

M. MAX EVANS, B.S., M.I.St., Ph.D.
Assistant Professor
School of Information Studies, McGill University

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EDUCATION

2005 – 2012 University of Toronto, Toronto, ON
Doctor of Philosophy (Ph.D.) – Information Studies (Knowledge Management)
Collaborative Program (Ph.D.) in Knowledge Media Design

Thesis: Knowledge Sharing: An Empirical Study of the Role of Trust and Other Social-Cognitive Factors in an Organizational Setting

My doctoral research focused on knowledge and information sharing in a large professional service firm. Emphasis was placed on co-worker trust and on the direct and indirect effects this trust had on organizational knowledge sharing and project/firm outcomes. In addition, the individual and collective effects of frequently cited social and cognitive factors such as shared language, shared vision, tie strength, relationship length, and homophily, were examined on co-worker trust and knowledge sharing. Knowledge sharing was said to be motivated if employees reported increased willingness to share knowledge, increased willingness to use knowledge, and a greater perception that the received knowledge was useful. Data were collected from 275 knowledge workers engaged in shared legal project work at one of Canada's largest multijurisdictional law firms (six national law offices). Data were analyzed for direct and mediating effects using multiple statistical techniques. Implications of the findings were presented for both theory and practice.

2003 – 2005 University of Toronto, Toronto, ON
Master of Information Studies (M.I.St.) – Information Systems
Collaborative Program (M.I.St.) in Knowledge Media Design

1995 – 1999 Northern Illinois University, DeKalb, IL.
Bachelor of Science in Marketing (B.S.) – Emphasis in International Business
Minor in Philosophy (Finished on the Dean's List)

AWARDS

2012 – 2013 Two (2) Commendations for Teaching Excellence
2011 – 2012 Commendation for Teaching Excellence
2010 – 2011 Commendation for Teaching Excellence
2010 – 2011 Doctoral Completion Award
2005 – 2010 University of Toronto Doctoral Fellowship
2007 – 2008 Commendation for Teaching Excellence
2006 – 2007 Project OS/OA Student Experience Program Award
2004 – 2005 Douglas Armstrong Memorial Scholarship
2004 – 2005 Faculty of Information Fellowship

CONFERENCES AND PRESENTATIONS

Knowledge Sharing and Trust Exhibit – Ontario Science Centre (Idea Gallery), Toronto, ON. Scheduled for: Oct. 4, 2014 – Dec. 7, 2014. Exhibit will summarize and visualize my research.
Toronto Knowledge Management Group at Miller Thomson, LLP, Scotia Plaza, Toronto, ON. February 8, 2013. Presented thesis work.

2012 Faculty of Information PhD Research Days at the iSchool, University of Toronto, Toronto, ON April 24, 2012. Presented thesis work.

In Process Research Talks by KMDI at the Brian Cantwell Smith Idea Exchange, iSchool, University of Toronto, Toronto, ON April 8, 2010. Presented journal article.

9th European Conference on Knowledge Management (ECKM' 2008) at Southampton Solent University, Southampton, UK 4-5 September 2008. Presented conference paper.

2006 Project Open Source / Open Access (Project OS|OA) at the University of Toronto, Toronto, Ontario, Canada. Presented research report.

PUBLICATIONS AND CONFERENCE PAPERS

Evans, M. Max and Ali, Natasha (2013). Bridging knowledge management life cycle theory and practice. International Conference on Intellectual Capital, Knowledge Management and Organisational Learning – ICICKM 2013 proceedings. Washington, DC, USA: Academic conferences and publishing international. [Refereed]

Evans, M. Max, Wensley, Anthony K.P., & Choo, C.W. (2012). How shared language and shared vision motivate effective knowledge sharing behavior. 13th European Conference on Knowledge Management - ECKM 2012 proceedings. Universidad Politécnica de Cartagena, Spain: Academic conferences international. [Refereed]

Evans, M. Max, & Alleyne, Joel (2009). The concept of knowledge in KM: A knowledge domain process model applied to inter-professional care. *Knowledge and Process Management*, (16)4, 147-161.

Evans, M. Max, & Wensley, Anthony K.P. (2009). Predicting the influence of network structure on trust in knowledge communities: Addressing the interconnectedness of four network principles and trust. *Electronic Journal of Knowledge Management*, 7(1), 41-54. Available online at <http://www.ejkm.com/issue/download.html?idArticle=158>

Evans, M. Max, & Wensley, Anthony K.P. (2008). The influence of network structure on trust: Addressing the interconnectedness of network principles and trust in Communities of Practice. Paper presented at the 9th European Conference on Knowledge Management (ECKM' 2008), Southampton, UK. [Refereed].

