

# Curriculum vitae with track record

## Personal information

First name, Surname:	Polyxeni Vassilakopoulou		
Date of birth:	25.06.1971	Sex:	Female
Nationality:	Greek		
Researcher unique identifier:	0000-0002-5947-4070	AIS Membership #: 15142003	
URL for personal website:	<a href="https://www.uia.no/kk/profil/polyxenv">https://www.uia.no/kk/profil/polyxenv</a>		

## Positions - current and previous

2016-today	Professor (since 2020), previously Associate Professor (2016-2020), Department of Information Systems, Faculty of Social Sciences, University of Agder.
2013-2016	Researcher, Informatics Department, University of Oslo.
1997-2009	Director (Consulting to Financial Institutions Division) (2005 – 2009), Senior Manager (2003 – 2005), Manager (2000 – 2003), Senior Consultant (1998 – 2000), Consultant (1997 – 1998). Planet SA (until 2004 Planet Ernst & Young) <a href="http://www.planet.gr/">http://www.planet.gr/</a>

## Education

2012	PhD, Thesis title: “Sociotechnical Approach for Work System Interventions: a Frame for Information Systems Design”, National Technical University of Athens, Greece
1997	MSc, Operations Research, Columbia Engineering, the Fu Foundation School of Engineering and Applied Science, Columbia University, USA
1995	Engineering Diploma, Production Engineering & Management, Technical University of Crete, Greece
Education for Teaching and Supervision	
2017	Doctoral Supervision Course, Universities of Agder, Nord & Stavanger (joint course)
2013	Diploma on University Teaching Pedagogics, Department of Education, University of Oslo

## Awards, honors and fellowships

2023	Association for Information Systems (AIS) <b>Distinguished Member - Cum Laude</b>
2022	Listed in the <b>100+ women in the field of AI in Norway</b> <a href="https://www.nora.ai/news-and-events/news/women-in-ai/100-women-in-the-field-of-ai/">https://www.nora.ai/news-and-events/news/women-in-ai/100-women-in-the-field-of-ai/</a>
2022	<b>Best Track Paper (ICIS - International Conference on Information Systems): ICIS 2022</b>
2021	Listed in <b>female role models in AI in Norway</b> <a href="https://www.nora.ai/news-and-events/news/30-women-in-norway-changing-the-field-of-artificia.html">https://www.nora.ai/news-and-events/news/30-women-in-norway-changing-the-field-of-artificia.html</a>
2017	<b>Best Track Paper (ICIS - International Conference on Information Systems): ICIS 2017</b>
2021	<b>Nomination Best Paper (ECIS - European Conference on Information Systems)</b>
2017	<b>Best Paper Award (SHI - Scandinavian Conference on Health Informatics)</b>
2016	<b>Best Paper Award (ECIS - European Conference on Information Systems)</b>
2015	<b>Best Paper Award (SCIS - Scandinavian Conference on Information Systems)</b>
2010-2012	<b>Thomaidio Award</b> (National Technical University of Athens) for scientific publishing. Awarded for three consecutive years: 2010, 2011 and 2012.
2010	<b>EEA Grant for doctoral research abroad:</b> funded research in Norway in 2010-2011.
1995	<b>Fulbright Scholarship</b> , Postgraduate studies in the USA as a Fulbright Scholar.

