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Yannis Pollalis has been a professor in the Department of Economic Science since 1999. He holds a PhD in *Business Strategy & MIS* from the *University of Pittsburgh's Katz Graduate School of Business*, an MBA (with majors in Finance & Operations) from the *University of Scranton's Graduate School of Management* and a BSc in Economics from the *University of Piraeus*. During 1993-1999 he was a professor of Strategic Information Systems at *Syracuse University's School of Information Studies*, while collaborating in research projects with the *University of Southern California's Annenberg School of Communication*.

He is the founder & Director of the **Graduate Program in Economic & Business Strategy** at the University of Piraeus in Greece (served as director during 2001-2011). He is also the founder and director of the **Research & Training Center in Digital Transformation & Strategic Leadership (iLEADS Lab)**. Currently, he serves as the **Chairman of the Department of Economic Science** (2022-2024).

In the Greek public & private sector, he has chaired numerous committees for the development of information systems and has been special technical consultant in many projects, especially in the areas of strategic business planning, reengineering, and e-procurement. He has also served as a **Keynote & Motivational Speaker** and a consultant in Strategic Management, Marketing & Branding, Leadership, E-Business, Digital Transformation, Digital Disruption, Growth Mindset, Motivation, Coaching, Emotional Intelligence, Teamwork & Train-the-Trainer workshops.

Professor Pollalis teaches in undergraduate, graduate and doctoral programs, as well as, in *executive development & training courses* and has received numerous *Teaching Excellence Awards*. He has published 17 books in the areas of management, strategic planning, information management, e-business, marketing, organizational behavior and corporate strategy. His research has been funded by the *Onassis Public Benefit Foundation*, *NATO's Science & Research Program* and the *European Network for SMEs Research*. He is in the editorial board for *The International Journal for Information Management*, *The Journal of Marketing & Operations Management Research* and has served as Associate Editor for *the Journal of Applied Systems Studies (JASS)*.

EDUCATION

- 1988 - 1993 **University of Pittsburgh**, Pittsburgh, Pennsylvania, USA
Joseph M. Katz Graduate School of Business
Ph.D. in Strategic Management & Information Systems
- 1986 - 1988 **University of Scranton**, Scranton, Pennsylvania, USA
Arthur J. Kania School of Management
MBA with majors in Finance and Operations Management (*with Honors*)
- 1981 - 1985 **University of Piraeus**, Greece
Department of Economic Sciences
BSc. In Economics & Mathematical Statistics (*with Honors*)
- 1985 - 1986 **Athens University of Economics & Business**, Greece
Center for Economic Studies
Diploma in Programming & Commercial Applications of Information Systems

ACADEMIC DEVELOPMENT

- 1999-today **University of Piraeus**, Department of Economic Sciences
[Professor of Strategic Management & Policy]
- **Undergraduate subjects taught:**
 - ⇒ Leadership in the Digital Age
 - ⇒ *Strategic Management & Policy*
 - ⇒ *Principles of Management & Organizational Behavior*
 - ⇒ *Business Applications of Information Systems*
 - ⇒ *Strategic Marketing Management (Consumer & Industrial)*
 - ⇒ *International Competition – Globalization of Markets*
 - **Postgraduate subjects taught:**
 - ❖ *MSc Program in Economic & Business Strategy*
 - ⇒ *Management & Marketing: Principles and Practices*
 - ⇒ *Business Strategy & Game Theory Applications*
 - ⇒ *Strategic Information Technologies: E-Business & ERP Systems*
 - ❖ *MSc Program in HealthCare Services Management*
 - ⇒ *Principles & Practice of Marketing in HealthCare Organizations*
 - ⇒ *Principles & Practice of Management in HealthCare Organizations*
 - ⇒ *Strategic Management & Planning for HealthCare Services*
- 2016-2020 **Athens Medical School**, National & Kapodistrian University of Athens
[Adjunct faculty member]
- ❖ Graduate Program (MSc) in “Planning & Management of Health Services”
 - ⇒ Marketing for Healthcare Organizations
- 2009-today **Hellenic Open University**, School of Social Sciences
- ❖ *MBA Program*
 - ⇒ MBA61 (Management of People & Organizations)
- 2015-2018 **International Hellenic University**
- ❖ *MSc. Program in Strategic Product Design*
 - ⇒ *Marketing Management*
 - ⇒ *Consumer Behavior & Marketing Strategy*

- 2020-2022 **Neapolis University, School of Business Administration** (Pafos, Cyprus)
 ❖ **Master of Science in Digital Marketing**
 ⇒ *Digital Marketing*
- 2020-2022 **European University of Cyprus, School of Business Administration** (Nicosia, Cyprus)
 ❖ **Master of Business Administration (MBA)**
 ⇒ *Strategic Management*
- 2015-2020 **Cyprus International Institute of Management (CIIM)**
 ❖ **Executive Training & Development seminars**
 ⇒ *Marketing Management Best Practices*
 ⇒ *Customer Service Excellence & Moments of Truth*
 ⇒ *Strategic Leadership & Digital Transformation in Banking & Insurance*
 ⇒ *Family Business & Entrepreneurship Academy Development*
 ⇒ *Executive Program for Nursing Personnel & Healthcare Organizations*
- 1993 - 1998 **Syracuse University**, Syracuse, New York, USA
School of Information Studies, Grad. Program in Information Management
 [Professor of Business Strategy & Information Systems]
 • Taught courses for undergraduates, postgraduates, doctoral students and business executives the following subjects:
 ⇒ *Strategic Planning for Information Technology* (postgraduate level, doctoral level and for IBM's executive program in New York)
 ⇒ *Strategic Management for Information Resources*
 ⇒ *Organizational Development & Leadership*
 ⇒ *Introduction to Management Information Systems*
- 1988 - 1997 **University of Pittsburgh**, Pittsburgh, Pennsylvania, USA
Joseph M. Katz Graduate School of Business
 [Visiting Professor - Executive Programs και MBA]
 • Subjects taught:
 ⇒ *Strategic Information Systems*
 ⇒ *Business Strategy Simulation Games*
 ⇒ *Electronic Data Interchange (EDI): Applications for Industries*
 ⇒ *Database Management, Algorithms & COBOL Programming for Commercial Firms and Banks*
- 1993 -1994 **Point Park College**, Pittsburgh, Pennsylvania, USA
Graduate School of International Studies
 [Visiting Professor - International MBA]
 • Subjects taught:
 ⇒ *Information Systems & Network Management*
 ⇒ *Global Information Systems*
 ⇒ *International Management & Leadership Practices*
- 1987 - 1988 **University of Scranton**, Scranton, Pennsylvania, USA
Arthur J. Kania Graduate School of Management & Computer Science
 • *Network Systems management assistant for Graduate Labs, Faculty Lab coordinator and consultant*
 • *Desktop Expert & assistant editor for the Academic Computing Monthly Newsletter*

PROFESSIONAL DEVELOPMENT

In Greece (1999 - today):

- ✚ **Business Consulting in Strategic Analysis & Planning** (Public & Private sector)
- ✚ **Design & Implementation of Training Programs for Business Executives**
 - *Keynote & Motivational Speaker for the Insurance Industry, the Banking Industry & the Retail Industry and a large number of Greek & Multinational Companies in Greece (Dixons' South Europe Group, Hellenic Association of Private Health Clinics, Hermes Group-Cyprus, Cooperative Central Bank of Cyprus, Interamerican Insurance, Greek Yellow Pages SA, Oriflame Hellas, National Bank of Greece, L'Oreal Hellas, ING Insurance, MDRT Association, IASO General Hospital, Hellenic Pharmacists Association, Novartis Hellas, AMGEN Hellas et al.*
 - Strategic Marketing Plan for credit cards, market segmentation analysis, customer analysis and positioning strategy for banking products & services - *Data Mining and Customer Relationship Management* (Commercial Banking Sector)
 - Analysis & Design of Business Performance Information Systems, Evaluation of Business Strategies - *Balanced Scorecard & Performance Measurement Systems* (National Bank of Greece; Greek General Secretariat for Research and Development)
 - Technical Advisor & Expert Consulting for: *Development of Strategic Business Plan & Management Contracts for the Greek Postal Services, Business Plan for the Greek Export Organization, Operational & Business Reengineering for the Greek Institute of Geological & Mineral Research, Guidelines for the Management of SMEs – Greek Organization of SMEs, Strategic Business Plan for the Greek Organization for National Defence & Weapons Systems (Hellenic Defence Systems).*
 - Chairman for Expert Committees & Technical Advisor for: Design & Development of Integrated Information Systems (*Social Security Organization for Athens Lawyers, Social Security Organization for Greek Commercial Employees*), Information System for the Electronic Procurement (e-procurement) of Public Services (*Greek General Secretariat for Commerce*), Information System for e-Shipping (*Ministry for Commercial Shipping*), Information System for Citizens' Services & Security - Police OnLine (*Greek Police & Society for Information*).
 - Training for Bank Executives using self-developed and customized *Bank Marketing Simulation Programs* (*Greek Union of Banks*)
 - Training for Business Executives in Services Marketing, Leadership, Strategic Management & Customer Service Excellence in the Telecommunications, Insurance & Retail Industries

