zhang, Advances in MIS, M.E. Sharpe, Inc. Paper accepted, Peer review.
4. Fjermestad, J., Hiltz, S.R., and Zhang, Y. "Effectiveness for Students: Comparisons of "In-Seat" and ALN Courses," in Hiltz, S.R. and Goldman, R. (Eds.), *Learning Together Online*, Lawrence Erlbaum Associates, Inc., Mahwah, NY, 2005, pages 39-80. Peer Review.
5. Scullin, S., Allora, J., Lloyd, G.O., and Fjermestad, J., "Electronic Customer Relationship Management: Benefits, Considerations, Pitfalls, and Trends," in Hunter, M.G. and Dhanda, K.K. (Eds.) *Information Systems: The Challenge of Theory and Practice*, The Information Institute, Las Vegas, NV. 2003, Peer review. Scullin, Allora, and Lloyd were MBA students.
6. Turoff, M., Hiltz, S.R., Fjermestad, J., Bieber, M., and Whitworth, B., "Computer-Mediated Communications for Group Support: Past and Future," in Carroll, J.M. (Ed.), *Human-Computer Interaction in the New Millennium*, ACM Press, Addison-Wesley, NY, NY, 2002. Peer review.
7. Hiltz, S.R., Dufner, D., Fjermestad, J., Kim, Y., Ocker, R., Rana, A., Turoff, M., "Distributed Group Support Systems: Theory Development and Experimentation," in Olsen, B.M. Smith, J.B., & Malone, T. (Eds.), *Coordination Theory and*

Collaboration Technology, Lawrence Erlbaum Associates, Hillsdale, NJ, 2001, Peer review.

B. 1. Published Refereed Journal Papers

1. Fjermestad, J. "Virtual Group Strategic Decision Making Using Structured Conflict and Consensus Approaches", **International Journal of E-Collaboration**, 1, 1 (2005), 43-61. Peer review.
2. Fjermestad, J., Passerini, K., Patten, K., Bartolacci, M., and Ullman, D. "Moving Towards Mobile Third Generation Telecommunications Standards: The Good and Bad of the 'Anytime/Anywhere' Solutions," **Communications of the Association of Information Systems (CAIS)**, Accepted October 27, 2005 for publication, Peer Review.
3. Fjermestad, J. and Saitta, J. "A Strategic Management Framework for IT Outsourcing: A review of the Literature and the Development of a Success Factors Model," **Journal of Information Technology Cases and Applications Research**, 7,3 (2005). Saitta is a Ph.D. Student. Peer Review.
4. Saitta, J. and Fjermestad. "A basic Model for Information Technology Outsourcing," **Journal of Information Science and Technology**, Accepted, October 12, 2005. Saitta is a Ph.D. student. Peer Review.
5. Whitworth, B., and Fjermestad, J., and Mahinda, E. "The Web of System Performance: a Multi-goal Model of Information System Performance," **Communications of the ACM**, Accepted, March 2005.
6. Fjermestad, J., "An Analysis of Communication mode in Group Support Systems," **Decision Support Systems**, 37, 2 (2004), 239-263. Peer review.
7. Scullin, S., Fjermestad, J., Romano, N.C., "E-Relationship Marketing: Changes in Traditional Marketing as an Outcome of Electronic Customer Relationship Management", **Journal of Enterprise Information Management**, 17, 6 (2004), 410-415, Peer review. Scullin was an MBA student.
8. Cho, Y., Im, I., Hiltz, S.R., and Fjermestad, J., "The Effects of Post-Purchase Evaluation Factors on Online vs. Offline Customer Complaining Behavior: Implications for Customer Loyalty," **Advances in Consumer Research**, 29, (2002), 318- 326. Peer review. Cho was a Ph.D student.
9. Fjermestad, J. and Romano, N.C., "Electronic Customer Relationship Management Revisiting the General Theories of Usability and Resistance: An Integrative Implementation Framework," **Business Process Management Journal**, 9, 5, (2003), 572-591. Peer review.
10. Cho, Y., Im, I., Fjermestad, J., and Hiltz, S.R., "The Impact of Product Category on Customer Dissatisfaction in Cyberspace," **Business Process Management Journal**, 9, 5 (2003), 635-651. Peer review. Cho was a Ph.D. student.
11. Romano, N.C. Jr. and Fjermestad, J., "Electronic Commerce Customer Relationship Management: A Research Agenda," **Information Technology and Management**, 4, 2003, 233-258. Peer review.
12. Romano, N.C. Jr. and Fjermestad, J., "Customer Relationship Management Research: An Assessment of Research," **International Journal of Electronic Commerce**, 6, 2, 2001-2002, 59-111. Peer review.

