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BIOGRAPHY

A university administrator for more than 20 years, Anne-Marie Croteau is the first woman Dean of the John Molson School of Business at Concordia University in Montreal.

Full professor and researcher specializing in strategic management of information technology, she has more than 30 years of experience in teaching and research. Her highly cited work has been published in renowned international scientific journals and has been the recipient of numerous awards. For seven consecutive years, she was named one of Concordia's most popular professors by Maclean magazine.

A certified corporate director, Dr. Croteau has been a member of several Boards of Directors for nearly 20 years. She sits on Hydro-Québec's Board of Directors and is Chair of the Digital Technology Committee and a member of the Human Resources Committee. She serves on the Board of Directors of Autorité des marchés financiers. She is Vice-Chair of the Board of Directors of Collège André-Grasset and Chair of the Governance Committee. She participates in the Cabinet of Centraide of Greater Montreal for its fundraising campaign. She is a godmother for the Junior Chamber of Commerce of Montreal and a mentor for Women in Governance.

She is the only Canadian to be a member of the Board of Directors and Innovation Committee of the Association to Advance Collegiate Schools of Business, an international accrediting body for business schools. She is the Chair of its By-Laws and Articles committee. She is the Past-Chair of the Business Schools Association of Canada. She was an independent director on the Board of Directors of the Société de l'assurance automobile du Québec, and sat on the Boards of Directors of Finance Montréal and the Institute on Governance of Private and Public Organizations.

Her research focuses on governance of information technology, adoption of information technology by small and medium enterprises, impact of the gig-economy. She supervises MSc and PhD theses on a regular basis. Her research is highly cited and has been published in various scientific journals such as *Journal of Strategic Information Systems*, *Journal of Information Technology*, *Computers in Human Behavior*, *Canadian Journal of Administrative Sciences*, *IEEE-Transactions on Engineering Management*, *International Business Research*, *Information Systems Frontiers*, as well as in various national and international conference proceedings. She is a recipient of the JMSB Dean's mid-career award for distinguished scholarship.

She is the first woman to obtain her PhD in Management Information Systems at Laval University (Quebec City). She holds an MSc and BComm in MIS from HEC Montréal, and a BSc in Actuarial Mathematics from Concordia University.

RESEARCH INTERESTS

Business Technology Management
Management Information Systems
Digital Economy
Social Media
Implicit Motives

TEACHING DOMAINS

Business Technology Management
Management Information Systems

EDUCATION

1998	Doctor of Philosophy (PhD) in Business Administration, Specialization in Management Information Systems, Title of Thesis: Harmonisation du déploiement technologique avec la stratégie d'affaires: Augmentation de la performance organisationnelle, Université Laval, Canada
1993	Master of Science (MSc) in Administration, Specialization in Management Information Systems, HEC Montreal, Canada
1989	Bachelor of Commerce (BComm), Specialization in Management Information Systems, HEC Montreal, Canada
1986	Bachelor of Science (BSc), Specialization in Actuarial Mathematics, Concordia University, Canada

DESIGNATIONS, AFFILIATIONS, AND CERTIFICATIONS

Professional Certifications/Designations

2011	Administratrice de sociétés certifiée (ASC), Collège des administrateurs de sociétés, Université Laval, Canada
2012	Chartered Director (CDir), Directors College, McMaster University, Canada

Professional Affiliations

Since 2020	Member, Women in Business Education (WiBE)
Since 2019	Member, Association des MBA du Quebec, Canada
Since 2018	Member, Business Professional Women (BPW) Montréal, Montréal, QC, Canada
Since 2017	Mentor, Gouvernance au féminin, Montreal, QC, Canada
Since 2017	Member, International Women Forum, Washington, DC, United States
Since 1997	Member, Association for Information Systems (AIS), Atlanta, GA, United States
Since 1993	Member, Administrative Sciences Association of Canada (ASAC), Canada

Academic Affiliations

Since 2010	Member, HEC Montreal, Groupe de recherche en systèmes d'information (GReSi), Montreal, QC, Canada
Since 2008	Fellow, Center for Interuniversity Research and Analysis Organizations / Centre interuniversitaire de recherche en analyse des organisations (CIRANO), Montreal, QC, Canada
Since 2002	Research Associate, Centre francophone d'informatisation des organisations (CEFRIO),

DESIGNATIONS, AFFILIATIONS, AND CERTIFICATIONS

Since 2002	Quebec City, QC, Canada
2011 - 2017	Member, Centre de recherche interdisciplinaire sur les PME et l'entrepreneuriat (CRIPMEE), Université du Québec à Trois-Rivières, Trois-Rivières, QC, Canada

WORK EXPERIENCE

Academic

Since 2017	Dean, John Molson School of Business, Concordia University, Concordia University, John Molson School of Business, Canada
Since 2012	Professor, Department of Supply Chain and Business Technology Management, Concordia University, John Molson School of Business, Canada
2015 - 2017	Associate Dean, Professional Graduate Programs and External Relations, Concordia University, John Molson School of Business, Canada
2013 - 2015	Associate Dean, External Relations and Business Development, Concordia University, John Molson School of Business, Canada
2012 - 2013	Associate Dean, Recruitment and Awards, Concordia University, School of Graduate Studies, Canada
2002 - 2012	Associate Professor, Department of Supply Chain and Business Technology Management, Concordia University, John Molson School of Business, Canada
2008 - 2010	Director, Executive MBA Program, Concordia University, John Molson School of Business, Canada
2008 - 2009	Director, Global Aviation MBA Program, Concordia University, John Molson School of Business, Canada
2007 - 2008	Interim Director, Executive MBA Program, Concordia University, John Molson School of Business, Canada
2007 - 2008	Interim Director, Global Aviation MBA Program, Concordia University, John Molson School of Business, Canada
2001 - 2002	Director, Graduate Certificate in e-Business Program, Concordia University, John Molson School of Business, Canada
1997 - 2002	Assistant Professor, Department of Supply Chain and Business Technology Management, Concordia University, John Molson School of Business, Canada
1994 - 1997	Lecturer, Management Information Systems, Université Laval, Canada
1993 - 1996	Lecturer, Management Information Systems, Université de Sherbrooke, Canada
1990 - 1993	Lecturer, Management Information Systems, HEC Montreal, Canada
1986 - 1990	Research Assistant, Management Information Systems, Applied Economics, and Accounting, HEC Montreal, Canada

RESEARCH FUNDING

External

2018 - 2023	Understanding and facilitating digital transformation: An organizational identity perspective - (Marsan, J. (PI), Croteau, A.-M., Denford, J. S., and Audebrand, L. K.), SSHRC Insight Development Grant, Social Sciences and Humanities Research Council (SSHRC), C\$ 201,974, Canada
2015 - 2020	Developing an IT-based dynamic learning capability for the competitive performance of manufacturing SMEs - (Croteau, A.-M. (PI), Bergeron, F., Raymond, L. and Uwizeyemungu, S.), SSHRC Insight Development Grant, Social Sciences and Humanities Research Council (SSHRC), C\$ 174,804, Canada

- 2010 - 2015 Trade-off between Integration and flexibility when innovating with Information Technologies - (Croteau, A.-M. (PI), Raymond, L. and Bergeron, F.), SSHRC Regular Grant, Social Sciences and Humanities Research Council (SSHRC), C\$ 122,000, Canada
- 2011 - 2014 Regroupements stratégiques- (St-Pierre, J. (PI) et al.), Centre de recherche interdisciplinaire sur les PME et l'entrepreneuriat (CRIPMEE), Fonds de recherche du Québec – Société et culture (FRQSC), C\$ 225,000, Canada
- 2008 - 2011 Governing Information Technology activities from an internal perspective - (Aubert, B.A. (PI), and Croteau, A.-M.), SSHRC Regular Grant, Social Sciences and Humanities Research Council (SSHRC), C\$ 45,690, Canada
- 2008 - 2011 Explaining the impact of IT offshoring on Canadian firms - (Aubert, B.A. (PI), and Croteau, A.-M.), SSHRC Special Grant on Management, Business and Finance, Social Sciences and Humanities Research Council (SSHRC), C\$ 114,000, Canada
- 2006 - 2010 Gestion stratégique des technologies de l'information: Alignement, gouvernance et innovation - (Rivard, S. (PI) Aubert, B.A., Bahli, B., Bergeron, F., and Croteau, A.-M.), QRSC Programme de soutien aux équipes de recherche, Fonds de recherche du Québec – Société et culture (FRQSC), C\$ 422,400, Canada
- 2004 - 2007 Information Technology outsourcing and business strategy - (Aubert, B.A. (PI), and Croteau, A.-M.), SSHRC Regular Grant, Social Sciences and Humanities Research Council (SSHRC), C\$ 106,500, Canada
- 2002 - 2005 Alignement stratégique des technologies de l'information dans un contexte d'affaires électroniques, nouveaux chercheurs, Fonds de recherche du Québec – Société et culture (FRQSC), C\$ 45,000, Canada
- 1994 - 1995 Grant of Excellence from Le Fonds de l'Enseignement et de la Recherche, Université Laval, C\$ 6,000, Canada

