

Robert D. Austin is Dean of the Faculty of Business Administration at the University of New Brunswick (UNB) at Fredericton (Canada). He currently co-chairs (with Richard L. Nolan) "Delivering Information Services," the executive program for Chief Information Officers (CIOs) at Harvard Business School.

Professor Austin has published numerous articles in highly regarded academic and professional venues, such as *Harvard Business Review*, *Information Systems Research*, *Management Science*, *MIT Sloan Management Review*, *Organization Science*, and the *Wall Street Journal*. Professor Austin's most recent article in *MIT Sloan Management Review*, "Bridging the Gap Between Stewards and Creators" (co-authored with Richard L. Nolan) received the Richard Beckhard Memorial Prize, "given annually to an outstanding paper on the subject of planned change and organizational development."

His books include *The Adventures of an IT Leader* (Harvard Business Press, 2009, coauthored with Richard L. Nolan and Shannon O'Donnell, listed on several "Best Books" lists for the year), *Corporate Information Strategy and Management* (McGraw Hill, 2009, 8<sup>th</sup> edition, coauthored with Lynda Applegate and Deborah Soule/Warren McFarlan), *The Broadband Explosion: Leading Thinkers on the Promise of a Truly Interactive World* (Harvard Business Press, co-edited with Stephen P. Bradley), *Artful Making: What Managers Need to Know About How Artists Work*, (Financial Times Prentice Hall, 2003, coauthored with Lee Devin, and recipient of the Elliot Hayes Award), *Creating Business Advantage in the Information Age* (McGraw Hill, 2001, coauthored with Lynda M. Applegate and F. Warren McFarlan), and *Measuring and Managing Performance in Organizations* (Dorset House, 1996). Two new books, *Harder Than I Thought: Adventures of a 21<sup>st</sup> Century CEO* (Harvard Business Review Press, a sequel to *Adventures of an IT Leader*, with same coauthors) and *The Soul of Design: The Surprising Power of Plot to Enhance Product and Service Experiences* (Stanford University Press, with Lee Devin) are forthcoming in 2012. He also served as subject advisor for the widely used Harvard Business Essentials book *Managing Projects Large and Small: The Fundamental Skills to Deliver On Budget and On Time* (Harvard Business Press, 2003).

He is author, with various coauthors, of many "Most Popular" Harvard Business School cases, and with Jeremy Short, of the first "graphic novel" Harvard Business School case ("The iPremier Company: Denial of Service Attack, Graphic Novel Version"). Also with Short and Tyge Payne, he has developed *University Life: A College Survival Story* (Flat World Knowledge, forthcoming in 2011), a graphic novel for use in university orientation programs. In addition, he's the faculty author of the "Project Management Simulation: Scope, Resources, Schedule" (Harvard Business School Publishing, 2009), and is currently authoring an online case analysis tutorial (also with Harvard Business School Publishing, to be released later this year).

Before becoming Dean at UNB, Austin held the Chair in Management of Creativity and Innovation in the Department of Management, Politics, and Philosophy at Copenhagen Business School (CBS); before that he was an Associate Professor of Technology and Operations Management at the Harvard Business School, where he taught MBA courses related to Creative Economy, Operations Management,

IT, and Accounting, and also extensively in Executive Education, in programs ranging from the Advanced Management Program to specialized programs for Women Leaders. He participated on the team that redesigned Harvard's required IT curriculum for the MBA program, and was a member of the Executive Education Faculty Advisory Committee.

He's also had extensive experience as a practicing manager, primarily at Ford Motor Company, but also as chief operations executive for new business incubated by a major tech company. At Ford he worked in a wide range of businesses, including manufacturing operations, credit analysis, customer service, and technical support services. Over the years, Dr. Austin has consulted and delivered education experiences for many multinational corporations, working mostly with C-level executives, and he has served on numerous advisory boards, especially for technology companies. He is a member of the international jury for the *CIO 100 Awards*, which selects for recognition the best examples of IT projects that "[create] new business value by innovating with technology" and he has advised the European Commission on "e-Competencies for Innovation."

Professor Austin received a Ph.D. in Management and Decision Sciences from Carnegie Mellon University, where his dissertation won the Herbert A. Simon Award for Behavioral Research in the Administrative Sciences and was a finalist in the Association for Public Policy and Management (APPAM) National Doctoral Dissertation Award. He holds an M.S. in Industrial Engineering/Management Science (Operations Research Concentration) from Northwestern University, a B.A. (with Distinction) in English Literature and a B.S. (with Distinction) in Engineering (Mechanical Concentration) from Swarthmore College. He studied playwriting at the University of Texas at Austin, and has had two plays produced by theatre companies. He is a member of Phi Beta Kappa and Tau Beta Pi.