13. Fjermestad, J., and Hiltz, S.R., "Group Support Systems: A Descriptive Evaluation of Case and Field Studies." **Journal of Management Information Systems**, 17, 3, 2000-2001, 115-161. Peer review. Nominated for best paper HICSS 2000.
14. Allen, E., and Fjermestad, J. "E-commerce Marketing Strategies: an Integrated Framework and Case Analysis," **Logistics Information Management**, 14, 1/2, 2001, 14-23. Peer Review. E. Allen was an MS in Management student. Outstanding Paper Award 2002.
15. Fjermestad, J., and Hiltz, S.R., "An Assessment of Group Support Systems Experimental Research: Methodology and Results," **Journal of Management Information Systems**, 15, 3, 1999-2000, 7-149. Peer Review. Peer review. Nominated for best paper HICSS 1999.
16. Turoff, M., Hiltz, S.R., Bieber, M., Fjermestad, J., and Rana, A. "Collaborative Discourse Structures in Computer Mediated Group Communications," **Journal of Computer Mediated Communication**, 4, 4 (June) 1999. Peer review. <http://www.ascusc.org/jcmc/vol4/issue4/turoff.html>
17. Fjermestad, J., "An Integrated Framework for Group Support Systems," **Journal of Organizational Computing and Electronic Commerce**, 8, 2, 1998, 83-107. Peer Review.
18. Ocker, R., Fjermestad, J., Hiltz, S.R., and Johnson, K., "Effects of Four Modes of Group Communication on the Outcomes of Software Requirements Determination," **Journal of Management Information Systems**, 15 (1), 1998, 99-118. Peer Review.
19. Coll, J.H., Fjermestad, J., and Coll, R., "An Eight Experiment Sequence to Determine Reading Equality," **Information & Management**, 34, 1998, 231-242. Peer Review.
20. Christensen, E.W., and Fjermestad, J., "Challenging Group Support Systems Research: The Case for Strategic Decision Making," **Group Decision and Negotiation**, 6 (4), 1997, 351-372. Peer Review.
21. Ocker, R., Hiltz, S.R., Turoff, M., and Fjermestad, J., "The Effects of Distributed Group Support and Process Structuring on Software Requirements Development Teams: Results on Creativity and Quality," **Journal of Management Information Systems**, 12 (3), 1995-1996, 127-153. Peer Review.
22. Fjermestad, J. and Chakrabarti, A., "Survey of the Computer Integrated Manufacturing Literature: A Framework of Strategy, Implementation and Innovation," **Technology Analysis & Strategic Management**, 5(3), 1993, 251-271. Peer Review.
23. Martin, C.W., Fjermestad, J., Smith-Barbaro, P., and Reddy, B.S., "Dietary Modification of Mixed Function Oxidases," **Nutrition Report International**, 22(3), 1980, 395-407. Peer Review.
24. Randich, A., Froehlich, J.C., Fraley, S.M., Fjermestad, J.L., and Brush, F.R., "Pituitary-adrenal Activity and Appetitive Reinforcement," **Physiological Psychology**, 4(3), 1976, 346-350. Peer Review.

B. 2. Published Refereed Major Conference Proceedings IEEE

1. Egan, R.W. and Fjermestad, J., "Change and Resistance: Help for the Practitioner of Change," **Proceedings of the Thirty-Eight Hawaii**

