

## Curriculum Vitae



### **Associate Professor Calvin M.L. Chan**

Director

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### **Education Qualifications**

2007	PhD in Information Systems, National University of Singapore, Singapore
1999	BSc (Hons) in Computer & Management Science, University of Warwick, UK
1994	Dip in Electronics, Computer and Communication Engineering, Singapore Polytechnic, Singapore

### **Academic and Professional Experience**

- Vice Dean (School of Business), SIM University
- Head of Programme, SIM University
- Senior Lecturer, SIM University
- Manager, Infocomm Development Authority
- Instructor, National University of Singapore
- Adjunct Professional Staff, Institute of Systems Science
- Consultant, Infocomm Development Authority
- Database Programmer, Zollern UK Limited
- Systems Administrator, Singapore Armed Forces

### **Memberships and Professional Activities**

- Member, Editorial Board, Pacific Asia Journal of the Association for Information Systems, 2021 - present
- Member, Evaluation Panel, Healthy Longevity Catalyst Awards, Singapore Ministry of Health, 2020 - present
- Resource Person, Leadership Development Programme for Higher Education Institutions in Southeast Asia, Southeast Asian Regional Center for Graduate Study and Research in Agriculture and The Head Foundation, 2019 - present

- Chairman, Technical Committee for Information Technology to Older Adults, IT Standard Committee, Singapore Standards Council, 2017 - present
- Member, Coordinating Committee for Silver Industry, Singapore Standards Council, 2017 - present
- Associate Editor (Governance, Strategy, and Value of IS Track), International Conference on Information Systems, 2021
- Co-Track Chair (Enterprise Systems and Business Process Management), Pacific Asia Conference on Information Systems, 2021
- Member, Silver Infocomm Curriculum Taskforce, Infocomm Media Development Authority, 2017 - 2021
- Mentor, Modern Ageing Singapore, 2017 - 2020
- Member, Cloud Computing Standards Coordinating Task Force, Information Technology Standards Committee, Singapore Standards Council, 2011 - 2019
- Board Member, Council for Third Age (C3A), 2015 - 2019
- Member, Editorial Board, International Journal of Intercultural Information Management, 2014 - 2018
- Co-Track Chair (e-Government), Pacific Asia Conference on Information Systems, 2018
- Invited Speaker, "Arrival of the Fourth Industrial Revolution", SATS Industry Transformation Workshop, SATS Ltd, 2018
- Invited Speaker, "Ambidexterity: Business Success Amidst Disruption", Pavillion Capital Pte Ltd, 2017
- Invited Speaker, "Fourth Industrial Revolution and Disruption", Port Officers' Union, 2017
- Chairman, Technical Committee for Technology, Silver Industry Standards Committee, Singapore Standards Council, 2015 - 2017
- Member, Silver Industry Standards Committee, Singapore Standards Council, 2013 - 2017
- SPRING Singapore Merit Award Recipient, 2016
- Member, Internal Audit Committee, SIM University, 2012 - 2016
- Visiting Professor, e-Government Innovation Centre, University of Brunei Darussalam, 2014 - 2015
- Deputy Convener, Cloud Security Working Group, Information Technology Standard Committee, Singapore Standards Council, 2011 - 2013
- Invited Speaker, ASEAN-Korea Strategic Cooperation Seminar on "Government Innovation and Knowledge-based National Development Plans", 2013
- Executive Trainer, Senior and Middle Executive e-Government Course, e-Government Innovation Centre, University Brunei Darussalam, 2013
- Featured Speaker, Future Citizen Engagement for Government Forum Asia 2012
- Co-Track Chair (e-Government), Pacific Asia Conference on Information Systems 2012
- Invited Keynote Speaker, Asia Cloud Conference 2011
- Track Chair (IRM in Government), IRMA International Conference, 2006 - 2007
- Publicity & Marketing Co-Chair, International Conference on Knowledge Management, 2004
- Executive Committee Member, Information & Knowledge Management Society, 2001 - 2004
- Member:
  - Academy of Management
  - Association of Information Systems
  - Singapore Institute of Management