In USA (1993 – 2007):

- ✚ **Copperweld Co.**, Pittsburgh, Pennsylvania
 - Business Executives' Training for Electronic Data Interchange (EDI) between Company & Customers (B2C), Competitiveness Analysis, Value-Chain Analysis, Strategic Planning and Marketing Planning.
- ✚ **Carrier Co.** (Syracuse, NY) and **Xerox Co.**, (Rochester, New York)
 - Consultant in Strategic Planning for Information Systems and BPR.
 - Balanced Scorecard Systems for Strategy Evaluation
- ✚ **Pittsburgh Plate Glass Co. (PPG)**, *Fiberglass Division*, Pittsburgh, Pennsylvania
 - Training for middle managers and executives in Sales and Promotion

- Design for Decision Support System in Sales and Implementation of Strategic Business Simulation Programs/Games
- ✚ **University of Pittsburgh**, *Center for Executive Education*, Pittsburgh, Pennsylvania
 - Training of executives in Applications of Strategic Information Systems
 - Consultant in Development of Executive Education Programs
- ✚ **ISG Weirton Steel Co.**, Weirton, West Virginia
 - Training for middle managers and executives in Information Systems
 - Industry Analysis & Competitive Analysis

SELECTED PUBLICATIONS

(Articles in Scientific Journals with Peer Review)

- 1) Z. Patergiannaki, Y.Pollalis (2022) “E-Government Maturity Assessment: Evidence from Greek Municipalities”, ***Policy & Internet***, Vol.14 (3), September.
- 2) Niros, M., Pollalis, Y., Niros, A. and Qing Shan Ding, (2022) “Effective marketing strategies for global FMCG brands during COVID-19 pandemic crisis”, ***International Marketing Review***, Vol.39 (7), August.
- 3) Z. Patergiannaki, Y.Pollalis (2022) “A Review of the e-Government Maturity Models: Are They Still Relevant?”, ***Journal of Politics & Ethics in New Technologies & AI***, Vol.1 (1), <https://doi.org/10.12681/jpentai.30872>
- 4) M. Angelopoulos, Y.A. Pollalis (2021) “Change Management via Data Analytics for a Successful Lean Transformation of Public Companies”, ***Archives of Business Research***, Vol. 9, No. 12, DOI:10.14738/abr.912.11351.
- 5) Z. Patergiannaki, Y. Pollalis (2021) “eGovernment Strategies’ Evaluation: A qualitative comparative analysis on eGovernment strategic objectives by the European Commission and the Greek government”, ***International Conference on Theory and Practice of Electronic Governance (ICEGOV)- Smart Digital Governance for Global Sustainability***, Athens, October.
- 6) M. Angelopoulos & Y.A. Pollalis (2021) “Data Analytics to Improve Customer Energy Efficiency”, ***Archives of Business Research***, Society for Science & Education, Volume 9, Number 6, June.
- 7) M. Angelopoulos & Y.A. Pollalis (2021) “Digital Transformation: from Data Analytics to Customer Solutions, a Framework of Types, Techniques & Tools”, ***Archives of Business Research***, Society for Science & Education, Volume 9, Number 6, June.
- 8) Y. A. Pollalis, Michail Angelopoulos (2021) “A Framework Analysis for Lean Transformation: A Case Study of a Public Utility in Greece”, ***Open Journal of Applied Sciences***, Scientific Research Publishing, Volume 11, Number 4, April.
- 9) Karekla, M., Y. Pollalis, M. Angelopoulos (2021) “A Study of the Key Drivers of Digital Transformation in Greek Businesses: Strategy vs. Technology”, ***Central European Management Journal***, Vol. 29 (1).
- 10) M. Angelopoulos & Y.A. Pollalis (2021) “The Impact of Lean Transformation on the Organizational Performance: The Case of Public Utilities in Greece”, ***Open Journal of Applied Sciences***, Scientific Research Publishing, Volume 12, Number 1, July.

- 11) Dimitra Balaska, Yannis Pollalis, George Dimogerontas, Bitsori Zoi, Karaferis Dimitrios and V. Malisiova (2020) "Cost-Utility study for operative methods in spinal surgery", **RePec Archive (Research Papers in Economics, University of Munich, Germany)**, November 23.
- 12) Archontoula Armoutaki, Y.A. Pollalis, Athanasios Vozikis (2020) "The association between smoking and health behaviors among university students in Greece", **International Journal of Caring Sciences**, May-August, Volume 13 (2).
- 13) Niros, M., Pollalis, Y. and Niros, A., (2020) "Effective marketing of mobile telecom services through brand personality: Empirical evidence from Greece", **The IUP Journal of Brand Management**, Volume 18 (2).
- 14) Anda Armoutaki, A. P. Bechlioulis, Y.A. Pollalis, A. Vozikis (2020) "A Laffer curve in the EU cigarette market", **Economic Modelling Journal** (under review).
- 15) Niros, M., Pollalis, Y.A., Samanta, E. (2020) "Effects of Market Orientation, strategies and actions on SMEs' Performance during fragile economic conditions: Empirical evidence from Greece", **Archives of Business Research** (forthcoming).
- 16) Niros, Meletis, Pollalis, Y.A., Samanta, E. (2020) "The role of consumer ethnocentrism and confidence on brand (re)purchase intention", **Journal of Consumer Marketing** (under review).
- 17) Angelopoulos, M.K., Kontakou, C.A. Pollalis, Y.A. (2020). "Lean Management through Digital Transformation: Challenges and Opportunities for the Energy and Public Utilities Industry", **Journal of Advanced Research in Management**, Volume X, Winter 2(20):pp.57-69. DOI:10.14505/jarm.v10.2(20).01
- 18) Angelopoulos, K. M., Pollalis Y. (2020). "Use of open data as a tool for successful lean management in public services: evidence from Greece", **RePec Archive (Research Series Papers in Economics)**, University of Munich, Germany, January.
- 19) Angelopoulos, K. M., Pollalis Y. (2019). "Critical Success Factors of Lean Management in the Public Sector: Evidence from Greece", **International Journal of Management & Applied Science**, pp. 12-18, Volume 5 (10), December.
- 20) Gialama, F., Saridi, M., Prezerakos, P., Pollalis, Y., Kontiadis, K., Souliotis, K. (2019) "The Workload Indicators of Staffing Needs (WISN) method developed by the World Health Organization", **Archives of Hellenic Medicine**, Vol. 36 (1), January.
- 21) Gialama, F., Saridi, M., Prezerakos, P., Pollalis, Y., Kontiadis, X., Souliotis, K. (2019) "The implementation process of the Workload Indicators Staffing Needs (WISN) method by WHO in determining midwifery staff requirements in Greek Hospitals", **European Journal of Midwifery**, Vol. 3 (1), January.
- 22) Rematisios, I. & Pollalis, Y.A. (2018) "The Strategic Value of NATO's Investment on Science, Technology & Innovation (STI): Management of Information & Knowledge as Intangible Assets", **Journal of Defense Resources Management**, Vol. 9(2), October.
- 23) Armoutaki, A., Pollalis, Y.A., Vozikis, A., Drivas, K. (2018) "Cigarette taxation and supply chain stakeholders' profit shares; Analysis of impacts for Greece", **Tobacco Control Journal (BMJ)**, under review.
- 24) Basias N., Pollalis Y., (2018) "Quantitative and Qualitative Research in Business & technology: Justifying a Suitable Research Methodology", **Review of Integrative Business & Economics Research**, Volume 7, Supplementary Issue 1.