Internal

- 2009 - 2010 Center for Multidisciplinary Research in Business - (Grohman, B. (PI), Beaudry, A., Bodur, O., Boies, K., Brutus, S., Croteau, A.-M., Gagne, M., Hecht, T., and Martens, M.), Concordia University, John Molson School of Business, C\$ 30,000, Canada
- 2008 - 2009 Center for Research on Innovations in Business - (Grohman, B. (PI), Beaudry, A., Bodur, O., Boies, K., Brutus, S., Croteau, A.-M., Gagne, M., Hecht, T., and Martens, M.), Infrastructure Funding Grant, Concordia University, John Molson School of Business, C\$ 25,000, Canada
- 2007 - 2008 Center for Research on Innovations in Business - Grohman, B. (PI), Beaudry, A., Bodur, O., Boies, K., Brutus, S., Croteau, A.-M., Gagne, M., Hecht, T., and Martens, M., Concordia University, C\$ 20,000, Canada
- 2007 Interorganizational governance for IT - (Croteau, A.-M. (PI), and Bergeron, F.), Bell Research Center for Business Process Innovations, Concordia University, John Molson School of Business, C\$ 7,500, Canada
- 2000 Concordia Electronic Commerce Institute - (Kersten, G. (PI), and Croteau, A.-M.), Start Up Grant, Concordia University, C\$ 20,600, Canada
- 1998 - 2000 Grant from the Faculty Research Development Program, Concordia University, C\$ 18,300, Canada

Internal Funding Supporting Student Research

- 2019 Social Media Use Examined through a Motives Lens - (funding for supervised PhD student Ayouby, Reem), Concordia University, John Molson School of Business, C\$ 5,000, Canada
- 2016 Attachment, implicit motives, and social media use patterns - (funding for supervised PhD student Ayouby, Reem), Concordia University, John Molson School of Business, C\$ 4,960, Canada

2009	IS department strategy, structure, and performance: A configurational approach - (Funding for supervised PhD student Tamim, Haitham), Concordia University, John Molson School of Business, C\$ 4,000, Canada
2006	Assessment of a knowledge governance typology (Funding for supervised MSc student Malde, Neha), Concordia University, John Molson School of Business, C\$ 1,932, Canada
2006	Investigating the link between corporate shared knowledge and organizational performance - (Funding for supervised MSc student Galloway, Ian), Concordia University, John Molson School of Business, C\$ 1,993, Canada
2006	The adoption of IS standards in the Canadian healthcare industry: An industry level analysis - (Funding for supervised MSc student Ayouby, Reem), Concordia University, John Molson School of Business, C\$ 835, Canada
2003	Impact of TBDF regulation on IT configuration and global opportunities in MNCs - (Funding for supervised MSc student Zankoski, Lisa), Concordia University, John Molson School of Business, C\$ 1,500, Canada
2002	Contributions of IT strategy to business performance - (Funding for supervised MSc student Holm, Justin), Concordia University, John Molson School of Business, C\$ 1,500, Canada
2002	Top issues of knowledge leaders: A Delphi method - (Funding for supervised MSc student Dfouni, Marc), Concordia University, John Molson School of Business, C\$ 1,500, Canada
2001	Impact of IT-enabled networks on organization's global competitive advantage - (Funding for supervised MSc student Zankoski, Lisa), Concordia University, John Molson School of Business, C\$ 3,000, Canada
2001	Web and paper questionnaires – What is good for the researcher is good for the participant? - (Funding for supervised MSc student Miguel, Marco), Concordia University, John Molson School of Business, C\$ 2,200, Canada
2001	Investigating the critical success factors of Customer Relationship Management (CRM) – A Canadian perspective - (Funding for supervised MSc student Li, Peter), Concordia University, John Molson School of Business, C\$ 2,800, Canada
2001	Achieving e-business performance by leveraging e-loyalty - (Funding for supervised MSc student Grondin, Benoit), Concordia University, John Molson School of Business, C\$ 3,000, Canada
2000	Thesis proposal: Organizational culture, culture change and the achievement of ERP and BPR performance objectives - (Funding for supervised MSc student Kappos, Antonio), Concordia University, John Molson School of Business, C\$ 3,000, Canada
1999	Thesis proposal: Technology acceptance model applied to Telemedecine - (Funding for supervised MSc student Vieru, Dragos), Concordia University, John Molson School of Business, C\$ 1,500, Canada
1998	Thesis proposal: Impact on business performance of the organizational and technological infrastructures - (Funding for supervised MSc student Solomon, Simona), Concordia University, John Molson School of Business, C\$ 2,000, Canada

TEACHING FUNDING

2014	New frontiers in the scholarship of teaching and learning in higher education: An interdisciplinary approach to investigating innovative pedagogical practices - (Venkatesh, V. (PI), Beaudry, A., Croteau, A.-M., Dolatabadi, A., Gabriele, S., and Salazkina, M.), Concordia University VPRGS Team Start-up / Accelerator Program, Concordia University, C\$20,000, Canada
2002	Demande de financement pour le développement d'un programme de formation courte en commerce électronique - (Croteau, A.-M. (PI), Kersten, G., and Etezadi, J.),

- Financing for the Graduate Certificate in e-Business program, Ministère de l'Éducation et de l'Enseignement supérieur du Québec, C\$70,000, Canada
- 2000 Demande de financement pour l'acquisition de l'infrastructure nécessaire à l'enseignement de cours avancés en technologies de l'information - (Kersten, G., Etezadi, J., and Croteau, A.-M.), Financing for the new advanced laboratory to be used by the DSMIS department and the Graduate Certificate in e-Business program, Ministère de l'Éducation et de l'Enseignement supérieur du Québec, C\$220,000, Canada

HONOURS, AWARDS, PRIZES, AND DISTINCTIONS

Career Awards/Honours/Prizes

- 2025 Provost's Circle of Distinction, Concordia University, Canada
- 2024 SheLeadsTech, Information Systems Audit and Control Association (ISACA), C\$0, Canada
- 2024 King Charles Coronation III Coronation Medal, Gouvernement du Québec, Canada
- 2019 7ème cuvée des Top 20 de la diversité, 2019. Distinction awarded for my contribution to the advancement of Quebec and Canada, Deloitte Touche Tohmatsu CPA Ltd., Canada
- 2017 Méritic, Career in Information Technology, In recognition of my contribution to the IT industry at the provincial level, Réseau Action TI, Canada
- 2017 One of the most influential alumni, Selected among 285 000 alumni by the Comité des diplômés influents de l'Université Laval, Université Laval, Canada
- 2012 Dean's Mid-Career award for distinguished scholarship, Concordia University, John Molson School of Business, Canada

Research Awards/Honours/Prizes

- 2021 Nominated for the best paper of the Organizational Systems and Technology track - Unlocking perceived algorithmic autonomy-support: Scale development and validation (Jabagi, Croteau, Audebrand, and Marsan), Hawaii International Conference on System Sciences, United States
- 2015 Best paper award of the Information Systems division - Problematic use of social media and implicit motives - (Ayouby and Croteau), Administrative Sciences Association of Canada (ASAC), Canada
- 2015 Best paper of the Knowledge Systems track - Entrepreneurial orientation and e-business capabilities of manufacturing SMEs: An absorptive capacity lens - (Raymond, Croteau, Bergeron, and St-Pierre), Hawaii International Conference on System Sciences, United States
- 2015 Best paper of the Information Systems division - Problematic use of social media and implicit motives - (Ayouby and Croteau), Administrative Sciences Association of Canada (ASAC), Canada
- 2011 Best paper award of the Information Systems division - Contemporary IS department characteristics: Exploratory case studies - (Tamim, Croteau, and Aubert), Administrative Sciences Association of Canada (ASAC), Canada
- 2011 Best paper award - The strategic role of IT: An empirical study of its impact on IT performance in manufacturing SMEs - (Raymond, Croteau, and Bergeron), Internet and Web Applications and Services, Netherlands
- 2009 Best paper of the Information Systems division - When information technology is counterproductive: Revising the innovation paradigm in manufacturing SMEs - (Raymond, Croteau, and Bergeron), Administrative Sciences Association of Canada (ASAC), Canada

- 2001 Best paper of the Information Systems division - Telemedicine adoption studied from physicians' perspective - (Croteau and Vieru), Administrative Sciences Association of Canada (ASAC), Canada
- 1999 Best paper of the Information Systems division - La trilogie de l'harmonisation technologique: Stratégie d'entreprise, déploiement technologique et performance organisationnelle - (Croteau and Bergeron), Administrative Sciences Association of Canada (ASAC), Canada
- 1999 Research award of the Academy of Information and Management Sciences - Testing the validity of miles and snow's typology - (Croteau, Raymond, and Bergeron), Allied Academies, United States

Teaching Awards/Honours/Prizes

- 2000 One of the most popular professors at Concordia University from 2000 to 2006, Maclean's, Canada
- 1994 Nominee for the best teacher in Management Information Systems in 1995 and 1996, Université Laval, Canada