**Other relevant professional experience (selected)**

<i>Service as Information Systems Expert</i>	
2021 - today	European Commission – Member of the Expert group on European financial data space
2015 - today	Evaluator: European Cooperation in Science and Technology, Belgian Science Policy Office, Academy of Finland, Canada Research Coordinating Committee, Wellcome Grants
<i>Service to the Information Systems academic community</i>	
2021 & 2023	Conference Chair International Conference on Infrastructures in Healthcare (InfraHealth)
2020	Panels Chair, 15 <sup>th</sup> International Conference on Design Science Research in Information Systems and Technology (DESRIST)
2018-2021	Editor in Chief Scandinavian Journal of Information Systems (2021), Coeditor 2018-2020
2022	Co-organiser IFIP WG 8.2 OASIS Workshop on “Criticality and Values in Digital Transformation Research” (pre-ICIS)
2018 & 2019	Co-organiser pre-ECIS workshops: Platformization in the Public Sector (2018, 2019)
2018	Co-organiser workshop: ‘Strategic Perspectives on eHealth Infrastructures in Europe’, in 29 <sup>th</sup> Medical Informatics Europe conference, MIE 2018.
2020 - 2023	Doctoral Consortium Mentor: ICIS 2020, MCIS 2022, UKAIS 2023
2013 -today	Associate Editor: ECIS 2021,2022, 2023 (Artificial Intelligence in IS Research and Practice), International Conference on Wirtschaftsinformatik, 2021, 2022, 2023, ICIS 2022 (IS in Healthcare), ECIS 2017 (The Internet of Things in Organizational Life), ECIS 2013 (Inter-Organizational Systems, Information Infrastructures and Innovation Dynamics), 2023 Conference of the European Decision Sciences Institute, ITAIS-MCIS 2019 (Sustainable digitalization & innovation in healthcare, welfare & 3rd sector), IFIP Conference on e-Business, e-Services and e-Society“(2019, 2020, 2021, 2022).
2012 -today	Reviewer for scientific journals including: Journal of Strategic Information Systems, European Journal of Information Systems, Information Systems Research, Journal of Information Technology, Communications of the Association for Information Systems, Computer Supported Cooperative Work Journal, International Journal of Information Management, Information Technology and People, Journal of Information Technology Theory & Application, and scientific conferences including: International Conference on Information Systems, European Conference of Information Systems, Americas Conference on Information Systems, European Conference on Computer Supported Collaborative Work, CHI Conference on Human Factors in Computing Systems.
<i>Service to other Universities</i>	
2022 -today	External Examiner for the MSc Information Systems program University of Sheffield
2016 -today	External Examiner for MSc courses and theses for: University of Oslo, Norwegian University of Science and Technology, University of Tromsø, Kristiania University College, OsloMet.
2018 -today	Member of multiple hiring committees for: Luleå University of Technology, University of Oslo, Høgskolen Vestlandet

**Teaching and Supervision (selected)**

2023	Introduction to Human-Centered Artificial Intelligence Bachelor & Master/UiA
2022	Introduction AI Ethics (lectures on Explainability, Accountability) PhD/Ui Bergen
2017 - today	Management of Information Systems Projects MSc/UiA
2016 - today	Digital Interaction Design Bachelor/UiA
2016 - today	Supervision of Doctoral Dissertations UiA (four PhD students up to today), since 2022: Chair of PhD specialization in Information Systems
2016 - today	Supervision of Master Theses UiA (seventeen Master students up to today)

**Project experience**

<i>Research Projects:</i>	
2023 -2026	AGORA: Marie Skłodowska-Curie Action. Doctoral Network on Training Young Researchers on Shaping Metaverse for Business and Social Value.
2023 -2025	NAV agreement on Responsible Digitalisation. Funded by Norwegian Labour and Welfare Organisation (NAV). Leader of the Human-Centered AI workstream.
2023 -2025	FAME (awarded through HORIZON EU programme) development of a data marketplace enhancing the H2020 i3Market with functionalities for secure, interoperable data exchange across providers and decentralized data trading leveraging blockchain technology.
2020 -2024	AI4Users - Responsible Use of Artificial Intelligence through Design for Accountability and Intelligibility. PI and Project Manager. NFR funded project
2020 -2021	Frida@Work - investigating human-chatbot interactions. WP Leader, managing UiA's part of the project. Funded by Norwegian Labour and Welfare Organisation (NAV).
2016 -2018	C3: Centre for Connected Care - SFI Centre for Research-based Innovation. NFR co-funded. Responsible for researching information infrastructures for innovation.
2013 -2015	REACH: Responsive Architectures for Innovation in Collaborative Healthcare Services. NFR co-funded. Responsible for researching patient - healthcare provider collaboration models.
2012	PSB-DMEP: Public Services Benchmarking, Design, Monitoring & Evaluation Platform. Funded by the Greek Secretariat for Research and Technology.
2010-2011	FIPP: Flexible Integration of Processes in Public Sector. NFR co-funded.
<i>Consulting Projects (selected):</i>	
2008-2009	Customer Value Management, National Bank of Greece, Project Manager. Design and Development of propensity models based on transaction data, process redesign introducing algorithmic support for customer management processes.
2006-2007	Operations' Redesign, Greek Regulatory Authority for Energy. Project Manager. Process streamlining and information systems' design, with an emphasis to automation, workflow support and electronic document management.
2005-2006,	Digital channels performance management, Winbank. Project Manager. Development and implementation of algorithms for managing e-banking services.
2004-2005	Operational merger of Geniki Bank to Société Générale. Project Manager. Set-up and running of the Program Management Office (PMO), implementation of 3 sub-projects: customer segmentation, back office centralisation, risk management.
2003-2004	Digitally Transforming Retail Credit, Geniki Bank. Project Manager. Redesign of processes, design and introduction of decision support systems to improve credit risk control and regulatory compliance based on scoring algorithms.
2001-2009	Performance Management. National Bank of Greece. Project Manager. Design and deployment of a system that consolidates streams of data synthesizing them using different ranking models. Recurring engagements in the 2001-2009 period.
2000-2002	Reorganization of the Branches. National Bank of Greece. Project Manager. Process streamlining, and redistribution of the branch network based on data analytics.
1999-2002	Credit Function Reform, National Bank of Greece. Project Manager from 2000. Centralisation of decision taking processes, design and introduction of credit risk rating.