- International Conference on System Sciences,”** 2005, Peer review. Egan is a Ph.D student.
2. Zhang, S., Fjermestad, J. and Tremaine, M., “Analysis of Empirical Studies on Leadership Styles in Virtual Team Context: Limitations, Solutions and Propositions,” **Proceedings of the Thirty-Eight Hawaii International Conference on System Sciences,”** 2005, Peer review. Zhang is a Ph.D. student.
 3. Fjermestad, J. and Romano, N.C., “An Integrative Implementation Framework for Electronic Customer Relationship Management: Revisiting the General Principles of Usability and Resistance,” **Proceedings of the Thirty-Sixth Hawaii International Conference on System Sciences,”** 2003, Peer review.
 4. Cho, Y., IM, I., Hiltz, S., and Fjermestad, J., “An Analysis of Online Customer Complaints for Web Complaint Management,” **Proceedings of the Thirty-Fifth Hawaii International Conference on System Sciences,** 2002, Peer review. Y. Cho is a Ph.D. student.
 5. Ocker, R.J., and Fjermestad, J, "High Versus Low Performing Virtual Design Teams: A Preliminary Analysis of Communication," **Proceedings of the Thirty-Third Hawaii International Conference on System Sciences,** 2000, Peer Review.
 6. Fjermestad, J., and Hiltz, S.R. " Case and Field Studies of Group Support Systems: An Empirical Assessment," **Proceedings of the Thirty-Third Hawaii International Conference on System Sciences,** 2000, Peer Review. Nominated for best paper in the Collaborative Systems Track.
 7. Fjermestad, J. and Hiltz, S.R. "An Assessment of GSS: Results," **Proceedings of the Thirty-Second Hawaii International Conference on System Sciences,** 1999, Peer Review. Nominated for best paper in the Collaborative Systems Track.
 8. Turoff, M., Hiltz, R., Bieber, M., Fjermestad, J., and Rana, A., "Collaborative Discourse Structures in Computer Mediated Group Communications," **Proceedings of the Thirty-Second Hawaii International Conference on System Sciences,** 1999, Peer Review.
 9. Fjermestad, J., and Hiltz, S.R., "An Analysis of the Effects of Mode of Communication on Group Decision Making," **Proceedings of the Thirty-First Hawaii International Conference on System Sciences,** I, 1998, 17-26. Peer Review.
 10. Ocker R., and Fjermestad, J., "Web-Based Computer-Mediated Communication: An Experimental Investigation Comparing Three Communication Modes for Determining Software Requirements," **Proceedings of the Thirty-First Hawaii International Conference on System Sciences,** I, 1998, 88-97. Peer Review.
 11. Fjermestad, J., and Hiltz, S.R., "Experimental Studies of Group Decision Support Systems: An Assessment of Variables Studied and Methodology," **Proceedings of the 30th Hawaii International Conference on System Sciences,** II, 1997, 45-65. Peer Review.
 12. Ocker, R., Fjermestad, J., Hiltz, S.R., and Turoff, M., "*An Exploratory Comparison of Four Modes of Communication for Determining Requirements: Results on Creativity, Quality and Satisfaction,*" **Proceedings**

- of the 30th Hawaii International Conference on System Sciences, II, 1997, 568-577. Peer Review.
13. Czech, B., Fjermestad, J., and Johnson, P., "Object Oriented Organizational Modeling," **Proceedings of the 28th Hawaii International Conference on System Sciences**, IV, 1995, 353-362. Peer Review.
 14. Fjermestad, J., Hiltz, S.R., Turoff, M., Ford, C., Johnson, K., Ocker, R., Ferront, F., M., Worrell, and Czech, R.M., "Group Strategic Decision Making: Asynchronous GSS Using Structured Conflict and Consensus Approaches," **Proceedings of the 28th Hawaii International Conference on System Sciences**, IV, 1995, 222-231. Peer Review.
 15. Ocker, R., Hiltz, S.R., Turoff, M., and Fjermestad, J., "Computer Support for Distributed Asynchronous Software Design Teams: Experimental Results on Creativity and Quality," **Proceedings of the 28th Hawaii International Conference on System Sciences**, IV, 1995, 4-13. Peer Review. Nominated for best paper in the Collaborative Systems Track.
 16. Worrell, M., Hiltz, S.R., Turoff, M., and Fjermestad, J., "An Experiment in Collaborative Learning Using a Game and a Computer Mediated Conference in Accounting Courses," **Proceedings of the 28th Hawaii International Conference on System Sciences**, IV, 1995, 63-71. Peer Review.
 17. Fjermestad, J., Hiltz, S.R., and Turoff, M., "An Integrated Framework for the Study of Group Decision Support Systems," **Proceedings of the 26th Hawaii International Conference on Systems Sciences**, IV, 1993, 179-188. Peer Review.