- 25) Riga, M., Vozikis, A., Pollalis, Y. A. (2018) "Innovative patient safety interventions: A global public health perspective", ***Global Public Health-International Journal for Research, Policy & Practice***.
- 26) Basias N., Pollalis Y.A., (2018) "How to Make an Effective Literature Review in Business Development, Strategic Management and Technology", ***Journal of Emerging Issues in Economics, Finance and Banking (JEIEFB)***, Vol.7 (1).
- 27) Angelopoulos, K. M., Pollalis Y. (2017). "The Lean Transformation of a Greek Public Company: Using ABC costing method within a KPI-based framework to eliminate waste", ***RePec Archive (Research Series Papers in Economics)***, University of Munich, Germany), June.
- 28) Angelopoulos, K. M., Pollalis Y. (2017). "Activity Based Costing as a tool for Lean Transformation: The Case of the Greek Power Public Corporation", ***RePec Archive (Research Series Papers in Economics)***, University of Munich, Germany), March.
- 29) Niros, M., Pollalis, Y. and Niros, A. (2017), "Effective marketing of mobile telecom services through brand personality: Empirical evidence from Greece", ***RePec Archive (Research Papers in Economics)***, University of Munich, Germany), January.
- 30) Nikolopoulou, O., Pollalis, Y. A., Samanta, I. (2016) "Building a Successful Brand Using Information Design & Neuromarketing Principles", ***Syndicate: The Journal of Management***, Vol.16, ISSN: 2278-8247, March.
- 31) Basias N., Pollalis Y., (2016) "Strategic Management of Digital Systems: Innovative Pay-Tv Services through Multiple Digital Platforms", ***International Journal of Management and Applied Science***, Volume-2, Issue-9, Special Issue-1, Sep.-2016.
- 32) Douzgou, S., Pollalis, Y. A, Vozikis, A., Patrinos, G., Clayton-Smith, J. (2016) "Collaborative Crowdsourcing for the diagnosis of rare genetic syndromes: The DYSCERNE experience", ***Public Health Genomics***, Vol.19, pp.19-24, January.
- 33) Xesfingi, S., Vozikis, A. and Pollalis, Y. A. (2016) "Citizens' Preferences on Health Care Expenditure Allocation: Evidence from Greece", ***Health Expectations Journal***.
- 34) Riga, M., Vozikis, A., Pollalis, Y., Souliotis, K. (2014), "MERIS (Medical Error Reporting Information System) as an innovative patient safety intervention: A health policy perspective", ***Health Policy***, Vol. 119 (1), December 15.
- 35) Niros, M. & Pollalis, Y.A. (2014) "Brand Personality & Consumer behavior: Strategies for Building Strong Service Brands", ***Journal of Marketing & Operations Management Research***, Vol.2, No.2, pp.101-115, Nova Science (UK).
- 36) Skourtis, G., Pollalis, Y.A., Assiouras, I. (2014) "The Effect of Product Knowledge & Product Involvement on Negative Word of Mouth to Receiver's Reactions", ***Australasian Marketing Journal***, Elsevier Publishing.
- 37) Riga, M., Vozikis, A. & Yannis A. Pollalis (2014) "Medical Errors in Greece: An Economic Analysis of Compensations Awarded by Civil Courts", ***Open Journal of Applied Sciences***, Vol. 4(1), February.
- 38) Pollalis, Y.A. & Vozikis, A. (2013) "Mergers & Acquisitions in the Greek Private Healthcare Sector: The Case of IASO General Hospital", ***Journal of Marketing & Operations Management Research***, Vol.2, No.1, Nova Science, UK.
- 39) Pollalis, Yannis, A. & Vozikis, A. (2012) "School Accidents' Information Management: An Assessment of SARIS Implementation in the Greek Educational Sector", ***Journal of Marketing & Operations Management Research***, Vol.1, No.3, Nova Science.

- 40) Pollalis, Y. A. & Mavrommatis, G., (2009) "Using Similarity Measures for Collaborating Groups Formation: A Model for Distance Learning Environments", *European Journal of Operational Research*, Vol. 193, No. 3, pages 626-636.
- 41) Pollalis, Y. A. & Macris, A., (2009) "Strategic Planning for Information Resources: Enhancing Managers' Participation through Ontology-based Modeling", *International Journal of Technology Management*, Vol. 44, No. 4.
- 42) Pollalis, Y.A. & Dimitriou, N.K., "Strategic Management of Knowledge in Virtual Enterprises: A Systemic Multi-methodology toward Competitive Advantage", *International Journal of Information Management*, Vol. 28, No. 4, pages 305-321, August 2008. **(Sited among ScienceDirect's TOP25 Articles in Business & Management Literature during 2008 & 2009)**
- 43) Pollalis, Y.A. and Vozikis, A., "Insurance and the Internet: evaluating the e-business context of insurance companies in Greece", *Quarterly Review of Economics & Business (SPOUDAI)*, Volume 57 (1), 2007.
- 44) Pollalis, Y.A. and Vozikis, A., "Strategic Planning for Public Health Systems: Management of Demand for Healthcare services in Greece", *Bulletin for Business Administration*, Vol. 44, Issue 358, May-June 2006.
- 45) Pollalis, Yannis A., "Patterns of Co-Alignment in Information-Intensive Organizations: Business Performance through Integration Strategies", *International Journal of Information Management*, Vol.23, No.6, pp. 469-492, December 2003. **(Sited among ScienceDirect's TOP25 Articles in Decision Sciences Literature during 2003-2006)**
- 46) Pollalis, Y.A. and Vozikis, A., "Demand Management and Integrated Delivery Systems: The Case of Primary Healthcare Services in Greece", *Archives of Economic History*, Vol.XVIII(2), 2006.
- 47) Pollalis, Yannis, "Sustainable Competitive Advantage in Turbulent Environments: An Integrative Model of the Industrial Economics and the Resource-based Theories in Strategic Management", *Quarterly Review of Economics & Business (SPOUDAI)*, Vol.55, No.4, 2005.
- 48) Pollalis, Yannis A., Gartenberg, Marc and Edmunds, Barbara., "Applying the Balanced Scorecard Methodology in the Public Sector: The Case of the Department of Defense in the United States", *Quarterly Review of Economics & Business (SPOUDAI)*, Vol. 54, No.1, 2004.
- 49) Pollalis, Yannis A. and Koliouisis, I., "An Enterprise Performance Measurement System: Using the Balanced Scorecard for Business Improvement", *Journal of Applied Systems Studies*, Vol.4, No.3, 2003.
- 50) King, William R. and Pollalis, Yannis A., "Information Technology-based Coordination and Organizational Performance: A Gestalt Approach", *Journal of Computer Information Systems*, Vol.41, No.2, pp.64-75, Winter 2001.
- 51) Georgopoulos, N., Pollalis, Y.A., "Internet as a means to the development of e-business in Greece", *Quarterly Review of Economics & Business*, Vol. 50, No.2, pp.140-158, July 2000 (Reprinted in *Bulletin of Business Administration*, pp. 1029-1035, September 2001).
- 52) Pollalis, Yannis A., "Quality & Change Management", Chapters in book **Making Supply Chain Management Work: Design, Implementation, Partnerships & Technology** by James B. Ayers, Auerbach Publishing, 2002 and in book **Handbook in Information Systems Management** by Robert E. Umbaugh (Editor), Chapter 1: "Ensuring Quality and Control" in Section VI, pp. 571-580, *Fifth, Sixth and Seventh Editions*, Auerbach Publishing, Boston, MA, 1997, 1998 και 1999.
- 53) Pollalis, Yannis A., "E-Commerce Opportunities for Small and Medium-sized Enterprises (SMEs): Analysis & Cases within the European Union", *Journal of the Austrian Institute for Small Business Research, KMU-Forum*, Vol.2 (1), pp. 1-28, October 2000.