PUBLICATIONS

Refereed Journal Articles

- JABAGI, N., CROTEAU, A.-M., AUDEBRAND, L. K., MARSAN, J. (2025). Do algorithms play fair? Analysing the perceived fairness of HR-decisions made by algorithms and their impacts on gig-workers. *The International Journal of Human Resource Management*, 36 (2), 235-274. doi:[10.1080/09585192.2024.2441448](https://doi.org/10.1080/09585192.2024.2441448).
- JABAGI, N., CROTEAU, A.-M. (2025). L'intelligence artificielle (IA) : amie ou ennemie de la motivation des étudiants et étudiantes universitaires? *Revue internationale des technologies en pédagogie universitaire / International Journal of Technologies in Higher Education (RITPU / IJTHER)*, 22 (1). doi:[10.18162/ritpu-2025-v22n1-04](https://doi.org/10.18162/ritpu-2025-v22n1-04).
- PELLETIER, C., CROTEAU, A.-M., RAYMOND, L., VIERU, D. (2021). Achieving social IT alignment through the orchestration of IT assets: An interpretive case study. *Information Systems Management*, 38 (1), 42-61. doi:[10.1080/10580530.2020.1733712](https://doi.org/10.1080/10580530.2020.1733712).
- RAYMOND, L., BERGERON, F., CROTEAU, A.-M., ORTIZ DE GUINEA, A., UWIZEYEMUNGU, S. (2020). Information technology-enabled explorative learning and competitive performance in industrial service SMEs: A configurational analysis. *Journal of Knowledge Management*, 24 (7), 1625-1651. doi:[10.1108/JKM-12-2019-0741](https://doi.org/10.1108/JKM-12-2019-0741).
- JABAGI, N., CROTEAU, A.-M., AUDEBRAND, L. K., MARSAN, J. (2019). Gig-workers' motivation: Thinking beyond carrots and sticks. *Journal of Managerial Psychology*, 34 (4), 192-213. doi:[10.1108/JMP-06-2018-0255](https://doi.org/10.1108/JMP-06-2018-0255).
- RAYMOND, L., BERGERON, F., CROTEAU, A.-M., UWIZEYEMUNGU, S. (2019). Determinants and outcomes of IT governance in manufacturing SMEs: A strategic IT management perspective. *International Journal of Accounting Information Systems*, 35, 100422. doi:[10.1016/j.accinf.2019.07.001](https://doi.org/10.1016/j.accinf.2019.07.001).
- TABACH, A., CROTEAU, A.-M. (2017). Configurations of information technology governance practices and business unit performance. *International Journal of IT/Business Alignment and Governance*, 8 (2), 1-27. doi:[10.4018/IJITBAG.2017070101](https://doi.org/10.4018/IJITBAG.2017070101).
- MARSAN, J., AUDEBRAND, L. K., CROTEAU, A.-M., MAGNIN, G. (2017). Healthcare service innovation based on information technology: The role of social values alignment. *Systèmes d'Information et Management*, 22 (1), 39-69. doi:[10.3917/sim.171.0097](https://doi.org/10.3917/sim.171.0097).
- RAYMOND, L., BERGERON, F., CROTEAU, A.-M., ST-PIERRE, J. (2016). IT-enabled knowledge management for the competitive performance of manufacturing SMEs: An absorptive capacity-based view. *Knowledge and Process Management*, 23 (2), 110-123. doi:[10.1002/kpm.1503](https://doi.org/10.1002/kpm.1503).

- RAYMOND, L., BERGERON, F., CROTEAU, A.-M., ST-PIERRE, J. (2015). Developing absorptive capacity through e-business: The case of international SMEs. *Journal of Small Business Management*, 53 (S1), 75-94. doi:[10.1111/jsbm.12192](https://doi.org/10.1111/jsbm.12192).
- BERGERON, F., CROTEAU, A.-M., UWIZEYEMUNGU, S., RAYMOND, L. (2015). IT governance framework applied to SMEs. *International Journal of IT/Business Alignment and Governance*, 6 (1), 33-49. doi:[10.4018/IJITBAG.2015010103](https://doi.org/10.4018/IJITBAG.2015010103).
- CROTEAU, A.-M., BERGERON, F., DUBSKY, J. (2013). Contractual and consensual profiles for an interorganizational governance of information technology. *International Business Research*, 6 (9), 30-43. doi:[10.5539/ibr.v6n9p30](https://doi.org/10.5539/ibr.v6n9p30).
- RAYMOND, L., BERGERON, F., CROTEAU, A.-M. (2013). Innovation capability and performance of manufacturing SME: The paradoxical effect of IT integration. *Journal of Organizational Computing and Electronic Commerce*, 23 (3), 249-272. doi:[10.1080/10919392.2013.807714](https://doi.org/10.1080/10919392.2013.807714).
- AYOUBY, R., CROTEAU, A.-M., RAYMOND, L. (2012). Acculturation to the global culture and internet adoption. *Data Base for Advances in Information Systems*, 43 (4), 33. doi:[10.1145/2398834.2398838](https://doi.org/10.1145/2398834.2398838).
- RIVARD, S., PINSONNEAULT, A., CROTEAU, A.-M. (2012). Information technology at Cirque du Soleil: Looking back, moving forward? *International Journal of Case Studies in Management / Revue Internationale de Cas en Gestion*, 10 (4).
- RIVARD, S., CROTEAU, A.-M., PINSONNEAULT, A. (2012). Teaching Note: Information technology at Cirque du Soleil: Looking back, moving forward? *International Journal of Case Studies in Management / Revue Internationale de Cas en Gestion*, 10 (4).
- SALEEM, H., BEAUDRY, A., CROTEAU, A.-M. (2011). Antecedents of computer self-efficacy: A study of the role of personality traits and gender. *Computers in Human Behavior*, 27 (5), 1922-1936. doi:[10.1016/j.chb.2011.04.017](https://doi.org/10.1016/j.chb.2011.04.017).
- RAYMOND, L., CROTEAU, A.-M., BERGERON, F. (2011). The strategic role of IT as an antecedent to the IT sophistication and IT performance of manufacturing SMEs. *International Journal on Advances in Systems and Measurements*, 4 (3-4), 203-211.
- CROTEAU, A.-M., RIVARD, S., TALBOT, J. (2011). Visioning information technology at Cirque du Soleil. *International Journal of Case Studies in Management / Revue Internationale de Cas en Gestion*, 9 (3).
- RIVARD, S., CROTEAU, A.-M., TALBOT, J. (2011). Teaching Note: Visioning information technology at Cirque du Soleil. *International Journal of Case Studies in Management / Revue Internationale de Cas en Gestion*, 9 (3).
- CROTEAU, A.-M., DYER, L. M., MIGUEL, M. (2010). Employee reactions to paper and electronic surveys: An experimental comparison. *IEEE Transactions on Professional Communication*, 53 (3), 249-259.
- RAYMOND, L., CROTEAU, A.-M. (2009). Manufacturing strategy and business strategy in medium-sized enterprises: Performance effects of strategic alignment. *IEEE Transactions on Engineering Management*, 56 (2), 192-202. doi:[10.1109/TEM.2008.922646](https://doi.org/10.1109/TEM.2008.922646).
- CROTEAU, A.-M., LÉGER, P., CASSIVI, L. (2008). The role of life cycle concepts in the assessment of interorganizational alignment. *Industrial Management and Data Systems*, 108 (2), 145-161. doi:[10.1108/02635570810847545](https://doi.org/10.1108/02635570810847545).
- AUBERT, B. A., BEAUREGARD, G., CROTEAU, A.-M., RIVARD, S. (2008). Firm strategic profile and IT outsourcing. *Information Systems Frontiers*, 10 (2), 129-143.
- LAFRAMBOISE, K., CROTEAU, A.-M., BEAUDRY, A., MANOVAS, M. (2007). Interdepartmental knowledge transfer success during information technology projects. *International Journal of Knowledge Management*, 3 (2), 47-67. doi:[10.4018/jkm.2007040103](https://doi.org/10.4018/jkm.2007040103).
- RAYMOND, L., CROTEAU, A.-M. (2006). Enabling the strategic development of SMEs through advanced manufacturing systems. (Top 3% of cited papers in this journal since its publication). *Industrial Management and Data Systems*, 106 (7), 1012-1032. doi:[10.1108/02635570610688904](https://doi.org/10.1108/02635570610688904).

- RONDEAU, A., CROTEAU, A.-M., LUC, D. (2005). Appréciation empirique d'enjeux technologiques liés à la transformation organisationnelle dans le cadre du déploiement de l'administration électronique. *Systèmes d'Information et Management*, 10 (1), 63-76.
- CROTEAU, A.-M., RAYMOND, L. (2004). Performance outcomes of strategic and IT competencies alignment. (Top 3% of cited papers in this journal since its publication). *Journal of Information Technology*, 19 (3), 178-190. doi:[10.1057/palgrave.jit.2000020](https://doi.org/10.1057/palgrave.jit.2000020).
- CROTEAU, A.-M., LI, P. (2003). Critical success factors of CRM technological initiatives. (Top 1% of cited papers in this journal since its publication). *Canadian Journal of Administrative Sciences-Revue Canadienne des Sciences de l'Administration*, 20 (1), 21-34. doi:[10.1111/j.1936-4490.2003.tb00303.x](https://doi.org/10.1111/j.1936-4490.2003.tb00303.x).
- CROTEAU, A.-M., BERGERON, F., RAYMOND, L. (2001). Comportements stratégiques, choix et gestion des systèmes d'information : Contribution à la performance. *Systèmes d'Information et Management*, 4 (2), 5-17.
- CROTEAU, A.-M., BERGERON, F. (2001). An information technology trilogy: Business strategy, technological deployment and organizational performance. (Top 4% of cited papers in this journal since its publication). *Journal of Strategic Information Systems*, 10 (2), 77-99. doi:[10.1016/S0963-8687\(01\)00044-0](https://doi.org/10.1016/S0963-8687(01)00044-0).
- CROTEAU, A.-M., RAYMOND, L., BERGERON, F. (1999). Measuring business strategy: Miles and Snow's typology revisited. *Academy of Information and Management Sciences Journal*, 2 (2), 1-7.