B. 3. Published Refereed Minor Conference Proceedings

1. Patten, K., Whitworth, B., Fjermestad, J., Mahinda, E., "Leading IT Flexibility: Anticipation, Agility, and Adaptability," **Proceedings of the Eleventh Americas Conference on Information Systems**, Omaha, Nebraska, August 11-14, 2005. Peer Review. Patten is a Ph.D. student.
2. Saitta, J. and Fjermestad, J., "A Generalized Business Outsourcing IT Framework," **Proceedings of the International Outsourcing Conference**, Washington D.C., September 15- 17, 2005. Saitta is a Ph.D. student.
3. Lawrence, K.D., Fjermestad, J., Lawrence, S.M., and Klimberg, R., "A Multi-Criteria Fixed Charge problem: Location of Service Centers," **Proceedings of Northeast Decision Science Institute**, Philadelphia, PA March 30-April 1, 2005.
4. Saitta, J., and Fjermestad, J. "IT Outsourcing: A Strategic Management Framework," **Proceedings of the IS ONE World Conference**, March 30-April 2, 2005. Saitta is a Ph.D. student.
5. Scullin, S., Fjermestad, J., Romano, N.C., Allora, J. Lloyd, O., "Changes in Traditional Marketing Due to Implementation of Electronic Customer Relationship Management," **Proceedings of the IS ONE World Conference**, April 23-25, 2003. Peer review. These are MBA students.
6. Santos, J., and Fjermestad, J., "Global Information Systems: Connecting Organizations in the Global Environment," **Proceedings of the Eight Americas Conference on Information Systems**, 2002, 1352-1357. Peer review; Santos is a Ph.D. student.

7. Romano, N.C. and Fjermestad, J., Electronic Commerce Customer Relationship Management: A Research Agenda, **Proceedings of the IS ONE World Conference**, April 3-4, 2002. Peer review.
8. Scullin, S., Allora, J., Lloyd, O., and Fjermestad, J., Electronic Customer Relationship Management: Benefits, Considerations, Pitfalls and Trends, **Proceedings of the IS ONE World Conference**, April 3-4, 2002. Peer review. These are MBA students.
9. Cho, Y., Im, I., Hiltz, R., and Fjermestad, J., "Causes and Outcomes of Online Customer Complaining Behavior: Implications for Customer Relationship Management (CRM)," **Proceedings of the Seventh Americas Conference on Information Systems**, 2001, 900-907. Peer Review; Cho is a PhD. student.
10. Lloyd, G.O., Scullin, S., Allora, J., and Fjermestad, J., "Electronic Customer Relationship Management: Benefits and Pre-Implementation Considerations," **Proceedings of the Seventh Americas Conference on Information Systems**, 2001, 841-844. Peer Review; Lloyd, Scullin, and Allora, are MBA students.
11. Han, H, Ocker, R., and Fjermestad, "An Investigation of University Students On-Line Shopping Behavior," **Proceedings of the Seventh Americas Conference on Information Systems**, 2001, 930-933. Peer Review; Han is a Ph.D. student.
12. Romano, N.C. and Fjermestad, J. "An Agenda for Electronic Customer Relationship Management Research," **Proceedings of the Seventh Americas Conference on Information Systems**, 2001, 831-833. Peer Review.
13. Cho, Y., Im, I., Hiltz, S., and Fjermestad, J., "The Effects of Post-Purchase Evaluation Factors online vs. Offline Customer Complaining Behavior: Implications for Customer Loyalty," **Conference of Association for Customer Research**, (October, Austin, Texas) 2001. Peer review. Cho is a PhD. student.
14. Cho, Im, I., Hiltz, S., and Fjermestad, J., "An Analysis of Pre- and Post-Purchase Online Customer Complaining Behavior," **Conference on Customer Satisfaction, Dissatisfaction & Complaining Behavior**," Jackson Hole, Wyoming, June, 2001. Peer review. Cho is a PhD. student.
15. Allen, E., and Fjermestad, J., "E-Commerce Strategies: The Manufacture Retailer Consumer Relationship," **Proceedings of the Sixth Americas Conference on Information Systems**, 2000, 872-878. Peer Review. Allen is an MBA student.
16. Fjermestad, J., Albert, M., and Pilkington, J., "An OLAP Application for Group Support Systems Empirical Research," **Proceedings of the Fifth Americas Conference**, 1999, 340- 342. Peer Review.
17. Fjermestad, J., "In GSS Research How Many Groups Per Treatment Condition Are Enough?" **Proceedings of the Fourth Americas Conference**, 1998, 477-480. Peer Review.
18. Fjermestad, J. and Seah, T.S., "Using an Executive Information System to Analyze Group Support Systems: A Preliminary Implementation," **Proceedings of the Third Americas Conference**, August 1997, 563-565. Peer Review. Thiam Seah was a graduate student in MS management program.
19. Seah, T.S. and Fjermestad, J., "Roles for Government and The Private Sector: Electronic Commerce in Singapore," **Proceedings of the Third Americas Conference**, August 1997, 795-797. Peer Review. Thiam Seah was an MS graduate student.