- Reviewer:
  - Communications of the Association for Information Systems
  - European Journal of Information Systems
  - Government Information Quarterly
  - Information & Management
  - Information Systems Frontiers
  - Information Systems Journal
  - Information Systems Research
  - Journal of Electronic Commerce Research
  - Journal of Information and Knowledge Management
  - Journal of Strategic Information Systems
  - Project Management Journal
  - Technological Forecasting and Social Change
  - Americas Conference on Information Systems
  - Annual Meeting of the Academy of Management
  - European Conference on Information Systems
  - Hawaii International Conference on Systems Sciences
  - Information Resources Management Association Conference
  - International Conference on Information Systems
  - International Conference on Knowledge Management
  - Pacific-Asia Conference on Information Systems

### **Consultation and Executive Experience**

2019	Development of Digital Readiness Indicators, Infocomm and Media Development Authority
2011 - 2012	Development of IT-Enabled Productivity Assessment Toolkit, Workforce Development Agency
2008 - 2010	Drafting of the Secure and Resilient Internet Infrastructure Code of Practice (SRII-CoP), Infocomm Development Authority
2007 - 2010	Development and Implementation of National Infocomm Security Masterplan 2, Infocomm Development Authority
2005	Benchmarking of Government e-Services, Immigration & Checkpoint Authority
2004	Development of Methodology for Identifying Integrated e-Services Opportunity, Ministry of Finance
2001	Development of One-Stop Public Entertainment Licensing Centre (OSPEC), Ministry of Home Affairs

### **Research Interests**

- Case Study Research
- e-Government
- Information Systems & Innovation Management
- IT & Ageing

## **Selected Publications**

### **Journal Papers:**

- Ding, D., Guan, C., Chan, C.M.L., and Liu, W. (2020) Building Stock Market Resilience Through Digital Transformation: Using Google Trends to Analyze the Impact of COVID-19 Pandemic, *Frontiers of Business Research in China*, 14(21), pp. 1-21.
- Chan, C.M.L., Teoh, S.Y., Yeow, A. and Pan, G (2019) Agility in Responding to Disruptive Digital Innovation: Case Study of an SME, *Information Systems Journal*, Vol. 29, No. 2, pp. 436-455.
- Tan K.S.Y., and Chan, C.M.L. (2018) Unequal Access: Applying Bourdieu's Practice Theory to Illuminate the Challenges of ICT Use Among Senior Citizens in Singapore, *Journal of Aging Studies*, Vol. 47, pp. 123-131.
- Lee, P.M., Guan, C. and Chan, C.M.L (2017) Koufu: Fortune of an Entrepreneurial Singapore Hawker, *Asian Case Research Journal*, Vol. 21, No. 1, pp. 175-205.
- Ahad, A.D., Chan, C.M.L and Lim, S.A. (2016) Developing e-Government Training Programme: A Stakeholder Approach, *International Journal of Electronic Government Research*, Vol. 12, No. 3, pp. 37-54.
- Chan, C.M.L., Hackney, R., Pan, S.L. and Chou, T-C (2011) Managing e-Government System Implementation: a Resource Enactment Perspective, *European Journal of Information Systems*, Vol. 20, No. 5, pp. 529-541.
- Chan, C.M.L. and Pan, S.L. (2008) User Engagement in e-Government Systems Implementation: A Comparative Case Study of Two Singaporean e-Government Initiatives, *Journal of Strategic Information Systems*, Vol. 17, No. 2, pp. 124-139.
- Chan, C.M.L., Lau, Y.M. and Pan, S.L. (2008) E-Government Implementation: A Macro Analysis of Singapore's e-Government Initiatives, *Government Information Quarterly*, Vol. 25, No. 2, pp. 239-255.
- Tan, C.W., Pan, S.L., Lim, E.T.K. and Chan, C.M.L. (2005) Managing Knowledge Conflicts in Inter-Organizational Project: A Case Study of the Infocomm-Development Authority of Singapore, *Journal of the American Society for Information Science and Technology*, Vol. 56, No. 11, pp. 1187-1199.

### **Conference Papers:**

- Ng, B.Y., Chan, C.M.L. and Qiu, D. (2021) User Adaptation of Digital Platforms: A Conceptual Framework, 25th Pacific Asia Conference on Information Systems, Dubai, UAE, 12-14 July.
- Chan, C.M.L., Qiu, D. and Tan, F.T.C. (2021) Smart Community and Social Resilience: Reflection on the COVID-19 Pandemic, *Proceedings of the 54th Hawaii International Conference on Systems Sciences (HICSS)*, Maui, Hawaii, January 5-8.
- Batulan, C., Tan, F.T.C. and Chan, C.M.L. (2021) Bridging the Leadership Chasm for Sustainable Supply Chains: A Case Study of the Sustainability Advantage Platform, *Proceedings of the 54th Hawaii International Conference on Systems Sciences (HICSS)*, Maui, Hawaii, January 5-8.
- Tan, F.T.C., Hopkins, E., Chan, C.M.L., Leong, C. and Wright, A. (2020) Digital Platform-Enabled Community Development: A Case Study of a Private-Public Partnership Sustainability Initiative, *Proceedings of the 53rd Hawaii International Conference on System Sciences (HICSS)*, Maui, Hawaii, January 7-10.