Evans, M. Max (2006). *An Evaluation of Open Source Conversational Technologies for Enterprise Use: Wikis and Weblogs*. Toronto: University of Toronto. Available online at http://open.utoronto.ca/index.php?option=com_content&task=view&id=324&Itemid=219

RESEARCH PAPERS IN PROGRESS

Evans, M. Max. (2013). Is trust the most important factor influencing knowledge sharing in organizations? 9th International Conference on Knowledge Management – ICKM 2013. Montreal, Canada: Association for Information Science & Technology (ASIS&T) [Refereed]

Evans, M. Max. Enabling knowledge sharing: The role of trust and other social and cognitive factors in a large multijurisdictional law firm. Intended journal: *Organization Science*

FUNDED RESEARCH ASSISTANTSHIPS

Knowledge Media Design Institute and the Institute of Communication, Culture and Information Technology, University of Toronto. 2013. “Global Knowledge Survey” Principal investigator: Peter Heisig, STC, Leeds University Business School.

Social Sciences and Humanities Research Council of Canada (SSHRCC) Standard Research Grant. 2009-2012. "Information Seeking and Use in Early Warning." Principal investigator: Chun Wei Choo. Dates on Project: July 1, 2009 – September 30, 2009; May 1, 2010 – February 28, 2011; May 1, 2011 – August 31, 2011

Social Sciences and Humanities Research Council of Canada (SSHRCC) Standard Research Grant. 2005-2008. "Information Seeking and Use in Group Knowledge Work." Principal investigator: Chun Wei Choo. Dates on Project: June 1, 2007 – December 31, 2007; April 1, 2008 – September 30, 2008

SPECIALIZED SKILLS

Academic: Commitment to combining theoretical and practice-based teaching methods | Record of self-directed learning | Strong problem-solving, critical judgment, conceptualization, and research skills | Excellent oral and written communication skills | Well refined presentation skills | Demonstrated ability to complete complex projects over an extended period of time

Technological: Knowledge of information systems and supporting technologies in the areas of information and knowledge management, decision support, collaboration, supply chain management, customer relationship management, and enterprise resource management. I have also been both a participant and manager of projects involving the design, development and implementation of information systems.

AFFILIATIONS

Associated Researcher - Knowledge Media Design Institute – University of Toronto
Affiliated Researcher - Knowledge Management Research Centre – University of Toronto
Co-founder - Knowledge Media Design Society – University of Toronto
Master's and Doctoral Graduate - Knowledge Media Design Institute – University of Toronto

TEACHING EXPERIENCE

2012 – 2013

Adjunct Instructor – Faculty of Information (Masters Program) – University of Toronto
INF1003: Information Systems, Services and Design

Course Instructor and Designer – Digital Enterprise Management (DEM) Program at the Institute of Communication, Culture and Information Technology (ICCIT), University of Toronto at Mississauga
CCT424: Strategic Innovation
MGD423: Technology in Organizations
CCT225: Information Systems
MGD422: Management of Technological Innovation

2011 – 2012

Course Instructor and Designer – Digital Enterprise Management (DEM) Program at the Institute of Communication, Culture and Information Technology (ICCIT), University of Toronto at Mississauga
MGD423: Technology in Organizations
CCT225: Information Systems

2008 – 2011

Course Instructor and Designer – Digital Enterprise Management (DEM) Program at the Institute of Communication, Culture and Information Technology (ICCIT), University of Toronto at Mississauga
MGD423: Technology in Organizations
CCT225: Information Systems

Teaching Assistant – Faculty of Information (Masters Program) – University of Toronto
INF2149 Administrative Decision Making in Information Organizations

2007 – 2008

Course Instructor and Designer – Digital Enterprise Management (DEM) Program at the Institute of Communication, Culture and Information Technology (ICCIT), University of Toronto at Mississauga
MGD423: Technology in Organizations

2006 – 2007

Course Instructor and Designer – Digital Enterprise Management (DEM) Program at the Institute of Communication, Culture and Information Technology (ICCIT), University of Toronto at Mississauga
MGD423: Technology in Organizations
CCT225: Information Systems

2005 – 2006

Course Instructor and Designer – Digital Enterprise Management (DEM) Program at the Institute of Communication, Culture and Information Technology (ICCIT), University of Toronto at Mississauga
MGD423: Technology in Organizations