- 54) Pollalis, Yannis A., "The Economic Impact of Strategic Information Systems (SIS): A Study of the Commercial Banking Industry in the United States", *Quarterly Review of Economics & Business (SPOUDAI)*, Vol.48, pp. 21-48, 1998.
- 55) Pollalis, Yannis A., "Teaching Effectiveness in IS: Integration of Information Management and Organizational Behavior Principles", *Journal of Education for MIS*, Vol.4, No.1, Fall 1996.
- 56) Pollalis, Yannis A., "A Systemic Approach for Re-engineering: Integrating IS Planning, BPR, and TQM Efforts", *Information Systems Management*, Vol.13, No.2, January 1996.
- 57) Pollalis, Yannis A., "Paradigm Shift: The New Promise of Information Technology", Comments & Book Review [book by Tapscott & Caston, McGraw-Hill, 1993], *The International Journal of Organizational Analysis*, Vol.4, No.1, Spring 1996.
- 58) Pollalis, Yannis A., "Integration of Information Management and Organizational Behavior: Lessons from Group-Based Teaching Experiences", *ERIC Institute of Education Sciences*, <https://eric.ed.gov/?id=ED382184>, June 1995.
- 59) Pollalis, Yannis A., "Understanding the Impact of Information Technology-Based Coordination on the Performance of Information-Intensive Firms: A Gestalt-Cluster Analysis-Approach in the U.S. Commercial Banking Industry", *PhD Thesis*, Joseph M. Katz Graduate School of Business, *University of Pittsburgh Press*, UMI#950-7391, pp. 1-223, July 1994.
- 60) Pollalis, Yannis A. and Grant, John H., "Information Resources & Corporate Strategy Development", *Information Strategy*, Vol.11, No.1, pp. 12-28, Fall 1994.
- 61) Pollalis, Yannis A., "The Corporation of the 1990s: Information Technology and Organizational Transformation", Comments & Book Review, [book by M. Scott Morton, Oxford University Press, 1991], *The International Journal of Organizational Analysis*, pp. 225-228, Vol.2, No.3, July 1994.
- 62) Pollalis, Yannis A. and Frieze, Irene H., "A New Look at Critical Success Factors in Information Technology", *Information Strategy*, Vol.10, No.1, pp.24-34, Fall 1993.
- 63) Galletta, D., Sampler, J., Pollalis, Y.A., "An Empirical Study of Spreadsheet Error-Finding Performance and Strategies", *Accounting, Management, and Information Technologies*, Vol.3, No.2, pp.79-95, April-June 1993.
- 64) El Louadi, M., Pollalis, Y.A. and Teng, J.C., "Selecting a Systems Development Methodology: A Contingency Framework", *Information Resources Management Journal*, Vol.4, No.1, pp. 11-19, Winter 1991.

Citations of the above journal articles have exceeded 1200 in International Journals (complete list exists in Google Scholar & Scopus). Impact Indices: h-index: 16, g-index: 33, e-index: 26, delta-g index: 62, i-10 index: 12.

BOOKS & COLLECTIVE WORKS

- 1) Yannis A. Pollalis, Editor for the Greek Edition of the book: «**The Leadership Challenge: How to Make Extraordinary Things Happen in Organizations**» (by Kouzes M. James, Posner Z. Barry), Broken-Hill Publishing, Athens, 2018.
- 2) Yannis A. Pollalis, Editor for the Greek Edition of the book: «**Strategic Management: An Integrated Approach, Theory & Cases**» (by C. Hill, M. Schilling & G. Jones), Broken-Hill Publishing, Athens, 2018.

- 3) Yannis A. Pollalis, Editor for the Greek Edition of the book: **"Introduction to Management"** (by John Scermerhorn, Jr., 13th Edition, John Wiley & Sons Publishing 2010), Broken-Hill Publishers, Athens, 2018.
- 4) Yannis A. Pollalis, Editor for the Greek Edition of the book: **"Experiencing Management Information Systems"**, (by Kroenke & Boyle), Broken-Hill Publishing, Athens, 2017.
- 5) Yannis A. Pollalis, Editor for the Greek Edition of the book: **"Organizational Change"** (by Barbara Senior & Stephen Swailes, Pearson Publishing), Broken-Hill Publishers, Athens, 2017.
- 6) Yannis A. Pollalis, Editor for the Greek Edition of the book: **«Management & Organizational Behavior»** (by Laurie Mullins, 10th Edition, Pearson Publishing), UTOPIA Publishing, Athens, 2017.
- 7) Yannis A. Pollalis, Case Studies for the book: **"Basic Marketing"** (by W. Perreault, J. Cannon & E. McCarthy, McGraw-Hill Co. Publishing), Pashalidis Medical Publishing, Athens, 2011.
- 8) Yannis A. Pollalis & Vozikis, A. **Enterprise Resource Planning: Strategy & Practice**, Utopia Publishing, Athens, 2010 & 2012.
- 9) Yannis A. Pollalis, Editor for the *Greek Edition* of the book: **«Crafting and Executing Strategy: The Quest for Competitive Advantage, Concepts and Cases"** (by Arthur Thompson, A. Strickland and John Gamble, 16th Edition, McGraw-Hill Publishing), Utopia Publishing, Athens, 2010.
- 10) Yannis A. Pollalis and Dionysis Giannakopoulos, **E-Business Theory & Case Studies: Technologies & Strategies for the Digital Economy**, *Ath. Stamoulis Publishing*, Athens, Greece, 2007.
- 11) Yannis A. Pollalis and Kostas Melas, **Globalization of Markets & Multinational Corporations**, *Papazisis Publishing*, Athens, Greece, 2005.
- 12) Yannis A. Pollalis and Dionysis Giannakopoulos, **Business Information Systems I: Introduction to Technology & Strategy**, *Ath. Stamoulis Publishing*, Athens, Greece, 2004 and 2007 (2nd edition).
- 13) Yannis A. Pollalis (Editor), **Strategic Management: Cases Studies in Competitiveness & Globalization** (textbook by Hitt, M., Ireland, R., Hoskisson, R., *International Thomson Publishing*), Adaptation of book for Greece, , *Ellin Publishing*, Athens, Greece, 2004.
- 14) Yannis A. Pollalis & Robert Heckman, **Strategy & Planning for Information Resources**, *John Wiley & Sons*, New York, 1997 (draft textbook adopted for courses in the *Graduate School of Information Management, Syracuse University, USA*).
- 15) Yannis A. Pollalis and Dionysis Giannakopoulos, **Management Information Systems I: Introduction to Systems**, *Ion Publishing*, Athens, Greece, 1999 and 2003 editions.
- 16) Yannis A. Pollalis and Dionysis Giannakopoulos, **Management Information Systems II: Business Applications and Cases**, *Ion Publishing*, Athens, Greece, 1999 and 2003 editions.
- 17) Yannis A. Pollalis and D. Patrinos, **Industrial Marketing**, *Ellin Publishing*, Athens, 2000.
- 18) Yannis A. Pollalis (Editor), **Marketing Planning & Strategy** (by S.C. Jain - Univ. of Connecticut, *South-Western Publishing*), *Ellin Publishing Co.*, Athens, Greece, 2000.

INTERNATIONAL CONFERENCES & PROCEEDINGS (with Peer Review)

- 1) Z. Patergiannaki, Y. Pollalis (2021) "eGovernment Strategies' Evaluation: A qualitative comparative analysis on eGovernment strategic objectives by the European Commission

and the Greek government”, ***International Conference on Theory and Practice of Electronic Governance (ICEGOV)- Smart Digital Governance for Global Sustainability***, Athens, October.