20. Turoff, M., Fjermestad, J., Rana, A., Bieber, M. and Hiltz, R., "Collaborative Hypermedia in Virtual Reality Systems," **Proceedings of the Third Americas Conference**, August 1997, 557-559. Peer Review.
21. Bieber, M., Bartolacci, M., Fjermestad, J., Kurfess, F. J., Liu, Q., Nakayama, M., Rana, A., Rossak, W., Scherl, R., Tanik, M., Wang, J., Yeh, R., Ng, P., and Vitali, R. S. F., "Electronic enterprise engineering -- an outline for an architecture," **IEEE Symposium and Workshop on Engineering of Computer Based Systems (ECBS '97)**, 376-383. Peer Review.
22. Bartolacci, M., Bieber, M., Fjermestad, J., Hua, H., Kurfess, H., Liu, Q., Nakayama, M., Ng, P., Scherl, R., Sweeney, R., Terry, T., Wang, J., Yeh, R., and Vitali, F., "Comprehensive Electronic Enterprise Support," **Proceedings of the Americas Conference**, August 16-18, 1996, pp. 731-733, Phoenix, Arizona. Peer Review.
23. Christensen, E.W., and Fjermestad, J., "Computer-Supported Group Strategic Decision-Making: What Do We Know?" **Proceedings of the Association of Management 14th Annual International Conference**, August 2-6, 1996, pp. 145-155, Toronto, Canada. Peer Review.
24. Fjermestad, J., and Christensen, E.W., "The Study of GSS and Strategic Decision-Making: Are We Missing Some Time?" **Proceedings of the Second Americas Conference**, August 16-18, 1996, pp. 805-807, Phoenix, Arizona. Peer Review.
25. Fjermestad, J., and Hiltz, S.R., "An Assessment of GDSS Methodology," **Proceedings of the Second Americas Conference**, August 16-18, 1996, pp. 347-350, Phoenix, Arizona. Peer Review.

E. Professional Presentations

- Fjermestad, J., Passerini, K., Patten, K., Bartolacci, M., and Ullman, D. "Moving towards mobile third generation telecommunication standards" AMCIS 2005.
- Ocker, R.J., and Fjermestad, J. "Experiments Examining Collaboration Modes for Determining Software Requirements." Group Decision and Negotiation Conference, Glasgow, Scotland, July 3-7, 2000.
- Fjermestad, J., and Hiltz, S.R. "Distributed Asynchronous versus Decision Room Studies of Group Support Systems: When Does Mode Make a Difference?" Group Decision and Negotiation Conference, Glasgow, Scotland, July 3-7, 2000.
- Fjermestad, J., "An Assessment of Group Support Systems Research: Methodology and Results," Temple University Computer and Information Sciences, Fall 1998 Seminar, Philadelphia, PA. September 23, 1998
- Fjermestad, J., and Chakrabarti, A., "Managing Manufacturing Technology: A Framework for Computer Integrated Manufacturing," paper presented at ORSA/TIMS, Anaheim, California, 1991. Editor Review.