- Guan, C. , Wei, J. , Chan, C.M.L. and Chia, B.H.A. (2017) Senior Citizens' Self Efficiency for ICT Use: The Influence of Gender, Social Influence and Social Support, Proceedings of the 17th International Conference on Electronic Business, Dubai, UAE, December 4-8.
- Ahad, A.D. and Chan, C.M.L (2016) Social Media Use Among Teenagers in Brunei Darussalam, Proceedings of the 15<sup>th</sup> IFIP WG6.11 Conference on e-Business, e-Services, and e-Society, Swansea, UK, September 13-15.
- Teoh, S.Y., Chan, C.M.L., Pan, G. and Goh, M. (2016) Being Agile to Thrive Amidst Disruptive Digital Innovation, Proceedings of the 20th Pacific Asia Conference on Information Systems (PACIS), Chiayi, Taiwan, June 27 - July 1.
- Lim, S.A, Ahad, A.D. and Chan, C.M.L (2016) Who to Train for e-Government?, Proceedings of the 17<sup>th</sup> Annual International Conference on Digital Government Research, Shanghai, China, June 8-10.
- Lee, P.M., Lee, Y.H. and Chan, C.M.L. (2015) An Evaluation on the Adoption of e-Learning in the School of Business at UniSIM, eLearning Forum Asia 2015, Singapore, June 17-19.
- Chan, C.M.L., Mehta, K.K., Tan, K.S.Y., Chui, Y.P., Hassan, M.S. and Koh, B.Y.R. (2013) Designing e-Services for an Ageing Society, Proceedings of the International Conference on Information Systems 2013 (ICIS), Milan, Italy, December 15-18.
- Chan, C.M.L and Guan, C. (2013) Open Data, Open Innovation and Open Innovation Ecosystem, Proceedings of the 13th International Conference on Electronic Business, Singapore, December 1-4.
- Chan, C.M.L. (2013) From Open Data to Open Innovation Strategies: Creating e-Services Using Open Government Data, Proceedings of the 46th Hawaii International Conference on System Sciences (HICSS), Maui, Hawaii, January 7-10.
- Chan, C.M.L. and Pan, S.L. (2006) Resource Enactment in the E-Government Systems Implementation: A Case Study On the E-File System, Proceedings of the International Conference on Information Systems 2006 (ICIS), Milwaukee, Wisconsin, December 10-13.
- Chan, C.M.L. and Pan, S.L. (2005) Intertwining Offline and Online Channels in Multi-Channel Public Service Delivery: A Case Study, Proceedings of the 65th Annual Meeting of the Academy of Management, Honolulu, Hawaii, August 5-10. (Selected for Best Paper Proceedings Publication; Carolyn Dexter Award Finalist).
- Chan, C.M.L. and Lau, Y.M. (2005) An Informatization of Society Approach to e-Government: Analyzing Singapore's e-Government Efforts, Proceedings of the 9th Pacific Asia Conference on Information Systems (PACIS), Bangkok, Thailand, July 7-10.
- Tan, C.W., Lim, E.T.K., Pan, S.L. and Chan, C.M.L. (2004) Enterprise System As An Orchestrator of Dynamic Capability Development: A Case Study of the IRAS and TechCo, Proceedings of the IFIP-WG 8.2 Conference on IS Research Methods, Manchester, UK, July 15-17, pp 516-534, Kluwer Academic Press.
- Tan, C.W., Pan, S.L., Lim, E.T.K. and Chan, C.M.L. (2004) Conflicts in Knowledge Management: Visiting the Hidden Partner, Proceedings of the 12th European Conference on Information Systems (ECIS), Turku, Finland, June 14–16.

- Chan, C.M.L., Bhandar, M., Oh, L-B., Chan, H-C. (2004) Recognition and Participation in a Virtual Community, Proceedings of the 37th Hawaii International Conference on System Sciences (HICSS), Big Island, Hawaii, January 5-8.
- Chan, C.M.L., Pan, S-L. and Tan C-W. (2003) Managing Stakeholder Relationships in an e-Government Project, Proceedings of the 9th Americas Conference on Information Systems (AMCIS), Tampa, Florida, August 4-6 , pp 783-791.