- 2) E.Choustoulakis, Y. Pollalis, D. Nikoloudakis (2021) “Digital Leadership as a Predictor of Successful Digital Transformation of Education”, ***14th Annual International Technology, Education & Development Conference***, IATED2021 Academy, March 8-9, Valencia, Spain.
- 3) Zoi Patergiannaki, Olga Tsatsani & Yannis Pollalis (2020) “Analyzing the Key Factors Impacting on the Digitalization and Penetration of E-Government: A Case Study Analysis of Greek Municipalities”, ***ICEGEJ 2020 : XIV. International Conference on e-Government and e-Justice***, Amsterdam, The Netherlands, Dec. 3-4.
- 4) Angelopoulos, K. M., Pollalis Y. (2019). “Critical Success Factors of Lean Management Transformation in Public Sector: Evidence from Greece”, ***ISER International Conference on Advances in Business Management & Information Science (ICABMIS)***, Athens, Greece, July 9.
- 5) Niros, M., Pollalis, Y. , (2018) “Consumer Ethnocentrism Threatens Import Brands? Empirical Evidence from Greece and Validation of CEESCALE”, ***European Marketing Academy 47th Annual Conference***, Glasgow, UK, May 29-June 1.
- 6) Niros, M., Pollalis, Y. and Niros, A. (2018), “Marketing Strategies Sensitive to Consumer Ethnocentrism and Confidence in Foreign Markets”, ***47th European Marketing Academy Conference (EMAC)***, May 29-June 1, Glasgow, UK.
- 7) Niros, M., Pollalis, Y. and Niros, A. (2017), “Consumer ethnocentrism threatens import brands? Empirical evidence from China and Greece and validation of CEESCALE”, ***31st Annual Conference of the British Academy of Management***, 05/09/2017 – 07/09/2017 Warwick, UK.
- 8) Niros, M., Pollalis, Y. (2017), “Branding strategies using Consumer Ethnocentrism-Consumer Confidence Matrix in foreign markets: the role of consumer confidence on purchase intention”, ***5th International Conference on Contemporary Marketing Issues (ICCMi)***, June 21-23, Thessaloniki, Greece.
- 9) Basias, N. & Pollalis, Y. A. (2016) “Strategic Management of Digital Systems: Innovative Pay-TV Services Through Multiple Digital Platform”, ***International Conference on Advances in Business Management and Information Technology (ICABMIT)***, Tokyo, Japan, 20-21 July.
- 10) Niros, M. & Pollalis, Y. A. (2016) “Effects of Brand Experience on Brand Loyalty”, ***4th International Conference on Contemporary Marketing Issues***, 22-24 June 2016, Heraklion, Greece.
- 11) Malindretos, G., Pollalis, Y.A., Aidonis, D., Triantafillou, D. (2014) “Climate Neutral Agrifood products in relation to Sustainable Supply Chain”, ***V International Postharvest Conference-International Society of Horticultural Science***, Cyprus University of Technology, Lemesos, June 10-13.
- 12) Vozikis, A., Riga, M. and Pollalis, Y.A. (2013) “Medical errors in Greece: Main research findings through Greek courts’ judgements”, ***International Symposium & 24th National Conference on Operational Research***, September 26-28, Athens.
- 13) Pollalis, Y.A., Vozikis, A. and Riga, M., “The landscape of medical errors reporting systems worldwide”, ***International Scientific Conference in Synergy in Energy, Environment & Tourism (eRA-6)***, ***Symposium on Digital Cities***, 19-24 September 2011, Piraeus, Greece.
- 14) Pollalis, Y.A., G. Skourtis V. Psarakis, M. Kalaitzaki, “The influence of consumer styles Inventory on online Greek computer market: A behavioral analysis of college students.”, ***International Scientific Conference in Synergy in Energy, Environment & Tourism, (eRA-6)***, ***Symposium on Digital Cities*** 19-24 September 2011, Piraeus, Greece.

- 15) Pollalis, Y.A. and G. Skourtis, "Consumer Emotions after negative word-of-mouth: exploring the impact of NWOM motivations, product knowledge and product Involvement", ***American Marketing Association Conference***, 2011.
- 16) Pollalis, Y.A., C. Siontorou & Batzias, D.F. (2011) "Strategic networking of environmental sensors for early warning in case of extreme pollution episodes calling for emergent state intervention", ***9th International Conference of Computational Methods in Sciences and Engineering***, 2-7 October 2011, Halkidiki, Greece.
- 17) Pollalis, Y.A. & Batzias, D.F. (2011) "Bioenergy Strategies & Biomass Utilization in Greece", ***19th European Biomass Conference: From Research to Industry & Markets***, 6-10 June 2011, Berlin, Germany.
- 18) Batzias, F., L. Kamarinopoulos, Y.A. Pollalis, A. Kanas (2012) «Suggesting a New Scheme of 2nd Order Cybernetics to Integrate the principle 'Think Globally-Act Locally' for Maximizing Environmental Sustainability», Proceedings of the ***5th (WSEAS) International Conference on Environmental and Geological Science and Engineering***, Vienna, Austria, November 10-12.
- 19) Pollalis, Y.A., Assiouras, I., Skourtis, G., Besir, J. and Koniordos, M. (2012) "Consumer Reactions after Crisis in the Hotels Industry: A Matter of Corporate Ability or Social Responsibility?", forthcoming in ***The 41th European Marketing Association (EMAC) Annual Conference***, Lisbon, Portugal, 22-25 May.
- 20) Pollalis, Y.A., G. Skourtis V. Psarakis, M. Kalaitzaki, (2011) "The influence of consumer styles Inventory on online Greek computer market: A behavioral analysis of college students.", ***International Scientific Conference in Synergy in Energy, Environment & Tourism*** (eRA-6), Symposium on Digital Cities, 19-24 September, Piraeus, Greece.
- 21) Pollalis, Y.A., Vozikis, A. and Riga, M., (2011) "The landscape of medical errors reporting systems worldwide", ***International Scientific Conference in Synergy in Energy, Environment & Tourism*** (eRA-6), Symposium on Digital Cities, 19-24 September, Piraeus, Greece.
- 22) Pollalis, Y.A. and G. Skourtis, (2011) "Consumer Emotions after negative word-of-mouth: exploring the impact of NWOM motivations, product knowledge and product Involvement", ***American Marketing Association Conference***, December.
- 23) Pollalis, Y.A., C. Siontorou & Batzias, D.F. (2011) "Strategic networking of environmental sensors for early warning in case of extreme pollution episodes calling for emergent state intervention", ***9th International Conference of Computational Methods in Sciences and Engineering***, 2-7 October, Halkidiki, Greece.
- 24) Pollalis, Y.A. & Batzias, D.F. (2011) "Bioenergy Strategies & Biomass Utilization in Greece", ***19th European Biomass Conference: From Research to Industry & Markets***, 6-10 June, Berlin, Germany.
- 25) Batzias, F.A., Pollalis, Y.A., Kopsidas, O. (2011) "Determination of Optimal Subsidies for Balancing Local Supply/Demand of Biomass Products within a Regional Development Strategic Plan", ***19th European Biomass Conference: From Research to Industry & Markets***, 6-10 June, Berlin, Germany.
- 26) Pollalis, Y.A., P.M. Spanidis & Batzias, D.F. (2010) "Strategic Decision making on Pipeline routing as a fuzzy game between an oil/gas supplier and an International Customer", ***8th International Conference of Computational Methods in Sciences & Engineering***, 3-8 October, Kos, Greece.
- 27) Pollalis, Y. A. & Anagnostopoulos, J. (2010) "Developing Quantitative Business Models for Start-Ups' e-Performance Measurement: the Use of Cause Mapping & Systems Dynamics Tools", ***The 9th Conference of the Hellenic Operational Research Society (HELORS)***, Agios Nikolaos, Crete, 27-29 May.
- 28) Pollalis, Y.A. & Batzias, D.F. (2009) "Determination Of Optimal Environmental Policy For Reclamation Of Land Unearthed In Lignite Mines – Strategy And Tactics for Environmental