Refereed Conference Proceedings

- CROTEAU, A.-M., JABAGI, N., AYOUBY, R. (2025). Swipe, Like, Repeat. Towards a Fit-based Theory of Implicit Motives in Social Media Addiction. (pp. 5700-5709). *Proceedings of the Hawaii International Conference on System Sciences (HICSS)*.
- JEWER, J., JABAGI, N., CROTEAU, A.-M., MARSAN, J., RIEDINGER, C. (2025). Guiding the future: Boardroom governance in the age of artificial intelligence. *Proceedings of the Americas Conference on Information Systems (AMCIS)*.
- JABAGI, N., CROTEAU, A.-M., AUDEBRAND, L. K., MARSAN, J. (2024). Fairness in algorithmic management: Bringing platform-workers into the fold. (pp. 187-196). *Proceedings of the Hawaii International Conference on System Sciences (HICSS)*.
- CROTEAU, A.-M., JABAGI, N., AUDEBRAND, L. K., MARSAN, J. (2024). Fair dealings with algorithms?. Analyzing the perceived procedural fairness of managerial algorithms and their Impacts on Gig-workers. (pp. 4194-4203). *Proceedings of the Hawaii International Conference on System Sciences (HICSS)*.
- JABAGI, N., CROTEAU, A.-M., AUDEBRAND, L. K., MARSAN, J. (2021). Unlocking perceived algorithmic autonomy-support: Scale development and validation. *Proceedings of the Hawaii International Conference on System Sciences (HICSS)*.
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PRESENTATIONS

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- PAYLAN, C., CROTEAU, A.-M. (2018). *Because it's 2018: Women and leadership in Canada*. International Leadership Association (ILA) Annual Global Conference, West Palm Beach, FL.
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Invited Presentations

- CROTEAU, A.-M. (2025). *Early career faculty consortium*. Americas Conference on Information Systems (AMCIS) 2025, Montreal, QC.

- CROTEAU, A.-M. (2020). *Préoccupations et tendances en TI*. Quartier Innovation Montréal, Montreal, QC.
- CROTEAU, A.-M. (2019). *Leadership au féminin speaker*. The general assembly of directors, Raymond Chabot Grant Thornton, Quebec City, QC.
- CROTEAU, A.-M. (2019). *Leadership au féminin speaker*. HR event organized by BCF Canada at the Prenez-place, Montreal, QC.
- CROTEAU, A.-M. (2019). *La nécessité de fixer des quotas pour atteindre la parité speaker*. The roundtable organized by Association des MBA du Québec, Montreal, QC.
- CROTEAU, A.-M. (2017). *Affaires et TI : Tout le monde parle des tendances 2018*. JIQ L'événement TI et Affaires, Québec, Quebec City, QC.
- CROTEAU, A.-M. (2015). *Business-IT alignment: A question of timing, distinguished speaker of the information systems division*. Administrative Sciences Association of Canada (ASAC) Conference, Halifax, NS.
- CROTEAU, A.-M. (2015). *Comités consultatifs : Enjeux et bénéfices*. Cercle des Administrateurs de Société, Québec & Montréal, Montreal, QC.
- CROTEAU, A.-M. (2015). *Thinking beyond the classroom: Focusing on extracurricular activities to enhance learning for our students*. Eduniversal World Convention, Boston, MA.
- CROTEAU, A.-M. (2014). *What are the economic and social effects that JMSB has on its region?* Eduniversal World Convention, Istanbul.
- CROTEAU, A.-M. (2013). *Stratégie et gouvernance dans un contexte de société d'État, Guest speaker, Stratégie et la gouvernance*. Faculté d'administration de l'Université Laval, Quebec City, QC.
- CROTEAU, A.-M. (2013). *Invited as one the most cited authors of the Canadian Journal of Administrative Sciences, panelist at the doctoral consortium*. The Administrative Sciences Association of Canada (ASAC) conference, Calgary, AB.
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- CROTEAU, A.-M. (2009). *Management stratégique et gouvernance des TI*. Séminaire donné pour les Services gouvernementaux du Québec, Québec City, QC.
- CROTEAU, A.-M. (2008). *CIO's strategic involvement: Sensemaking and issue-selling perspectives. (Presentation made on behalf of Dr. Dowan Kwon)*. Administrative Sciences Association of Canada (ASAC) Conference, IS division, Halifax, NS.
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- CROTEAU, A.-M. (2005). *Gouvernance, architecture et infrastructure technologiques*. Colloque international du CEFRIO sur le gouvernement en ligne, Québec, QC.
- CROTEAU, A.-M. (2004). *Gouvernance, architecture et infrastructure technologiques : Résultats*. Session de transfert du CEFRIO pour le projet de Prestation électronique de services, Québec, QC.
- CROTEAU, A.-M. (2004). *Passages obligés en matière de gouvernance, d'architecture et d'infrastructures technologiques pour mettre en place la PES destinée aux citoyens et aux entreprises*. Séminaire sur le Développement des capacités organisationnelles et la transformation organisationnelle vers une administration électronique, Conseil du Trésor, SCT-SSIGRI, Québec, QC.
- CROTEAU, A.-M. (2003). *Gouvernance, architecture et infrastructure technologique*. Session de transfert du CEFRIO pour le projet de Prestation électronique de services, Québec, QC.
- VIERU, D., CROTEAU, A.-M. (2002). *Adoption de la télémédecine par deux groupes distincts de*

médecins. 3e Symposium sur la télésanté: une vision à partager, Québec, QC.

CROTEAU, A.-M. (2001). *Performance et technologies de l'information : Pensez à l'alignement stratégique*. Colloque International organise par le CEFRIO : Du télétravail aux nouvelles formes de travail dans la société de l'information, Québec, QC.

CROTEAU, A.-M. (2000). *Structural equation modeling applied to strategic alignment of information technology*. Statistical Society of Canada 2000 Annual Meeting, Ottawa, ON.

CROTEAU, A.-M., BÉLISLE, J. M. (2000). *Alignement stratégique des TI dans l'organisation du 3ème millénaire, stratégies et solutions*. Déjeuner causerie de la Fédération de l'informatique du Québec, Montreal, QC.

CROTEAU, A.-M. (1995). *Strategy, structure, information technology management and business performance*. Doctoral Consortium, Administrative Sciences Association of Canada, Windsor, ON.

CROTEAU, A.-M. (1994). *La réingénierie des processus d'affaires*. Annual Congress of Municipal IS Specialists of Québec, Magog, QC.

CROTEAU, A.-M., TALBOT, J. (1992). *Les systèmes d'information pour dirigeants : Un outil de gestion pour les établissements de santé du Québec*. Colloque Informatique-Santé, Association des hôpitaux du Québec, Québec, QC.

Research Seminars

JABAGI, N., CROTEAU, A.-M. (2019). *Supporting gig-workers: Time to build better algorithms - (Best poster award)*. 11th Annual Graduate Research Exposition (AGRE) JMSB, Concordia University, Montreal, QC.

JABAGI, N., CROTEAU, A.-M. (2017). *Boon or bane? Understanding the impacts of bring-your-own-device on work-life-conflict (Best poster award)*. 9th Annual Graduate Research Exposition (AGRE) JMSB, Concordia University, Montreal, QC.

GUERY, V., AYOUBY, R., CROTEAU, A.-M. (2017). *Examining Twitter follower engagement using implicit motives (poster presentation - honorable mention award)*. 9th Annual Graduate Research Exposition (AGRE) JMSB, Concordia University, Montreal, QC.

CROTEAU, A.-M., AYOUBY, R. (2016). *Problematic social media use and implicit motives*. Petit déjeuner du GReSi, HEC Montréal, Montreal, QC.

AYOUBY, R., CROTEAU, A.-M. (2015). *Affiliation, attachment, self-regulation, and problematic social media use - (poster presentation)*. 7th Annual Graduate Research Exposition (AGRE), JMSB, Concordia University, Montreal, QC.

AYOUBY, R., CROTEAU, A.-M. (2013). *Unconscious motives, stress and misuse of social media (poster presentation - honorable mention award)*. 5th Annual Graduate Research Exposition (AGRE) JMSB, Concordia University, Montreal, QC.

CROTEAU, A.-M. (2011). *To govern or not to govern IT*. Petit déjeuner du GReSi, HEC Montreal, Montreal, QC.

CROTEAU, A.-M., AYOUBY, R. (2010). *Acculturation to the global culture and internet adoption - (poster presentation)*. Annual Graduate Research Exposition (AGRE) JMSB, Concordia University, Montreal, QC.

CROTEAU, A.-M. (2008). *Enjeux de la gouvernance interorganisationnelle des TI, CETO*. HEC Montréal, Montréal, QC.

CROTEAU, A.-M. (2004). *L'alignement stratégique des TI : Un levier d'agilité et de performance organisationnelle*. Séminaire du Centre d'études de transformation des organisations, HEC Montréal, Montréal, QC.

CROTEAU, A.-M. (2002). *Introduction à la transformation organisationnelle : Rôle des technologies de l'information*. Séminaire sur le Développement des capacités organisationnelles et la transformation organisationnelle vers une administration électronique, Conseil du Trésor, SCT-SSIGRI, Québec, QC.

CROTEAU, A.-M. (2000). *Organisational and technological infrastructures alignment*. REACH Seminar,

Department of Decision Sciences and MIS, Concordia University, Montreal, QC.

CROTEAU, A.-M. (1999). *Outcome thinking theory*. REACH Seminar, Department of Decision Sciences and MIS, Concordia University, Montreal, QC.

CROTEAU, A.-M. (1998). *Comment les entreprises canadiennes déploient-elles leurs technologies de l'information en fonction de leur stratégie d'affaires*. Petit déjeuner du GReSi, HEC Montréal, Montréal, QC.