#### **Books and Book Chapters:**

- Tay, K.C. and Chan, C.M.L. (2022) Digital Transformation of Banks: The Case of DBS, in Lee, D.K.C., Ding, D. and Guan, C. (Eds) Financial Management in the Digital Economy, World Scientific.
- Cheong, H.K. and Chan, C.M.L. (2021) A Singapore University Serving Society in a Disrupted World, in Teo, A.S.C. (Ed.) Univer-cities: Reshaping Strategies to Meet Radical Change, Pandemic and Inequality – Revisiting the Social Compact?, World Scientific.
- Pan, G., Seow, P.S., Chan, C. and Lin, C.Y. (2015) (Eds) Analytics and Cybersecurity: The Shape of Things to Come, CPA Australia.
- Chan, C. (2015) Cybersecurity Concepts and Strategy, in Pan, G., Seow, P.S., Chan, C., Lim, C.Y. (Eds) Analytics and Cybersecurity: The Shape of Things to Come, CPA Australia.
- Chan, C. and Pan, S.L. (2013) Singapore E-Government Initiatives: Engaging Users, in Pan, G. (Ed.) Dynamics of Governing IT Innovation in Singapore: A Casebook, World Scientific.
- Chan, C. (2013) Accounting and Corporate Regulatory Authority's BizFile System, in Pan, G. (Ed.) Dynamics of Governing IT Innovation in Singapore: A Casebook, World Scientific.
- Chan, C. and Taher, M. (2013) LTA's ONE.MOTORING Portal, in Pan, G. (Ed.) Dynamics of Governing IT Innovation in Singapore: A Casebook, World Scientific.
- Chan, C.M.L. and Ang P.H. (2006) The Feedback Unit, Singapore, in Pan, S-L. (Ed.) Managing Emerging Technologies and Organizational Transformation in Asia: A Casebook, World Scientific.
- Poo, D.C.C., Goh, J.M., Tan C.W. and Chan, C. (2005) Developing Systems Using J2EE, 2nd Ed., Prentice Hall.
- Chan, C.M.L. (2004) Singapore Police Force: One-Stop Public Entertainment Licensing Centre (OSPEC), in Pan, S-L. (Ed.) Managing Startegic Enterprise Systems and e-Government Initiatives in Asia: A Casebook, World Scientific.

#### **Press Articles:**

- Chan, C. and Ng, B.Y. (2021) How to Help Hawkers to go Digital, Today, 23 Aug 2021.
- Chan, C.M.L. (2021) Encouraging Seniors in Digitalisation Drive Instead of Forcing Tech Adoption on Them, Channel News Asia, 13 January 2021.
- Guan, C. and Chan, C.M.L. (2020) Has COVID-19 made e-Commerce and Online Shopping the New Normal?, Channel News Asia, 7 April 2020.
- Chan, C.M.L. (2019) New Habits, Strategies and Skills Needed as Global Economy Sands Shift, Channel News Asia, 13 January 2019.

- Chan, C.M.L. (2017) Seizing the Future with Both Hands, The Straits Times, 12 August 2017, p. A39.
- Chan, C. and Cheng, K.H. (2017) Harnessing Platform Strategy to Grow Our SMEs, Today's Manager, Issue 3, p. 29-31.
- Chan, C. (2015) Technological Advancement Need Not be a Pipe Dream for Developing Countries, The Brunei Times, 19 January 2015, p. A21.
- Chan, C. (2014) A Place for Seniors in the Smart Nation, The Straits Times, 29 November 2014, p. A43.
- Chan, C.M.L. (2013) Moving Your Business to the Cloud, Today's Manager, Issue 4, p. 74-75.
- Chan, C. (2011) Adoption of Cloud Computing, The Business Times, 15 August 2011, p. 26.

**Research Grant:**

- Collaborator, "Employee Driven Innovation", Workforce Development Applied Research Fund, 2020 - 2022, S\$194,925.
- Co-Investigator, "SG50 Business Excellence Symposium", SG50 Celebration Fund, January - December 2015, S\$18,750.
- Principal Investigator, "Enhancing e-Service Delivery to Senior Citizens", SIM University, August 2012 - December 2014, S\$175,800.

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