- Pollution Control for Small Regions in Greece”, 7th International Conference of Computational Methods in Sciences & Engineering, 29 September – 4 October, Rhodes.
- 29) Pollalis, Y.A. (2009) “Tracing the transition path between optimal strategies combinations within a competitive market of innovative industrial products”, 7th International Conference of Computational Methods in Sciences & Engineering (ICCMSE), Symposium on Industrial & Environmental Case Studies, 29 September – 4 October, Rhodes.
- 30) Batzias, D.F. & Pollalis, Y. A., (2009) «Fuel choice for domestic heating in isolated villages of Northern/Central Greece: Strategies for market implementation of bio-fuels», Proceedings of the 17th European Biomass Conference: from Biomass Resources to Market Implementation, Hamburg, Germany, 29 June - 3 July.
- 31) Dimitriou, N. K. & Pollalis, Y. A., (2009) « Designing a Systemic Information Systems Architecture for Interoperability in Tourism: The Case of Virtual Tourism Enterprises”, Proceedings in The 11th International Conference on Enterprise Information Systems (ICEIS), Milan, Italy, May 6-10.
- 32) Anagnostopoulos, J. & Pollalis, Y.A. (2009) “Adding value to Balanced Scorecard Development by integrating Cause Mapping and System Dynamics: A Win-Win Scenario for E-Tourism in Greece”, Proceedings in The 5th International Conference: The Hellenic Society for Systemic Studies (HSSS), 24th – 27th June, Xanthi.
- 33) Dimitriou, N. K. & Pollalis, Y. A., (2009) « Designing a Systemic Information Systems Architecture for Interoperability in Tourism: The Case of Virtual Tourism Enterprises”, Proceedings in The 11th International Conference on Enterprise Information Systems (ICEIS), Milan, Italy, May 6-10.
- 34) Pollalis, Y.A. (2008) “Strategies for increasing marketing share of recycled products – A Games Theory Approach”, Conference Proceedings in International Conference of Computational Methods in Sciences & Engineering 2008 (ICCMSE), Crete, September 25-30.
- 35) Pollalis, Y.A. (2008) “Decision Making on Optimal Choice of Biomass-to-Ethanol Path by means of Fuzzy SWOT Analysis” (with D.F. Batzias), Conference Proceedings in International Conference on Management & Marketing Sciences (ICMMS 2008), Athens, 23-25 May.
- 36) Pollalis, Y.A. (2007) “Determining Capital Cost in Wastewater Treatment Installations Operating Under Inflow Characteristics Uncertainty” (with D.F. Batzias), Conference Proceedings in International Conference of Computational Methods in Sciences & Engineering 2007 (ICCMSE), 4th Symposium on “Industrial & Environmental Case Studies”, Corfu, September 25-30.
- 37) Pollalis, Y.A. (2007) “Sustaining Corporate Growth in the midst of Complexity: A proposal for new platforms of Growth”, (with K. Tillis) Proceedings in International Conference on Applied Financial Economics, Research & Training Institute of East Aegean, Samos, July 13.
- 38) Pollalis, Y.A. (2005) A Brand Management Model for Governments: Optimizing Performance & Customer Satisfaction”, Conference Proceedings in Managing Global Trends and Challenges in a Turbulent Economy, University of Aegean, Chios, 13-15 October.
- 39) Pollalis, Y.A. (2004) “SMEs and Liberalization Plans for Network Industries in Greece”, Annual Meeting for the European Network for SME Research (ENSR), Reports for the 8th Observatory for European SMEs, Brussels, presented in October 10-11.
- 40) Pollalis, Y.A. (2003) “High-Tech Small and Medium Sized Enterprises in EU: Access to capital, skilled labor, knowledge and public support schemes”, Annual Meeting for the European Network for SME Research (ENSR), Reports and presentation for the 7th Observatory for European SMEs, Brussels, March.
- 41) Pollalis, Y.A. (2002) “Innovative Small and Medium Sized Enterprises and the Creation of Employment in EU”, Annual Meeting for the European Network for SME Research (ENSR), Reports and presentation for the 6th Observatory for European SMEs, Vienna, February.

- 42) Pollalis, Y.A. (2000) "E-Commerce Technologies & Opportunities for Small and Medium-sized Enterprises in Europe", *Annual Meeting for the European Network for SME Research (ENSR)*, Proceedings for the 5th Observatory for European SMEs, Brussels, February.
- 43) Pollalis, Y.A. (1999) "Re-Engineering the Economics Curriculum: Integrating Information Systems Management and Business Economics Principles", *International Conference of New Horizons in Industry & Education*, presented and included in the Proceedings, Santorini, 9-10 September.
- 44) Pollalis, Y.A. (1996) "Strategic Alignment and IT-based Coordination: Lessons from the Banking Industry", *The ORSA- TIMS Joint National Meeting: Global Manufacturing and Global Support Services in the 21st Century*, Panel Discussion on Innovation and Technology Transfer, Detroit, Michigan, October 23-26.
- 45) Pollalis, Y.A. (1996) "Teaching & Learning Strategies for Introductory Information Management", Proceedings of the *Americas Conference on Information Systems, Association for Information Systems (AIS)*, Phoenix, Arizona, August 16-18.
- 46) Pollalis, Y.A. (1995) "Effective Integration of Information Management and Organizational Behavior Principles: Lessons from Group-based Classroom Experiences", Award Nominee proceedings paper at the *Annual Conference of The International Academy for Information Management*, New Orleans, Louisiana, Dec. 15-17.
- 47) Pollalis, Y.A. (1995) "The Use of Pattern Identification Techniques in Information Systems Theory Development: Towards a Synthesis via Configurations", *INFORMS National Meeting: Eye on the Pacific Rim*, Los Angeles, California, April 23-26.
- 48) Pollalis, Y.A. (1994) "New Computer-based Technologies, Telecommuting, and Changes in Workplace Values" (with Nancy B. Kurland), Research Roundtable and Proceedings Paper presented at the *Academy of Management's Annual Meeting*, Dallas, Texas, August 13-17.
- 49) Pollalis, Y.A. (1994) "Understanding the Use of Holistic Approaches in IS Theory: Gestalts and Organizational performance", Proceedings of the *Association of Management's 12th Annual International Conference*, Dallas, Texas, August 10-13.
- 50) Pollalis, Y.A. (1993) "Deterministic versus Holistic Modes of Inquiry in Management Information Systems: A Research perspective and Proposal", Award Nominee Proceedings Paper at the *North-East Decision Sciences Institute's Annual Meeting*, Philadelphia, Pennsylvania, April 2.
- 51) Pollalis, Y.A. (1988) "Auto-Regressive Integrated Moving Average (ARIMA) Business Forecasting Modeling for PC- based Systems", Proceedings Paper at the *Joint National Meeting of TIMS/ORSA*, Washington, DC, April 27-30.
- 52) Pollalis, Y.A. (1987) "A Comparison of Business Forecasting Techniques using Case Studies", Proceedings paper at the *International Conference on Business Forecasting*, Association of Business Forecasting, Pittsburgh-Pennsylvania, December 3-5.

KEYNOTE SPEECHES & EXECUTIVE PRESENTATIONS (Invited Speeches, Monographs & Interviews)

1. Y. Pollalis (2021) "Realizing the Digital Transformation Promise & Opportunities in Banking: Covid-19 as a Catalyst & Accelerator of Innovation", Keynote Speaker, **3d (Virtual) Digital Banking & Payments Conference**, April 14, Cyprus.

2. Y. Pollalis (2020) “Digital Transformation Challenges & New Opportunities for Marketing”, Invited Speaker, **School of Economics, Management & Information Systems, University of Neapolis**, November 13, Pafos, Cyprus.
3. Y. Pollalis, (2020) “Digital Transformation in the Age of Covid-19: Necessity is the Mother of Invention”, **Keynote Speaker, 5th Digital Business Transformation Conference**, Maroussi Plaza, June 25, Athens.
4. Y. Pollalis, (2020) “Strategic Thinking in the Age of Covid-19: Don’t Let a Good Crisis Go to Waste”, **Keynote Speaker in Webinar for Entrepreneurs**, invited by **NEOKEM & Energy Line**, May 27.
5. Y. Pollalis, (2020) “Strategic Leadership in the Age of Covid-19: To Lead or to Manage?”, **Keynote Speaker in Webinar for Entrepreneurs**, invited by **HappyChoices**, June 1.
6. Archontoula Armoutaki, Y.A. Pollalis, Athanasios Vozikis (2020) “Assessing the impact of cigarette taxation on the supply chain stakeholders’ revenue shares in Greece”, **IGI Global Book in Healthcare** (Book chapter under review).
7. “Competing on Customer Experience: Getting the Right Data to Drive Decisions into Solutions”, **2nd iLEADS Annual Conference-CX in the Digital Era**, Athens, Dec.19, 2019.
8. “Digital Transformation as a Growth Engine for Insurance: From Customer Experience to Value Creation”, **Keynote Speaker, 3d InsurTech Conference 2019 – Evolving the Insurance Value Chain**, Divani Caravel Hotel, Athens, Dec. 12, 2019.
9. “Digital Transformation is not about Technology: It’s about Growth Mindset & Value”, **Invited Speaker, School of Engineering & Digital Sciences, Nazarbayev University**, Astana, Kazakhstan, Nov. 19, 2019.
10. “Europe’s digital strategy & future: opportunities from a growth mindset perspective”, **POLITEIA: International Conference of Political Scientists - Europe at the Crossroads-Leadership, Challenges & State of Play**, Athens, 27-29 September 2019.
11. “A Change & Learning Culture as a prerequisite for Successful Digital Transformation in Healthcare Organizations”, **Symposium on «Digital Leadership & Transformation in Healthcare»**, Research Lab iLEADS, May 29, 2019, University of Piraeus.
12. “Organizational Culture eats Digital Strategy for breakfast: Growth Mindset’s Path to Successful Transformation Journeys”, **4th Digital Business Transformation Conference**, Maroussi Plaza, May 15, 2019, Athens.
13. “Challenges & Opportunities for Tomorrow’s MedTech Business: Growth Mindset’s Path to Strategic Transformation”, **Keynote Speaker, Annual Meeting of Finance & Operations Managers, Edwards LifeSciences Co.**, Resort Plaza Lagonissi, May 22, 2019, Athens.
14. “Strategic Leadership in the midst of economic crisis: New Paths of Digital Success”, **Open Lecture, Department of Electronics, Informatics, Telecommunications & Automation: National & Kapodistrian University of Athens**, June 11, 2018, Athens.
15. “Personal Branding, Self-Management & the Future of Greek Economy in the Digital Era”, **Open Lecture, Program of the European Chair Jean Monnet, University of Peloponnese**, Tripolis, Arcadia, May 14, 2018.
16. “Strategic Leadership in the Greek Insurance Industry: Digital Transformation & Development Opportunities”, **Keynote Speaker, Annual Conference of the Panhellenic Association of Insurance Advisors**, The American School of Classical Studies in Athens, January 25, 2018.
17. “Growth Mindset as a Prerequisite for Digital Leadership: Culture comes before Strategy”, **Keynote Speaker, Annual Conference of International Financial Architects Academy (IFAA): Digital Transformation in the Insurance Industry**, January 18, 2019, Athens.