VI. Proposals and Grants

A. Awarded

- W. Wolf, PI; S.R. Hiltz, CPI; J. Fjermestad, I
NJ New Jersey Commission on Science and Technology, Center
for Multimedia Research, 2000, \$1,200,000 5 Year, Princeton, Rutgers, NJIT
- M. Bieber, PI; J. Fjermestad, CPI; S.R. Hiltz, CPI; F. Kurfess, CPI; R.; Scherl, CPI

NSF, Collaborative Hypermedia, CISE Research Instrumentation, Jan 1999 to December 2002., \$135,000

- S. Roxanne Hiltz, PI; M. Turoff, CPI; J. Fjermestad, CPI
NSF, Studies of Distributed Multimedia Support for Group Collaboration via the Web, 1998, \$180,548.
- J. Fjermestad, Applix, Inc. Teaching & Research, 1998, \$40,238.
- J. Fjermestad, PI, Pilot Software, Academic Alliance Program, 1997, \$134,000
- J. Fjermestad, PI, Oracle Corporation, Academic Alliance Program, 1996, \$1,935,330
- J. Fjermestad, PI, Pilot Software, Educational Software, 1994, \$79,500
- J. Fjermestad, PI, SBR-NJIT, The Design and Empirical Assessment of Executive Information Systems, 1994 (\$23,128), 1995 (\$15,323), 1996 (\$8,151)
- S. R. Hiltz, PI; M. Turoff, CPI; J. Fjermestad, I, NSF Coordination in Distributed Group Support Systems, IRI 9408805. \$120,000, 1995-1997
- G. Thomas, PI; A. Akansus, PI; A. Rana, CPI; J. Fjermestad, CPI,
- New Jersey Commission on Science and Technology, Center for Multimedia Research, 1997, \$1,043,681, 5 Year \$13,084,084

B. Submitted But Not Awarded

- K. Golden, PI, J. Fjermestad, CPI. NSF, Decision-Making, Risk and Uncertainty in Higher Education, \$747,525, 2005
- CPI, NSF, Collaborative Hypermedia, \$140,776, 1998
- I, NSF, Distributed Multimedia Support for Group Collaboration Via the Web (IRI-9711073), 1997
- I, DARPA, Collaboration Hypermedia in Virtual Reality, 1997
- I, DARPA, Software Development for Distributed Multimedia Support for Group Collaboration Via the Web, 1997
- CPI, NSF, Synthetic Ecosystems for Learning about the Living World, 1997
- I, NJCST The NJIT/UMDNJ Joint Center for Health Care Information Technologies, 1996
- I, NJCST A Comprehensive Program for Electronic Enterprise Engineering (EEE), 1996
- PI, Microsoft, Laboratory Support Grant, 1995

IX. Service Activities

A. Institute

Human Subjects Committee - Fall 1996 to 1997.
Committee on Academic Computing Fall 1998 to 2003
Faculty Council Fall 1999
Graduate Council Fall 2001
IS Ph.D Committee, 2003-
Information Technology Committee, 2005

B. School of Management

- Graduate Curriculum Committee - Fall 1994 to present.
- Undergraduate Curriculum Committee – Fall 1994 to present.
- Resource Committee - Fall 1994 to present.
- Computer Committee - Fall 1994 to present.
- Chair of the Hurlburt chair search committee- Fall 1999 to Spring 2001
- Chair of the E-commerce advisory board search committee- Fall 2000 to 2002

C. Peer Reviewing

- Small Group Research
- Decision Support Systems
- Group Decision & Negotiation
- Communications of the ACM
- International Journal of Electronic Commerce
- Electronic Markets
- Information Systems Research.
- Hawaii International Conference on Systems Science
- World Conference on Educational Multimedia & Hypermedia
- International Journal of Information Management
- MIS Quarterly
- Journal of Management Information Systems
- Association for Information Systems
- International Conference on Information Systems
- Informs Conference on Information Systems and Technology
- Decision Support Systems in the 21st Century- Marakas, G.M., Prentice-Hall, 1999

D. Editorial Activity --

- **Editor** for Special issue of **Group Decision and Negotiation** on Collaborative Learning via the Internet, S. Roxanne Hiltz, Jerry Fjermestad, and Floyd Lewis, 8, 5 (1999).
- **Editor** for Special issue of **International Journal of Electronic Commerce** on Customer Relationship Management, Nicholas C. Romano and Jerry Fjermestad, 6, 2 (2001-2002).
- **Editor** for Special issue of **International Journal of Electronic Commerce** on Customer Relationship Management, Jerry Fjermestad and Nicholas C. Romano, 7, 2 (2002-2003).
- **Editor** for Special issue of **Business Process Management Journal** on Customer Relationship Management, Jerry Fjermestad and Nicholas C. Romano, 9, 5 (2003).
- **Editor** for Special Issue of **Journal of Enterprise Information Management** on E-Commerce Marketing, Jerry Fjermestad and Nicholas C. Romano, 17, 6 (2004).