Teaching Assistant and Lecturer – Department of Management, University of Toronto at Mississauga
MGT491: Introduction to International Business
MGT492: Introduction to Strategic Management

Teaching Assistant and Lecturer – Faculty of Information (Masters Program) – University of Toronto
INF1230: Management of Information Organizations

2004 – 2005

Teaching Assistant and Lecturer – Department of Management, University of Toronto at Mississauga
MGM200: Analysis for Decision and Control
MGT353: Introduction to Marketing Management
MGM102: Management in a Changing Environment
MGM101: Introduction to Management Functions

PROFESSIONAL EXPERIENCE

Virtual Tours Inc. / Mtwo Consulting June 2005 – September 2005 <u>Information Architect / Interaction Design Consultant</u>	Chicago, IL
Mtwo Consulting June 2003 – January 2004 <u>Project Director</u>	Westchester, IL.
Chicago Focus Inc. November 2002 – June 2003 <u>Client Relations Associate / Computer Technician</u>	Chicago, IL.
Alternative Resources Corp. (ARC) November 2000 – June 2002 <u>IT Project Manager / Technical Consultant</u>	Barrington, IL.
Web Designers Inc. February 2000 – October 2000 <u>Operations Business System Analyst</u>	Miami, FL. / Chicago, IL.
Investor Awareness, Inc. August 1999 – August 2000 <u>Investor Relations Account Executive / E-Commerce Coordinator</u>	Deerfield, IL.
International Millennium Consultants, Inc. December 1998 – August 1999 <u>Strategic Business Consultant</u>	Northfield, IL.
Financial Relations Board Corporation March 1998 – December 1998 <u>Investor Relations Specialist</u>	Chicago, IL.

Clients, Projects and Scope

Client (Project)	Scope
Virtual Tours Inc. / Mtwo Consulting (Virtual Tours System Design)	Conducted sessions with clients to gather and document business and system requirements. Using UML and other system modeling techniques, created system user interaction flows to communicate software designs to business and technical teams. Guided the design of test cases, and resolved issues during the development phase.
Radio Shack (Radio Shack VPN)	Managed a project involving the networking and upgrading of 1,800 store locations and their cash lanes. Project tasks included: 1) networking a Compaq VPN server (Win 2000), Cisco switch, IBM Hub, POS server, and demo unit to a broadband connection 2) upgrading of workstation memory 3) re-imaging 4) connecting to Radio Shack servers.
ADP / Mercedes Benz (Mercedes Benz NetStar)	Managed project involving the installation and implementation of the NetStar System (Network) at 60% of all Mercedes Benz dealerships in the United States. Project tasks included: site analysis, network installation and system deployment.
Pathfire, ABC, CNN, WB (Pathfire Footprint)	Managed project involving the installation and networking of digital media servers (Win 2000), satellites and dubbing workstations to stream digital medial thereby replacing tape storage.
Bluecurrent / Oxy Chemicals	Managed project involving the training of Oxy Chemical employees on the use of Windows XP. In addition to training, the project also included taking a backup of all user data, the installation of the Bluecurrent IS tool, and the upgrading of Dell workstations to XP (or the swapping out for new machines).
Hewlett Packard (HP Trade Show Set-up)	Managed project involving the networking of booths for monthly trade shows. Tasks included networking Netgear hubs, Linksys routers, WAN connectivity, HP print servers, digital cameras, printers, laptops and workstations.
Pathfire / Charter Communications	Managed project involving the updating and swapping of remote satellites and servers at unmanned cable broadcast locations.
IBM / Wal-Mart	Managed project involving the racking, networking, and assigning of ports for IBM servers in most US Wal-Mart stores (UPC centers).
Countrywide Home Mortgages (Win 2K Rollout)	Managed project involving the alpha and beta testing of a Windows 2000 rollout. Project included workstation and server installation, image upgrades, and token ring to Ethernet conversions.
Dell / Lennox International	Managed project involving the installation and configuration of Windows 2000 servers, replacing Windows NT servers.
Radio Shack (Radio Shack / West Marine)	Managed project involving: 1) the inventory of locations 2) the cleaning and backing-up of existing Point of Sale systems 3) the upgrading of RAM and NIC cards 4) the application of new images to POS hard drives.
American Express (Amex Latin America)	Conducted business analysis on CRM data that would allow American Express to improve customer service to card members in Latin America. Elicited business requirements for providing customers access to their account related information online.
International Millennium Consultants	Managed the design of company website; developed 1 year strategic marketing plan; sought financial backing for expansion; customized the functionality of company database; and developed the architecture for the office network.