CROTEAU, A.-M. (1997). *Business strategy, technological deployment, and business performance*. REACH Seminar, Department of Decision Sciences and MIS, Concordia University, Montreal, QC.

CROTEAU, A.-M. (1995). *L'alignement stratégique des technologies de l'information dans un contexte de réingénierie*. Doctoral seminar, Information Systems Department, Université Laval, Québec, QC.

CROTEAU, A.-M. (1995). *Viser l'excellence à l'aide de la réingénierie des processus d'affaires*. The Quality Week, Université de Sherbrooke, Sherbrooke, QC.

CROTEAU, A.-M., TALBOT, J. (1993). *Une recherche appliquée : Les systèmes d'information pour les dirigeants de l'Association des hôpitaux du Québec*. Petit déjeuner du GReSi, HEC Montréal, Montréal, QC.

CROTEAU, A.-M., TALBOT, J. (1992). *Les systèmes d'information pour dirigeants : Une application à l'Association des hôpitaux du Québec*. Séminaire du GReSi, HEC Montréal, Montréal, QC.

Workshops

JABAGI, N., AUDEBRAND, L., CROTEAU, A.-M., MARSAN, J. (2018). *Connecting with gig-workers: An organizational identification perspective*. Presentation made at Distances in Organizations Workshop, McGill University, Montreal, QC.

AYOUBY, R., CROTEAU, A.-M. (2018). *The socialification scoring grid: A theoretically based scoring tool*. Workshop organized by SALTISE, Dawson College, Montreal, QC.

MARSAN, J., CROTEAU, A.-M., AUDEBRAND, L., JABAGI, N. (2016). *Healthcare service innovation based on information technology*. AIS SIG-Health Sponsored Workshop, International Conference on Information Systems (ICIS), Dublin.

AYOUBY, R., CROTEAU, A.-M. (2015). *Problematic use of social media and implicit motives*. Journal of the Association for Information Systems Theory Development Workshop at the Conference on Information Systems, Fort Worth, TX.

Non-Refereed Conference Presentations

CROTEAU, A.-M. (2025). *A fireside chat with Julie Lévesque, Executive vice-president, technology and operations at National Bank of Canada*. Americas Conference on Information Systems (AMCIS) 2025, Montreal.

TEACHING EXPERIENCE

Undergraduate

2006 - 2007	Fundamentals of e-Business (B.Comm.), John Molson School of Business
1997 - 1999	Management Information Systems (B.Comm.), John Molson School of Business
1994 - 1997	Management of Information Technologies (B.Comm.), Université Laval, Canada, Quebec City, QC
1994 - 1997	Introduction to Management Information Systems (B.Comm.), Université Laval, Canada, Quebec City, QC
1993 - 1997	Database Management (B.Comm. for Ecole de Poitiers), Université de Sherbrooke, Canada, Sherbrooke, QC
1990 - 1993	Introduction to Management of Information Systems (B. Comm.), HEC Montreal, Canada, Montreal, QC

Graduate

- 2009 - 2015 Strategic Management of IT (PhD), John Molson School of Business
- 2000 - 2005 Fundamentals of Information Systems, John Molson School of Business
- 1998 - 2016 Management Information Systems (MBA), John Molson School of Business
- 1998 - 2000 Creating Business Value with IT (Executive MBA), John Molson School of Business
- 1998 - 2000 Competitive Advantage through Information Technology (MSc), John Molson School of Business
- 1993 - 1997 Implementation of Information Systems (MSc), Université de Sherbrooke, Canada, Sherbrooke, QC
- 1993 - 1997 Planning, Control and Management of Information Systems (MSc), Université de Sherbrooke, Canada, Sherbrooke, QC
- 1993 - 1997 Theoretical Foundations in Management of Information Systems (MSc), Université de Sherbrooke, Canada, Sherbrooke, QC

Executive Education, Certificate and Diploma Programs

- 2012 - 2017 Gouvernance et PME for Collège des administrateurs de société, Université Laval, Canada, Quebec City, QC
- 2004 - 2014 Gestion stratégique des TI for CIREM, HEC Montreal, Canada, Montreal, QC
- 2001 - 2005 Fundamentals of e-Business (Graduate Certificate in e-Business), John Molson School of Business
- 1990 - 1993 Spreadsheet for Business Administration (Undergraduate Certificate), HEC Montreal, Canada, Montreal, QC

STUDENT SUPERVISION

Completed

PhD Dissertations

- 2015 - 2022 Ayouby, Reem, Social Media' Perceptions, Use, and Impact: A Motives Perspective, Concordia University, John Molson School of Business, Canada
- 2015 - 2021 Jabagi, Nura, Four essays on the impacts of platform-mediated work in the gig-economy, Concordia University, John Molson School of Business, Canada
- 2005 - 2013 Tabach, Afaf, IT governance impact on business unit performance, Concordia University, John Molson School of Business, Canada
- 2006 - 2011 Tamim, Haitham, Relationship between IS department strategy, structure and performance: A configurational approach, Concordia University, John Molson School of Business, Canada

MSc Theses

- 2010 Dubsky, Jason, Interorganizational IT governance, Concordia University, John Molson School of Business, Canada
- 2010 Galloway, Ian, Investigating the link between corporate shared knowledge and organizational performance, Concordia University, John Molson School of Business, Canada
- 2009 Malde, Neha, Knowledge governance: An exploratory study, Concordia University, John Molson School of Business, Canada
- 2008 Ayouby, Reem, Acculturation to the global culture, culture identification and internet adoption, Concordia University, John Molson School of Business, Canada
- 2007 Sun, Lida, Organizational strategy and IS resource: Linkage between Miles and Snow's strategic typology and Wade and Hulland's IS resource typology, Concordia University, John Molson School of Business, Canada

MSc Theses

- 2006 Barbara, Michael, Determining the critical success factors of an effective business continuity: Disaster recovery program in a post 9/11 World: A multi-method approach, Concordia University, John Molson School of Business, Canada
- 2005 Sun, Yi, Organizational strategy and IT outsourcing: A perspective of Miles and Snow's strategic typologies, Concordia University, John Molson School of Business, Canada
- 2004 Miguel, Marco, Web and paper questionnaires: An experimental comparison, Concordia University, John Molson School of Business, Canada (Co-supervised)
- 2004 Manovas, Mantas, Investigating the relationship between knowledge management capability and knowledge transfer success, Concordia University, John Molson School of Business, Canada
- 2002 Grondin, Benoit, A framework of e-loyalty levers, Concordia University, John Molson School of Business, Canada
- 2002 Holm, Justin, IT strategy and business performance: A study of industry and company size, Concordia University, John Molson School of Business, Canada
- 2002 Dfouni, Marc, Knowledge leaders' critical issues: An international Delphi study, Concordia University, John Molson School of Business, Canada
- 2002 Bissoonauth, Brinda, Virtual project work: Investigating critical success factors of virtual project performance, Concordia University, John Molson School of Business, Canada
- 2002 Chambon, Maria, Delphi study for determining the critical success factors of sales force automation implementation, Université Laval, Canada (Co-supervised)
- 2001 Li Kam Wa, Peter, The critical success factors of customer relationship management (CRM) technological initiatives, Concordia University, John Molson School of Business, Canada
- 2001 Milova, Nina, Exploring strategic role of IT from the perspective of Ansoff's and Porter's generic strategies, Concordia University, John Molson School of Business, Canada
- 2001 Vieru, Dragos, A model for telemedicine adoption: A survey of physicians in the provinces of Quebec and Nova Scotia, Concordia University, John Molson School of Business, Canada
- 2000 Kappos, Antonio, Organizational culture and the achievement of ERP strategic advantages and BPR performance improvements, Concordia University, John Molson School of Business, Canada
- 1998 Solomon, Simona, Impact on business performance by the organizational and technological infrastructures, Concordia University, John Molson School of Business, Canada

Other Research Projects

- 2016 Paylan, Christina, The Fortune 500 female CEO: Who is she and why is she in the corner office? - (MBA), Concordia University, John Molson School of Business, Canada
- 2014 Jabagi, Nura, Lorem Ipsum: An exploratory study exploring the tension between CIOs and CMOs - (MBA), Concordia University, John Molson School of Business, Canada
- 2008 Zambelis, Theodore, Emerging technologies in the retailing industry - (MBA), Concordia University, John Molson School of Business, Canada
- 2002 Nadon, Yves, Customer relationships management: A successful strategy - (EMBA), Concordia University, John Molson School of Business, Canada
- 2001 Pellerin, Frederic, Key success factors of enterprise portal implementation - (EMBA), Concordia University, John Molson School of Business, Canada
- 2001 Razzouk, Neal, Managing knowledge in the information age: Leveraging people and technology - (EMBA), Concordia University, John Molson School of Business, Canada
- 2001 Murphy, James, Electronic customer relationship management - (EMBA), Concordia

Other Research Projects

	University, John Molson School of Business, Canada
2000	Nag, Robert, Application of Wiseman's strategic thrusts - (MBA), Concordia University, John Molson School of Business, Canada
2000	Chen, Jui, Telecommunications in China: An outsourcing study - (EMBA), Concordia University, John Molson School of Business, Canada
2000	Wilson, Doug, Measurement of IT investments at CN - (EMBA), Concordia University, John Molson School of Business, Canada
1999	Chounski, Anatoli, Critical success of data warehouse management - (MBA), Concordia University, John Molson School of Business, Canada
1999	DiFellipo, Luigi, Application of the strategic alignment model at the MUHC - (EMBA), Concordia University, John Molson School of Business, Canada
1999	Michaud, Jean-François, Reengineering communications between insurers and health care providers using new technologies - (EMBA), Concordia University, John Molson School of Business, Canada
1998	Kovacs, Esther, Departmental computer emergency preparedness: Internship report with Syscor at the MUHC - (Diploma in Health Administration), Concordia University, John Molson School of Business, Canada