18. «iLEADS Research & Training Lab: Future Prospects for Digital Business in Greece», **1st iLEADS Conference "Challenges in the Age of Digital Transformation: Leadership, Strategy & Design"**, December 20, 2018, OTE Academy, Athens.
19. "Digital transformation & Innovation: The Future of United Nations' Peace Activities", **Annual UN Meeting on New Technologies for Sustainable Peacebuilding: Promoting the cooperation among local-international actors and governments**, United Nations, Geneva, Switzerland, November 7, 2018.
20. «The Association between Smoking and Health literacy among university students in Greece» (with A. Vozikis, K. Drivas & A. Armoutaki), Paper presentation & Award for best paper at the **2nd Panhellenic Conference on Health Economics, Technology & Administration**, University of Piraeus, November 9, 2018.
21. «Medical Tourism: opportunities for development in Greece», Panel Chairman & presentation at the **2nd Panhellenic Conference on Health Economics, Technology & Administration**, University of Piraeus, November 9, 2018.
22. «Customer Service Excellence in Practice: Customer-centered Approach & Moments of Truth», *invited keynote Speaker* at **Cyprus International Institute of Management, Executive Lectures' Series**, Nicosia, Cyprus, May 25, 2017.
23. «The Value of Personal Renewal, Change & Learning in the Insurance Market: *Can we Learn Faster than the World is Changing?*», *Keynote Speaker*, "**Top Insurance Executives' Annual Awards F. Morakis**", Athens, December 19, 2014.
24. "Change Management in Insurance Market: Passion, Innovation & Moments of Truth», *Keynote Speaker* at **LIMRA Insurance Conference**, Limassol Cyprus, October 17, 2014.
25. «Yesterday's Paths of Success are not the same with Today's: How to Play the New Game of Uncertainty», *Keynote Speaker* at **MDRT Members & Aspirants**, Athens, March 7, 2014.
26. «Leadership, Teamwork & Customer-Centricity: The Ingredients of Market Development in the midst of economic Crisis», *Keynote Speaker* at **Achmea Group of Insurance – New Financial Planners' Conference**, Athens, February 20, 2014.
27. «Financial Crisis & Leadership Crisis: The Role of Emotional Intelligence in Managing Tomorrow's Success», *Keynote Speaker* at **Neapolis University of Pafos-Executive Lectures' Series**, Cyprus, October 15, 2014.
28. "Sustainable Competitive Advantage in Turbulent Business Environments: Using Critical Organizational Capabilities & Resources to Manage Complexity", Book Chapter in **Strategic Marketing in Fragile Economic Conditions** (by Irene Samanta), IGI Global Publishing, 2014.
29. «What is Success: Play, Passion & Purpose», *Open Lecture*, **Program of the European Chair Jean Monnet, University of Peloponnese**, Tripolis Arcadia , October 11, 2013.
30. "Customer-centricity & Economic Crisis: Opportunities for Internal & External Development", *Keynote Speaker* at **Achmea Group (Interamerican Insurance) – Financial Planners' Conference**, Athens, September 18, 2013.
31. «The Characteristics of the Excellent-Fortune 1000- Companies: Innovation Strategies & Moments of Truth», **1st International Conference for the Economy & Business of Onassis Foundation Scholars**, Onassis Cultural Center, May 13, 2013.
32. "Emotional Intelligence: The Key in Designing a Winning Customer-Centric Culture", *Keynote Speaker for Executives in Marketing & Clinical Research* **AMGEN Hellas**, Santorini Island, June 26, 2013.
33. "Great Teams OR Great Organizations? The Journey from Self-Management to Customer Delight", **Coach A Winning Team Conference**, April 26, Maroussi DAIS Center, 2013.

34. "Talent Management & Leadership Development: Redefining leadership in Greece", Presentation & Panel discussion, **Leadership Committee of the American-Hellenic Chamber of Commerce**, The American School of Classical Studies, January 24, 2013.
35. "Health & Life Insurance Markets in the midst of Economic Crisis: Opportunities for Development via Social media & Medical Tourism applications", **Interamerican Insurance Group - Top Performers Conference**, Crete, Rethymnon, 17 January 2013.
36. «Customer Satisfaction: Challenge & Road to Success through Moments of Truth», **Greek Institute of Customer Service & ATEExcelixi Conference**, Kastri , 26 April 2012.
37. «Quality Assurance & Marketing in Healthcare: Building a Differentiation Strategy», Invited Lecture & Seminar, Co-organized by the **Cyprus Health Care Services Promotion Board and Cyprus University of Technology**, November 27-28, 2012, Nicosia.
38. "Business Plan for Start-ups & Investors", **TEDx Academy Program: Rising Stars**, June 6, Athens, 2012.
39. «Leadership & Emotional Intelligence in Pharmacies: The Impact on Sales & Customer Satisfaction», **3d Conference for Pharmacists: Entrepreneurship & Communication Forum**, Athens , January 22, 2012.
40. "An Economic Perspective of Medical Errors in Greece: Research Findings", **International Conference on Applied Economics – ICOAE**, 28-30 June 2012, Sweden, Uppsala.
41. "Health Insurance Market: Great opportunities for development and sales within Economic Crisis in Greece", **Interamerican Insurance Group-Top Sellers Conference**, Athens, April 8 and Thessaloniki, September 26, 2011.
42. "Economic Crisis & Opportunities for Development in the Greek Pharmacy market: Leadership & Moments of Truth for Pharmacists", **Greek Conference for Pharmacists – Entrepreneurship & Health Communication**, Athens Hilton, Jan. 23, 2011.
43. "Where Strategy came from and its importance in today's Economic Crisis", published in **Manager magazine**, Greek Organization for Business Administration, October 2010.
44. "Emotional Intelligence & Leadership Behavior in Healthcare Organizations during Turbulent Times", invited speech in **Training Program for Executives of Greek Hospitals, National School of Public Health**, Athens, June 4, 2010.
45. "Telemedicine in Greek Hospitals", **5th Greek Conference on Management, Economics and Policies for Health, (Health Congress)** Athens, December 2, 2009.
46. "Emotional Intelligence and its role in Leadership Development", invited speech and article at **Alexander Onassis Public Benefit Foundation**, March 26, 2009.
47. "Innovation in Pharmaceutical Industry for Patient-Customer Attraction", **First Greek Conference of Applied Economics**, Volos, 26-28 November, 2009.
48. "Medical Errors and Adverse Events in Greece: Information Classification and Measuring Methods", **The Conference for International Synergy in Energy, Environment, Tourism and Information Technology**, Spetses, 24-26 September 2009.
49. "How do you treat 'mediocrity diseases and viruses' in Young University Students: Prevention through Self-knowledge, Passion & Leadership", invited speech by **UNESCO** at the Money Show Symposium, Athens, December 2008.
50. "Understanding patients and doctors' needs within the frame of Pharmaceutical Marketing", **Greek Pharmaceutical Marketing Association**, 17 December 2008.
51. "E-Government in Europe: Re-booting the State" [by Paul G. Nixon & Vassiliki N. Koutrakou, Rutledge Publishing, January 2006], book review and commentary in **Quarterly Review of Economics & Business (SPOUDAI)**, 2008.