- **Editor** for Special Issue of **Journal of Organizational Computing and Electronic Commerce** on Personalization, Petra Schubert, Nicholas Romano, and Jerry Fjermestad, in preparation.
- **Editor** for a Special Issue of **International Journal of e-Collaboration** on Virtual Team Leadership, Jerry Fjermestad and Surinder Kahai, Call for papers issued March 1, 2005.
- **Editor** for a Special Issue of **International Journal of e-Collaboration** on Collaborative Project Management, Jerry Fjermestad and Nicholas Romano Call for papers issued 10/1/04.
- **Editorial Advisory Board** for **International Journal of Enterprise Information Systems**
- **Editorial Advisory Board** for **Journal of Enterprise Information Management**
- **Editorial Advisory Board** for **Electronic Markets- The International Journal**
- **Associate Editor** for **Journal of Information Science and Technology**
- **Associate Editor** for **International Journal of E-Collaboration**

E. Community/government – None

F. Consulting Services

- Curriculum consultant to Westchester Community College, 1996
- E-Commerce curriculum consultant to Fairleigh Dickinson University, Silberman College of Business administration, 1999

G. Professional Memberships

- Association for Information Systems (AIS)
- The Association for Computing Machinery (ACM)
- The Institute of Management Sciences (INFORMS)
- Beta Gamma Sigma, The Business Honor Society
- New Jersey Society for Information Management

H. Professional Service

- Americas Conference on Information Systems Track Chair- Roundtable, 2004.
- IS One World Track Chair 2002-2003.
- Electronic Customer Relations Management Co-Mini-Track Chair Americas Conference on Information Systems 2000 to 2005.
- Electronic Customer Relations Management Co-Mini-Track Chair Hawaii International Conference of Systems Sciences, 2001-2005
- Asynchronous Learning Networks Co-Mini-Track Chair Hawaii International Conference on System Sciences, 1998, 1999.
- Collaboration Technologies Session Chair, AIS Second Annual Conference, 1996, 1998, 1999.
- Collaborative Technology Theory and methodology Co- Mini-Track Chair Hawaii International Conference on System Sciences, 1998.

- Object Development and Distribution Co-Mini-Track Chair and Session Chair, AIS Second Annual Conference, 1996.

I. Other Service to NJIT

- . Johnson & Johnson IS Management Program
- . NJIT Office of Continuing Education
- . Co-op referral
- . Panelist on the Future of Information Systems at Kean University, May 2004

X. Professional Honors

- Semi-Finalist in the 1994 International Conference on Information Systems (ICIS) Doctoral Dissertation Competition
- Nominated for best paper in the Information Systems Tract: Twenty-Eighth Annual Hawaii International Conference on Systems Science, 1995, Ocker, R., Hiltz, S.R., Turoff, M. & Fjermestad, J.
- Nominated for best paper in the Information Systems-Collaborative Systems and Technology Track: Thirtieth Annual Hawaii International Conference on System Sciences, 1998, Fjermestad, J. and Hiltz, S. R.
- Nominated for Excellence in Graduate Instruction- School of Management, 1998
- Nominated for best paper in the Information Systems Collaborative Systems and Technology Track: Thirty-third Annual Hawaii International Conference on Systems Sciences, 2000, Fjermestad, J. and Hiltz, S.R.
- Best paper 2001 Logistics Information Management, Allen, E., and Fjermestad, J.
- Winner Leir Prize for best research in progress paper: NJIT School of Management, 2004.
- Best paper award Proceedings of the 4th Annual International Outsourcing Conference, Washington D.C., September 15- 17, 2005. Jo Ann Saitta and Jerry Fjermestad