STUDENT COMMITTEE MEMBERSHIP

PhD Dissertations

Concordia University

2016	Rabah, Jihan, At the intersection of gender and technology: A meta-analysis, Committee Member, Concordia University, Canada
2015	Bethel, Edward, A systematic review of ubiquitous access to laptop computing in K-12 classrooms: An investigation of factors that influence program impact, Committee Member, Concordia University, Faculty of Arts and Science, Canada
2011	Ostiguy, Caroline, Interpersonal functioning in the offspring of parents with bipolar disorder: Developmental antecedents and relationship to cortisol levels, Committee Member, Concordia University, Canada

Other Institutions

2019	Dorval, Marc, Lean cultural trajectories of healthcare organizations: Notions of cultural friction and lean cultural clusters in three essays, Committee Member, HEC Montreal, Canada
2018	Bourque, Sarah, Mindful innovation process in the healthcare supply chain, Committee Member, HEC Montreal, Canada
2017	Coulon, Thibaut, Vers une meilleure compréhension des événements imprévus et du momentum dans le cadre des projets TI, Committee Member, HEC Montreal, Canada
2015	Templier, Mathieu, Organizing and synthesizing the information systems research: Three essays on the methods and applications of stand-alone literature reviews, Committee Member, HEC Montreal, Canada
2013	Karimi Alagheband, Forough, Information technology sourcing: Moving from transaction cost theory to dynamic capabilities, Committee Member, HEC Montreal, Canada
2012	Bourdeau, Simon, La gestion de projets d'informatisation : Un cadre conceptuel et une théorie typologique, Committee Member, HEC Montreal, Canada
2011	Ben Dhaou, Soumaya, Le développement de l'administration électronique par la création des capacités de changement et l'évolution des capacités organisationnelles:

- Études de cas d'organismes publics au Canada, Committee Member, Université du Québec, Université du Québec à Montreal (UQAM), Canada
- 2010 Vieru, Dragos, The dilemma of integration versus autonomy: knowledge sharing in post-merger information system development, Committee Member, HEC Montreal, Canada
- 2008 Kappos, Antonio, Towards an understanding and an explanation of the relationship between culture and IS, Committee Member, HEC Montreal, Canada
- 2008 Uwizeyemungu, Sylvestre, Développement et la validation d'une méthodologie processuelle pour évaluer (ex post) l'impact d'un système ERP sur la performance organisationnelle, Committee Member, Université du Québec, Université du Québec a Trois-Rivieres (UQTR), Canada
- 2007 Ramonjavelo, Valery, Pour une meilleure connaissance de la dynamique de réussite des partenariats public-privé au Canada, Committee Member, Université du Québec, Université du Québec à Montreal (UQAM), Canada
- 2006 Guillemette, Manon G., Rôle, contribution et transformation de la fonction des technologies de l'information, Committee Member, HEC Montreal, Canada
- 2003 Gupta, Kunal, A contingency approach to service reliability and service customization: Their relationship and role in customer evaluations, Committee Member, McGill University, Desautels Faculty of Management, Canada
- 2002 Bhali, Bouchaib, Risk of outsourcing, Committee Member, HEC Montreal, Canada

MSc Theses

John Molson School of Business

- 2009 Shen, Chen, Investigating measurement richness effect on the relationship between information technology use and individual performance, Committee Member, Concordia University, John Molson School of Business, Canada
- 2005 - 2006 Sidenko Karieva, Svetlana, Information technology project management: Project management maturity and its effect on project success, Committee Member, Concordia University, John Molson School of Business, Canada
- 2005 Saleem, Huma, Antecedents of computer self-efficacy and behavioral intention to use new IT: An investigation of the role of personality traits, Committee Member, Concordia University, John Molson School of Business, Canada
- 2004 Sinha, Minita, Presence of community of practice: Its effect on social capital and competitive advantage of the firm, Committee Member, Concordia University, John Molson School of Business, Canada
- 2001 Al-Khairi, Jawad, Factors that affect CASE tools usage by systems developers and analysts, Committee Member, Concordia University, John Molson School of Business, Canada
- 1999 Wilson, Nadine, The interaction between end-users and systems analysts: The effects of end-user/analyst conflict on perceived system success, Committee Member, Concordia University, John Molson School of Business, Canada
- 1999 Newman, Richard A, Identifying the intervening variables in the information technology investment and organizational performance relationship, Committee Member, Concordia University, John Molson School of Business, Canada
- 1998 Al-Abed, Imad, Investigating the intention and behaviour of current telecommuters in Canada and the United States, Committee Member, Concordia University, John Molson School of Business, Canada
- 1998 Elbaz, David, Electronic data interchange: An assessment of the factors leading to EDI adoption, Committee Member, Concordia University, John Molson School of Business, Canada

Other Institutions

- 2011 Daversin-Dudley, E., Évaluation du risque pour les entreprises de technologies de l'information dans un contexte de conformité, Committee Member, HEC Montreal, Canada
- 1996 Fadonougbo, S., Prototype d'un tableau de bord pour la direction de la Croix-Rouge, Committee Member, Université de Sherbrooke, Canada

Other Research Projects

John Molson School of Business

- 2000 Banyik, Daniela, MRP: An overview and Excel-based solution - (MBA), Committee Member, Concordia University, John Molson School of Business, Canada

External Examiner

- 2017 Messabia Nabil, Rationaliser le politique : Comment les décideurs incorporent la prépondérance des parties prenantes dans leur processus décisionnel en gouvernance des technologies de l'information, External Examiner, Université de Sherbrooke, Canada
- 2015 Pelletier Claudia, Le processus d'alignement stratégique des technologies de l'information (TI) dans les entreprises de services industriels, External Examiner, Université du Québec, Université du Québec à Montreal (UQAM), Canada
- 2011 Taskin Nazim, Flexibility and Strategic alignment of ERP Systems with business strategies: An empirical study, External Examiner, University of British Columbia (UBC), Canada

SERVICE TO UNIVERSITY

John Molson School of Business

Department Level

- 2002 - 2012 Member, Department Tenure Committee of DSMIS, Concordia University, John Molson School of Business, Canada
- 1997 - 2012 Member, MIS Curriculum Committee, Concordia University, John Molson School of Business, Canada
- 2003 - 2005 Member, Department Personnel Committee of DSMIS, Concordia University, John Molson School of Business, Canada
- 2000 - 2005 Chair, MSc Committee for the MIS option, Concordia University, John Molson School of Business, Canada
- 1997 - 2002 Member, MSc Committee for the DSMIS option, Concordia University, John Molson School of Business, Canada
- 1998 - 2001 Member, MIS Coop Committee, Concordia University, John Molson School of Business, Canada
- 1997 - 1999 Chair, MIS Curriculum Committee, Concordia University, John Molson School of Business, Canada

Faculty Level

- Since 2017 Co-Chair, Advisory Board of John Molson School of Business, Concordia University, John Molson School of Business, Canada
- Since 2017 Chair, Decanal Committee, Concordia University, John Molson School of Business, Canada
- Since 2017 Chair, Executive Committee, Concordia University, John Molson School of Business, Canada

Faculty Level

Since 2017	Chair, Faculty Council, Concordia University, John Molson School of Business, Canada
Since 2017	Member, Advisory Board of the John Molson MBA International Case Competition, Concordia University, John Molson School of Business, Canada
2016 - 2017	Chair, Advisory Search Committee for the Chair, Department of Finance, Concordia University, John Molson School of Business, Canada
2015 - 2017	Chair, Faculty Academic Program Committee, Concordia University, John Molson School of Business, Canada
2013 - 2017	Member, Decanal Committee, Concordia University, John Molson School of Business, Canada
2013 - 2017	Member, Faculty Council, Concordia University, John Molson School of Business, Canada
2013 - 2017	Member, Advisory Board of John Molson School of Business, Concordia University, John Molson School of Business, Canada
2013 - 2017	Member, Faculty Academic Programs Committee, Concordia University, John Molson School of Business, Canada
2013 - 2017	Member, Executive Committee, Concordia University, John Molson School of Business, Canada
2009 - 2017	Member, Advisory Board of David O'Brien Center for Sustainable Enterprise, Concordia University, John Molson School of Business, Canada
2016	Chair, Advisory Search Committee for the Director, GDBA/GCBA Programs, Concordia University, John Molson School of Business, Canada
2016	Chair, Advisory Search Committee for the Director, Department of Marketing, Concordia University, John Molson School of Business, Canada
2015	Chair, Task Force on Cheating, Concordia University, John Molson School of Business, Canada
2014 - 2015	Chair, Advisory Search Committee for the Director, Chartered Professional Accountancy, Concordia University, John Molson School of Business, Canada
2014 - 2015	Chair, Advisory Search Committee for the Director, International Business, Concordia University, John Molson School of Business, Canada
2014 - 2015	Chair, Advisory Search Committee for the Chair, Department of Marketing, Concordia University, John Molson School of Business, Canada
2013 - 2014	Chair, Advisory Search Committee for the Chair, Department of Finance, Concordia University, John Molson School of Business, Canada
2013	Member, Task Force for the JMSB Strategic Plan (2014-2019), Concordia University, John Molson School of Business, Canada
2009 - 2012	Member, Faculty Council, Concordia University, John Molson School of Business, Canada
2008 - 2009	Member, Valedictorian Selection Committee, Concordia University, John Molson School of Business, Canada
2008 - 2009	Member, Advisory Search Committee for the Chair, Department of Management, Concordia University, John Molson School of Business, Canada
2008	Member, John Molson School of Business, Center for Multidisciplinary Behavioural Business Research, Canada
2007 - 2008	Member, Faculty Council, Concordia University, John Molson School of Business, Canada