52. "Strategic Advantage in Turbulent Economic Environments: Should Strategists Plan from the *Outside-In* or from the *Inside-Out*?", *Research Monograph*, Syracuse University, School of Information Studies, Winter 1995.
53. "Strategic Planning and Policy for Information Systems: Current Practices and Lessons from Public & Private Organizations", *Research Monograph*, Syracuse University, April 16, 1994.
54. "Competitive Changes in Global Industries: The Steel Industry from the Economics Point of View", *Research Monograph & Executive Document*, University of Pittsburgh, Graduate School of Business, (used as reading and case study in Executive Education Courses), 1990 and 1991 editions.
55. "The Nobel Prizes in Economics for 2002", Commentary article, *Quarterly Review of Economics & Business (SPOUDAI)*, Vol.53, No.2, pp.3-7, 2003.
56. "Support services for micro, small and sole proprietor's businesses", Report for *The Austrian Institute for Small Business Research* (IFGH), sponsored by the European Commission, Enterprise Directorate-General, June 2002.
57. "Business Strategy in New Economy: Competition or Collaboration?", Invited Speaker at the *A.S. Onassis Public Benefit Foundation*, February 21st, 2002.
58. "The Nobel Prizes in Economics for 2000", Commentary article, *Quarterly Review of Economics & Business (SPOUDAI)*, Vol.51, No.1, pp. 3-8, 2001.
59. "E-Banking and e-business: The Bank of the Future", Invited speaker at the *Banking Executives Conference*, Nicosia, Cyprus, September 2001.

ADDITIONAL ACADEMIC ACTIVITIES

A. Journal Reviewer for:

- *European Management Journal*
- *European Journal of Operational Research*
- *Communications of AIS*
- *MIS Quarterly*
- *The Journal of Organizational Change Management*
- *Information Society*
- *Decision Sciences Institute's Annual Meetings*
- *Academy of Management (Division for Business Policy and Strategy)*
- *Academy of Management's Annual Proceedings*
- *The Institute for Operations Research and the Management Sciences (INFORMS)*
- *The International Journal of Information Management (IJIM)*
- *The Journal of Applied Systems Studies (JASS)*
- *Journal of Strategic Information Systems (JSIS)*
- *Decision Support Systems*
- *International Journal of Technology Management*

B. Conference Proceedings Reviewer for:

- *Decision Sciences Institute's Annual Meetings*
- *Academy of Management (Division for Business Policy and Strategy)*
- *Academy of Management's Annual Proceedings (Organizational Computing)*
- *POLITEIA: International Conference of Political Scientists*
- *The Institute for Operations Research and the Management Sciences (INFORMS)*
- *Quarterly Review of Economics & Business (SPOUDAI)*
- *Association of Information Systems* (August 25-27, 1995, Pittsburgh, Pennsylvania)

- Academy of Management's 1995 Annual Meeting (OCIS Division—Vancouver, Canada.
- Annual Conference of the International Academy for Information Management (December 15-17, 1995, New Orleans, Louisiana)
- INFORMS' National Meeting (April 23-26, 1995, Los Angeles, California)
- Association of Management 12th Annual International Conference (August 10-13, 1994, Dallas)
- ORSA/TIMS Joint National Meeting on Global Manufacturing in the 21st Century (October 23-26, 1994, Detroit, Michigan)
- Americas Conference on Information Systems, Association for Information Systems (AIS), Phoenix, Arizona, August 16-18, 1996.

C. Journal Editor

- **Regional Editor for North America** (1995-1999) and member of the International Editorial Board for the International Journal of Information Management (IJIM), 1999-today.
- **Editor & Associate Editor** for the Quarterly Review of Economics & Business (SPOUDAI), published by the University of Piraeus, 2000 - 2011.
- **Assistant Editor** for the Journal of Applied Systems Studies (JASS), Methodologies and Applications for Systems Approaches - Cambridge International Science Publishing, England, 2002-2005.

D. Other Research Projects (funded by the EU) & Administrative Activities

- Member of the **European Defense Skills Partnership (EDSP) Committee**, European Committee & RAND Corporation, Brussels, 2018-2019.
- Chairman of the Committee for the **"Development of a Sustainable Strategic Business Plan for the Onassis National Transplant Center"**, Onassis Public Benefit Foundation, Athens, Fall 2018.
- Member of the **Thales Research Program** (co-financed by the European Union - European Social Fund - ESF) **"Implementation of Green Development in Greek Agrifood Supply Chains"**, Alexander Technological and Educational Institute of Thessaloniki, 2012-2015.
- Member of the **Thales Research Program** (co-financed by the European Union - European Social Fund) **"DEVELOPMENT OF NEW MATERIAL FROM WASTE BIOMASS FOR HYDROCARBONS ADSORPTION IN AQUATIC ENVIRONMENTS"**, University of Piraeus, Department of Industrial Management & Production, 2012-2015.
- **Vice Chairman**, Department of Economic Sciences, University of Piraeus, 2007-2011.
- Member of **Leadership Committee Vision 2020**, Greek-American Chamber of Commerce, research & Findings in "Talent Management & Retention" and "Students' Expectations from the Job Market in Greece", 2011-2013.
- **Founder & Director of the Graduate Program (MSc.) in "Economic & Business Strategy"**, 2001-2011.
- Member of Steering Committee for **e-Government Forum**, Ministry of National Development, 2007-2010.
- Member of the Executive Board, University of Peloponnese, Department of Economics, 2004-2010.

- Member of Steering Committee for Development Programs Evaluation: Cooperation Aid between European Union Country members, Ministry of Education, 2006-2008.
- Student advisor and chairman of many doctoral thesis committees (Syracuse University, University of Pittsburgh, University of Athens, University of Piraeus).
- Advisor and Member of the cooperative work experience & internships program committee for iSchool's MSc students (Syracuse University), 1995-1997.

DISTINCTIONS, AWARDS & SCHOLARSHIPS

- **Teaching Excellence & Innovation Awards:** Numerous teaching awards from executive, graduate and undergraduate programs in Syracuse University, University of Pittsburgh, Hellenic Open University and International Hellenic University.
- **A. S. Onassis Public Benefit Foundation:** Scholarship for MBA & PhD studies in USA (1986-1991).
- **NATO Science & Research Fellowship Program:** Scholarship for doctoral research in the field of *Strategic Information Systems*, USA (1990-1992).
- **University of Pittsburgh's James B. Tafel Scholarship:** Postgraduate scholarship award for research in the field of *Strategic Management of IT*, Pittsburgh, USA (1988-1991).
- **Decision Sciences Institute (DSI) Doctoral Consortium:** Selected and invited member at the symposium for the best doctoral candidates in the USA, Miami, Florida (1991).
- **University of Scranton:** Financial Award from the Arthur J. Kania Graduate School of Management for "Best MBA Student" for Academic Years 1987-1988.
- **Greek National Foundation for Scholarships (IKY):** Yearly scholarships for excellence in academic performance (BSc.) at the University of Piraeus, 1981-1985.

MEMBERSHIPS IN ACADEMIC ASSOCIATIONS

- The Decision Sciences Institute (DSI)
- International Academy of Information Management (IAIM)
- Association for Information Systems (AIS)
- The Institute of Operations Research and the Management Sciences (INFORMS)
- *The Academy of Management:* Organizational Communication & Information Systems (OCIS) Division; Business Policy & Strategy (BPS) Division
- *Omicron Delta Epsilon*, Honor Society in Economics, XI Chapter of Pennsylvania
- *Greek Marketing Institute (EIM) & Greek Association for Business Administration (EEDE)*
- *Greek Association for Operations Research (EEEE)*
- *Greek Chamber of Economics & Business*
- *Hellenic Association of Political Scientists (HAPSc)*