## Track record

Authored more than 100 publications in journals, conferences and book chapters. Publications registered in CRISTIN (Current Research Information SysTEm In Norway) are listed in: <https://wo.cristin.no/as/WebObjects/cristin.woa/wa/fres?sort=ar&la=en&action=sok&pnr=547899>

### Publications related to AI during the last 3 years:

**Vassilakopoulou, P.**, Haug, A., Salvesen, L. M., & Pappas, I. O. (2023). Developing human/AI interactions for chat-based customer services: lessons learned from the Norwegian government. *European Journal of Information Systems*, 32(1), 10-22.

Schmager, S., Grøder, C. H., Parmiggiani, E., Pappas, I., & **Vassilakopoulou, P.** (2023). What do citizens think of AI adoption in public services? Exploratory research on citizen attitudes through a social contract lens. *Proceedings of the 56th Annual Hawaii International Conference on System Sciences*. pp. 4472 – 4481

Akbarighatar, P., Pappas, I., & **Vassilakopoulou, P.** (2023). A sociotechnical perspective for responsible AI maturity models: Findings from a mixed-method literature review. *International Journal of Information Management Data Insights*, 3(2), 100193.

Paparoova, D., Aanestad, M., **Vassilakopoulou, P.**, & Bahus, M. K. (2023). Data governance spaces: The case of a national digital service for personal health data. *Information and Organization*, 33(1), 100451.

Akbarighatar, P., Pappas, I., & **Vassilakopoulou, P.** (2023). Practices for Responsible AI: Findings from Interviews with Experts. *Proceedings of the Americas Conference on Information Systems (AMCIS) 2023*.

Kempton, A., Parmiggiani, E., & **Vassilakopoulou, P.** (2023). Accountability in Managing Artificial Intelligence: State of the Art and a way forward for Information Systems Research. *Proceedings of the European Conference on Information Systems (ECIS) 2023*.

Akbarighatar, P., Pappas, I., & **Vassilakopoulou, P.** (2023). Justice as fairness: A hierarchical framework of Responsible AI principles. *Proceedings of the European Conference on Information Systems (ECIS) 2023*.

Schmager, S., Pappas, I., & **Vassilakopoulou, P.** (2023). Defining Human-Centered AI: A Comprehensive Review of HCAI Literature. *Proceedings of the Mediterranean Conference on Information Systems (MCIS)*.

**Vassilakopoulou, P.**, Parmiggiani, E., Shollo, A., & Grisot, M. (2022). Responsible AI: Concepts, critical perspectives and an Information Systems research agenda. *Scandinavian Journal of Information Systems*, 34(2), 89-112.

Tisland, I., Sodefjed, M. L., **Vassilakopoulou, P.**, & Pappas, I. O. (2022, September). The Role of Quality, Trust, and Empowerment in Explaining Satisfaction and Use of Chatbots in e-government. *Proceedings of the Conference on e-Business, e-Services and e-Society*. Springer.

**Vassilakopoulou, P.**, & Pappas, I. O. (2022, June). AI/Human augmentation: a study on chatbot-human agent handovers. *Proceedings of the International Working Conference on Transfer and Diffusion of IT*. Springer.

Grøder, C. H., Schmager, S., Parmiggiani, E., **Vassilakopoulou, P.**, Pappas, I., & Papavlasopoulou, S. (2022). Educating about Responsible AI in IS: Designing a course based on Experiential Learning. *Proceedings of the International Conference on Information Systems (ICIS) 2022*.

Moltubakk Kempton, A., & **Vassilakopoulou, P.** (2021). Accountability, Transparency and Explainability in AI for Healthcare. *Proceedings of the International Conference on Infrastructures in Healthcare (InfraHealth)*.

Mygland, M. J., Schibbye, M., Pappas, I. O., & **Vassilakopoulou, P.** (2021). Affordances in human-chatbot interaction: a review of the literature. *Proceedings of the Conference on e-Business, e-Services and e-Society*. Springer.

**Vassilakopoulou, P.** (2020). Sociotechnical Approach for Accountability by Design in AI Systems. Sociotechnical Approach for Accountability by Design in AI Systems. *Proceedings of the European Conference on Information Systems (ECIS) 2020*.