Faculty Level

2006 - 2008	Member, Self-Appraisal of the Undergraduate Programs, Concordia University, John Molson School of Business, Canada
2007	Member, John Molson School of Business, Bell Research Center for Business Process Innovations, Canada
2005 - 2006	Member, Research Task Force Committee, Concordia University, John Molson School of Business, Canada
2005 - 2006	Member, Advisory Search Committee for the Chair, Marketing Department, Concordia University, John Molson School of Business, Canada
2003 - 2005	Member, Faculty Council, Concordia University, John Molson School of Business, Canada
2000 - 2005	Member, MSc Admissions and Curriculum Committee, Concordia University, John Molson School of Business, Canada
2001 - 2002	Member, MBA Program Self-Appraisal Committee, Concordia University, John Molson School of Business, Canada
2000 - 2002	Member, Concordia Electronic Commerce Institute, Concordia University, John Molson School of Business, Canada
2001	Member, DIA/DSA Admission Committee, Concordia University, John Molson School of Business, Canada
2001	Member, Advisory Search Committee for the Chair, Department of DS&MIS, Concordia University, John Molson School of Business, Canada
1998 - 2000	Member, MBA Admissions Committee, Concordia University, John Molson School of Business, Canada
1997 - 1999	Member, Undergraduate Curriculum Committee, Concordia University, John Molson School of Business, Canada

Program Level

2008 - 2010	Chair, Curriculum Committee of the Executive MBA Program, Concordia University, John Molson School of Business, Canada
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University Level

Since 2020	Member, Honorary Degree and Convocation Committee, Concordia University, Canada
Since 2020	Member, Cabinet Steering, Concordia University, Canada
Since 2017	Member, Academic Cabinet, Concordia University, Canada
Since 2017	Honorary co-leader, Shuffle, Concordia University, Canada
2017 - 2020	Member, Digital Strategy Steering Committee, Concordia University, Canada
2017 - 2020	Member, Data Governance Committee, Concordia University, Canada
2016 - 2017	Member, Online Teaching Joint Committee with CUPFA and the University, Concordia University, Canada
2016 - 2017	Member, CUPFA Negotiation Committee, Concordia University, Canada
2015 - 2017	Member, Faculty Council of the School of Graduate Studies, Concordia University, Canada
2015 - 2017	Member, Joint Grievance Committee, Concordia University, Canada
2015 - 2017	Member, Graduate Curriculum Committee of the School of Graduate Studies, Concordia University, Canada
2014 - 2017	Member, Information Systems Advisory and Policy Steering Committee, Concordia University, Canada

University Level

2016	Member, Advisory Search Committee for the Provost and Vice-President, Academic Affairs, Concordia University, Canada
2013 - 2016	Participant, Shuffle, Concordia University, Canada
2015	Member, Academic Programs Committee, Concordia University, Canada
2012 - 2015	Chair, Postdoctoral Applications Grants at the School of Graduate Studies, Concordia University, Canada
2012 - 2013	Member, Council of Faculty of Fine Arts, Concordia University, Faculty of Arts and Science, Canada
2012 - 2013	Chair, Internal Selection Committee for Graduate Students' Submissions to the Social Sciences and Humanities Research Council of Canada (SSHRC), Concordia University, Canada
2012 - 2013	Member, Concordia's Web Content Management System (WCMS), Concordia University, Canada
2012 - 2013	Member, Council of the School of Graduate Studies, Concordia University, School of Graduate Studies, Canada
2012 - 2013	Member, Vice-President Research and Graduate Studies Steering Committee, Concordia University, Canada
2012 - 2013	Chair, Internal Selection Committee for Graduate Students' Submissions to the Canadian Institutes of Health (CIHR), Concordia University, Canada
2012 - 2013	Co-Chair, Quality Assessment of the Students Information Systems, Concordia University, John Molson School of Business, Canada
2012 - 2013	Member, Vice-President Research and Graduate Studies Steering Committee, Concordia University, Canada
2012 - 2013	Member, Council of Faculty of Engineering and Computer Science, Concordia University, Gina Cody School of Engineering and Computer Science, Canada
2012 - 2013	Member, Senate Research Committee, Concordia University, Canada
2012 - 2013	Chair, Internal Selection Committee for Graduate Students' Submissions to Natural Sciences and Engineering Research Council of Canada (NSERC), Concordia University, Canada
2009 - 2010	Member, Faculty Council of the School of Graduate Studies, Concordia University, Canada
2009 - 2010	Member, Students' Information System (SIS) Steering Committee, Concordia University, Canada
2007 - 2010	Member, Information Systems Advisory and Policy Steering Committee, Concordia University, Canada
2007 - 2009	Member, Advisory Search Committee for the Dean and Associate Vice-President of Graduate Studies, Concordia University, Canada
2006 - 2007	Member, Information Technology Governance Project, Concordia University, Canada
2005 - 2006	Member, Senate Research Committee, Concordia University, Canada
2005 - 2006	Member, Advisory Search Committee for the Dean of John Molson School of Business, Concordia University, Canada
2004 - 2005	Member, University Senate, Concordia University, Canada
2004 - 2005	Member, University Appeals Board, Concordia University, Canada
2003 - 2005	Member, IT Strategic Planning Committee, Concordia University, John Molson School of

University Level

Business, Canada

SERVICE TO ACADEMIC COMMUNITY

Invited Lectures and Courses

- 2016 Guest Speaker, Problematic social media use and implicit motives, HEC Montreal, Groupe de recherche en systèmes d'information (GReSi), Canada
- 2015 Guest Speaker, Thinking beyond the classroom: Focusing on extracurricular activities to enhance learning for our students, Eduniversal World Convention, United States
- 2015 Guest Speaker, Comités consultatifs: enjeux et bénéfices, Cercle des Administrateurs de Société, Canada
- 2015 Distinguished Speaker, Business-IT alignment: A question of timing, Administrative Sciences Association of Canada (ASAC), IS Division, Canada
- 2014 Guest Speaker, What are the economic and social effects that JMSB has on its region?,, Eduniversal World Convention
- 2013 Guest Speaker, Stratégie et gouvernance dans un contexte de société d'état, Université Laval, Canada

Discussant, Moderator, Panelist at Conferences and Workshops

- 2020 Moderator, Economic futures in business and the arts: In conversation with Concordia Experts, Concordia University, Canada
- 2020 Panelist, Exploring academic leadership: A conversation between Pascale Sicotte and Anne-Marie Croteau organized by 4th space, Concordia University, Canada
- 2019 Panelist, Navigating faculty matters, Canadian Federation of Deans of Business Schools, Canada
- 2019 Panelist, Celebration of women in leadership at the the John Molson MBA 50th anniversary, Concordia University, John Molson School of Business, Canada
- 2013 Panelist, Doctoral consortium, Administrative Sciences Association of Canada (ASAC), Canada
- 2009 Moderator, Concordia University President's Series, Concordia University, Canada
- 2007 Panelist, La gouvernance technologique dans un contexte inter-organisationnel, Panel on Gouvernance des organisations et gouvernance des systèmes et technologies de l'Information, Association internationale de management stratégique, Canada

Service to Granting Agencies

- 2016 - 2017 Chair, FRSC Programme de soutien aux équipes de recherche
- 1996 - 2017 Grant Reviewer, Fonds de recherche du Québec – Société et culture (FRQSC), Canada
- 1996 - 2017 Grant Reviewer, Social Sciences and Humanities Research Council (SSHRC), Canada
- 2008 - 2011 Reviewer, Comité NP6 : Programme d'établissement de nouveaux professeurs chercheurs, Fonds de recherche du Québec – Société et culture (FRQSC), Canada

Academic Conference Program Chair

- 1999 - 2000 Co-Academic Reviewer and Co-Program Chair, Information Systems Division, International Federation of Scholarly Association of Management Conference, Administrative Sciences Association of Canada (ASAC), IS Division, Canada

Chair of Conference Sessions

- 2005 - 2007 Co-Chair, Local Arrangements, International Conference on Information Systems (ICIS), Canada

2000 - 2001 Co-Chair, Information Systems Division, Administrative Sciences Association of Canada (ASAC), Canada

Academic Reviewing

1996 - 2017 MIS Quarterly: Management Information Systems

1996 - 2017 International Journal of Case Studies in Management / Revue Internationale de Cas en Gestion

1996 - 2017 Canadian Journal of Administrative Sciences-Revue Canadienne des Sciences de l'Administration, Canada

1996 - 2017 Gestion: Revue Internationale de Gestion, Canada

1996 - 2017 European Journal of Information Systems

1996 - 2017 Journal of the Association for Information Systems

1996 - 2017 Journal of Strategic Information Systems

1996 - 2017 Journal of Business Research

1996 - 2017 Conference Reviewer, Association for Information Systems (AIS), United States

1996 - 2017 Association Information et Management, Canada

1996 - 2017 Revue Internationale P.M.E.

1996 - 2017 Conference Reviewer, International Conference on Information Systems (ICIS)

1996 - 2017 Conference Reviewer, Administrative Sciences Association of Canada (ASAC), Canada

1996 - 2017 Reviewer, HEC Montreal, Centre de CAS, Canada

1996 - 2017 Data Base for Advances in Information Systems

1996 - 2017 Conference Reviewer, Hawaii International Conference on System Sciences

2015 Scientific Advisor - Séminaire international de jeunes économistes francophones sur l'économie numérique, Concordia University and Agence universitaire de la francophonie, Hosted by KnokwledgeOne and JMSB, Concordia University, John Molson School of Business, Canada

1994 Bergeron, F. and Falardeau, J. La réingénierie des processus d'affaires dans les organisations canadiennes. Les avantages et les conditions de réussite : une étude de 134 projets, Les éditions Transcontinentales, inc., Montréal, Collaboration to the writing of the book.

1991 O'Leary, T.J. and O'Leary, L.I. L'édition étudiante de Lotus 1-2-3, version 2.2, Addison-Wesley and Benjamin/Cummings, Montreal. Technical revision of the French translation of the English version.

SERVICE TO PROFESSIONAL COMMUNITY

Member of Board of Directors

Since 2023 Member of the board of directors, Autorité des Marchés Financiers (AMF), Canada

Since 2023 Member, Board, Autorité des Marchés Financiers (AMF), Canada

Since 2022 Chair, Information Technology Committee, Hydro-Quebec, Canada

Since 2020 Member, Human Resources Committee, Hydro-Quebec, Canada

Since 2020 Member, Board of Godfathers and Godmothers, Jeune Chambre de Commerce de Montréal (JCCM), Canada

Since 2016 Member, Board, Hydro-Quebec, Canada

Since 2015 Member, Board, Institute for Governance of Private and Public Organizations, Canada

2018 - 2022 Vice-Chair, Finance, Projects and Information Technology Committee, Hydro-Quebec, Canada

- 2019 - 2020 Member, Governance Committee, International Women Forum, United States
- 2018 - 2019 Member, Security, Environment and Social Responsibility Committee, Hydro-Quebec, Canada
- 2017 - 2019 Member, Board, Finance Montréal, Canada
- 2011 - 2019 Member, Governance and Ethics Committee, Société de l'assurance automobile du Québec (SAAQ), Canada
- 2011 - 2019 Chair, Information Technology Steering Committee, Société de l'assurance automobile du Québec (SAAQ), Canada
- 2009 - 2019 Member, Board, Société de l'assurance automobile du Québec (SAAQ), Canada
- 2017 - 2018 Chair, Information Technology Committee, Hydro-Quebec, Canada
- 2016 - 2018 Member, Board, Institute for Governance of Private and Public Organizations, Canada
- 2016 - 2018 Member, Human Resources Committee, Institute for Governance of Private and Public Organizations, Canada
- 2016 - 2018 Member, Information Technology Committee, Hydro-Quebec, Canada
- 2009 - 2011 Member, Information Technology Committee, Société de l'assurance automobile du Québec (SAAQ), Canada
- 2000 - 2002 Member, Steering Committee, Fédération de l'informatique du Québec (FIQ), Canada

Officer of Professional Organizations

- Since 2017 Member, Gouvernance au féminin, Canada

Officer of Business Associations

- Since 2022 Member, Innovation Committee, Association to Advance Collegiate Schools of Business (AACSB) International , United States
- Since 2020 Chair, Board, Canadian Federation of Deans of Business Schools, Canada
- 2022 - 2025 Member, Board, Association to Advance Collegiate Schools of Business (AACSB) International , United States
- 2022 - 2023 Member, Articles and Bylaws Committee, Association to Advance Collegiate Schools of Business (AACSB) International , United States
- 2019 - 2020 Member, Innovation Committee, Association to Advance Collegiate Schools of Business (AACSB) International , United States
- 2018 - 2019 Vice-Chair, Board, Canadian Federation of Business School Deans, Canada
- 2017 - 2018 Chair, Province of Quebec, Canadian Federation of Business School Deans, Canada

Events with Business Leaders

- 2020 Panelist, Les femmes dans les hautes instances, with Louise-Champoux-Paillé for an international event, BNP Paribas
- 2019 Panelist, Femmes administratrices du Conseil d'administration d'Hydro-Québec, L'Effet A, Canada
- 2019 Panelist, Place des femmes expérimentées dans le domaine des affaires, Association of Quebec Women in Finance, Canada

EDITORIAL ACTIVITIES

Member of Editorial Review Boards

- 2009 - 2017 International Journal on IT/Business Alignment and Governance Editorial Board

Print Media, Radio, Televised Interviews

- 2020 Interview with Jean-François Venne “Un travail sur la confiance s’impose” , Le Devoir
- 2018 Interview with Isabelle Dubé “Inspirations – être la première : Anne-Marie Croteau” , La Presse+, Canada
- 2018 Interview with John Molson Executive Center “Leadership Highlight: Anne-Marie Croteau”. JMEC Blog , JMEC Blog, John Molson Executive Centre (JMEC), Canada
- 2017 Interview with Hélène Ruel "Anne-Marie Croteau, une Victoriavilloise devenue doyenne , La Nouvelle Union, Canada
- 2012 Interview with Karl Rettino-Parazelli “Les entretiens Concordia – économie et développement durable - Qui dit technologie dit d’abord stratégie” , Le Devoir
- 2011 Interview with Liette d’Amours “Gouvernance des TI : après l’intra, l’inter” , Les Affaires
- 2011 Interview with Liette d’Amours “Votre département TI est-il performant?” , Les Affaires
- 2011 Interview with Beth Lewis “What drives IT performance?” , Now Connected

Other Media Interventions

- 2020 Les femmes ne s’intéressent pas aux postes de pouvoir. Le croyez-vous? , Savoir média
- 2020 Courage, ambition, résilience et éducation, Édition du printemps - Champoux-Paillé, L. and Croteau, A.-M. , Premières en affaires
- 2020 Relancer l’économie dans une perspective paritaire - Champoux-Paillé, L., Brunet-Kitchen, M.-E., Codsí, C., Croteau, A.-M., Malavoy, Mailloux, T. and Vachon, R. , La Presse+
- 2020 La pandémie affecte davantage les femmes universitaires - Champoux-Paillé, L. and Croteau, A.-M. , The Conversation
- 2019 Classement mondial des MBA du CEO Magazine: Concordia et HEC Montréal dans le premier tiers , La Presse+
- 2018 What MBA programs must do to stay relevant, by Jennifer Lewington , Globe & Mail
- 2018 Concordia’s research efforts and graduate business programs shine in the latest university rankings, by Howard Bokser, October 25. , Concordia NOW
- 2018 Meet Canada’s trailblazing female business school deans, by Andrew Jack , Financial Times
- 2018 Une nouvelle façon de célébrer les visionnaires d’ici! by Raymond Chabot Grand Thornton , Les Affaires
- 2017 Anne-Marie Croteau Named Dean of the John Molson School of Business , Concordia NOW
- 2017 Anne-Marie Croteau to Serve as First Female Dean of JMSB, by Vince Morello , The Link
- 2017 Concordia names its first female business dean, by Jennifer Lewington , Globe & Mail
- 2017 Concordia University appointed Anne-Marie Croteau dean of the John Molson School of Business , Concordia University
- 2017 GSOFTE mise sur l’intelligence humaine, by Yves Therrien , Le Soleil
- 2016 MBA: des nouveautés dans les universités? by Martine Letarte , La Presse+
- 2016 Concordia repense son MBA, by Caroline Rodgers , Le Devoir
- 2011 Adoption d’Internet : pas juste une question d’accès aux TI - Croteau, A.-M. , Les Affaires
- 2009 Croteau, A.M., Raymond, L., et Bergeron, F. “Gare aux solutions d’alignement uniques”

	, Direction Informatique
2009	Croteau, A.M., Raymond, L., et Bergeron, F. “Les TI rapportent, mais gare aux usages contreproductifs” , Direction Informatique
2009	Réduire les coûts... oui, mais comment? by Réjean Roy, CEFRIO , John Molson Perspectives
2009	EMBA , Globe & Mail
2008	Le MBA nouveau est arrivé , Les Affaires
2008	Concordia abolit son MBA en aviation , La Presse+
2001	Gestion de la relation clientèle , Le Devoir
2001	To “e” or not to “e” , Her Money

PROFESSIONAL DEVELOPMENT

2019	Moderator, Le cheminement professionnel d'une gestionnaire MBA en vue d'accéder au rôle de gestionnaire principale, Association des MBA du Quebec, Canada
2019	Panelist, Authentic leadership organized by the Concordia's Women in leadership alumni chapter, Alumni Association, United Kingdom
2018	Moderator, Africa: Paving the way for an era of growth, Montreal Economic Forum, Concordia University, Canada

COMMUNITY INVOLVEMENT

Since 2021	Vice-Chair, Board, Collège André-Grasset, Canada
Since 2021	Chair, Governance Committee, Collège André-Grasset, Canada
2008 - 2011	Vice-Chair, Board, École St-André-Apôtre, Canada
2020 - 2021	Member, Governance Committee, Collège André-Grasset, Canada
2020	Member, Finance Committee, Collège André-Grasset, Canada
2005 - 2007	Member, Board, CPE Les petites abeilles bricoleuses, Canada
1998	Volunteer, Les filles et les sciences: un duo électrisant

OTHER

Citizenship

Canada

Languages

English, Highly proficient

French, Highly proficient