

Tsipi Heart

CURRICULUM VITAE AND LIST OF PUBLICATIONS

• Personal Details

Name: Tsipi Heart

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• Education

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| 2001-2005 | Ph.D. Department of Industrial Engineering and Management,
Ben-Gurion University of the Negev, Beer-Sheva, Israel.
Thesis title: "Modeling the Intention to Use an Application
Service Provider"
Advisors: Prof. Nava Pliskin, Prof. Noam Tractinsky |
| 1985-1989 | M.B.A. Recanati School of Business Administration, Tel Aviv
University, Tel Aviv, Israel.
Thesis: "Information Technology in the Hospitality Industry: The
Israeli Scene and Beyond"
Advisor: Prof. Nava Pliskin |
| 1973-1977 | B.Sc. Cum Laude. Computer Science, Technion, Israeli Institute
of Technology, Haifa, Israel. |

• Employment History

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| 2019 - Present | Head of the Computer Science and Information Systems
Programs, Ono Academic College |
| 2017 – 2019 | Head of the information systems program, Faculty of Business
Administration, Ono Academic College |

2014 – 2017	Senior lecturer and deputy head of the information systems program, Faculty of Business Administration, Ono Academic College
2012-2013	Senior Lecturer Department of Industrial Engineering & Management Information Systems Program, Ben-Gurion University
2007- 2012	Lecturer Department of Industrial Engineering & Management Information Systems Program, Ben-Gurion University
2005-2007	Lecturer Department of Business Information Systems University College Cork, Ireland
2005	Lecturer Department of Information Systems, University of Haifa
1995-2005	Instructor Department of Industrial Engineering & Management Information Systems Program, Ben-Gurion University
1984-1988	Instructor Information Systems and Programming, Open University
1977-1980	Lecturer External Studies, Technion

• Professional Activities

(a) Professional academic functions

June 2018	Co-chair of the 12 th ILAIS conference, Sami Shamoon College of Engineering, Ashdod
2018	AE in the Healthcare track, International Conference on Information Systems (ICIS), December 2018, San Francisco
2018	AE in the Healthcare track, European Conference on Information Systems (ECIS), June 2018, Portsmouth, UK

- 2016 Member of the review board of the Health Policy and Technology Journal
- 2014-15 ILAIS: Co-chair of the 2015 conference to be held at the Ono Academic College in June 2015.
- 2014 Organizing committee member of ECIS 2014, in charge of the social events
- 2014 External reviewer of a Master thesis for UNSW, Australia
- 2014 Reviewer for Israel Science Foundation
Reviewed a proposal in the domain of Healthcare ICT.
- 2012 Track Chair (with Dale MacKrell, University of Canberra, Australia), Healthcare ICT, MCIS 2012, Portugal
- 2012 Member, Faculty Computation Committee
- 2009, 2012 Reviewer for a newly proposed M.Sc. program in Health Informatics at University College Cork, Ireland.
- 2007-2013 Head of Internal Social Events committee and alumni liaison
Supervisor of the Systems Analysis and Design and the Introduction to IS courses
Ben-Gurion University – SAP Research Liaison
- 2007-2011 Coordinator for the 2007 cohort
Department of Industrial Engineering & Management
Information Systems Program, Ben-Gurion University
- 2005-2007 Member of the developmental team of the new postgraduate program: Business Continuity program (MBS ISBP).
Departmental Seminar Coordinator, University of Cork
- 2001-2005 Participation in curricula development with Prof. Nava Pliskin
Department of Industrial Engineering & Management
Information Systems Program, Ben-Gurion University
- 2004 Initiation and coordination of a Departmental Curricula Advisory Board. The Board members were six distinguished executives from industry and four academics.

2001 E-learning package pilot testing. I was amongst the first lecturers chosen to pilot an e-learning package installed at Ben-Gurion University (HighLearn).

(b) Administrative roles in academic institutes

2019- Head of the Computer Science Program, Ono Academic College
 2018- Head of the Information Systems Program, Faculty of Business Administration, Ono Academic College
 2017- Member of the Faculty Academic Committee, Ono Academic College
 2017- Head of the faculty's IT implementation for process improvement
 2007-2010 Member of the Academic Committee, Department of Industrial Engineering & management, Ben-Gurion University of the Negev

(c) Professional functions outside universities/institutions

1998-2005 Independent consultant, "Heart Consulting"
 1994-1998 Chief Information Officer (CIO), Holiday Inn, Israel
 1993-1994 System Analyst and Project Manager, Dead Sea Works, Israel
 1988-1993 CIO, Isrotel Hotels, Israel
 1985-1988 CIO, Avia Sonesta Hotel, Eilat, Israel
 1983-1985 Marketing Manager, Eilat branch, Arkia - Israeli Airlines

(d) Significant professional consulting

Consulting experience in the public and private sector including EDS Israel, Rotem-Amphert, El Al Airlines, Fattal Hotels, Golden Tulip Hotels and Silverbyte Systems on topics such as software quality assurance, MS Outlook, human resource welfare management system, mining production planning system, GIS-driven system for geological drilling, and hotel management system.

(e) Editor or member of editorial board of scientific or professional journal

2020 – SE for the Information Systems Management (ISM) journal special issue on The Business Value of Data Analytics, with Profs. Arik Ragowsky, Myles Stern, Ajit Sharma and Mike Illitch.

2018 – AE Healthcare IT track, ICIS 2018

2018 – AE Healthcare IT track, ECIS 2018

2013 till current – Member of the editorial board of the *Health Policy and Technology* journal, published by Elsevier, by invitation from the SE.

2012 – Reviewer, *Journal of Strategic Information Systems*.

2012 – Reviewer, *Journal of Information Technology Theory and Application*.

2005-2006, 2010-2012 – Reviewer, *Information Systems Journal*.

2005, 2007-2008 – Reviewer, *The Data Base for Advances in Information Systems*.

2010 – Reviewer, *European Journal of Information Systems*.

2009-Present – *Information Systems Management*.

2009 – Reviewer, *Journal of Management Information Systems*.

(f) Membership in professional/scientific societies (past and present)

Association for Information Systems (AIS), Member

Israeli Chapter of the Association for Information Systems (ILAIS), Member

• **Educational Activities**(a) Courses taughtGraduate Courses

Business Continuity and IT Value (University College, Cork)

Healthcare Information Systems (Ono Academic College)

Information Technology Project Management (University College, Cork)

Knowledge Management in Organizations (Ono Academic College)

Management of Information Technologies for MBA (Ben-Gurion, University College Cork)

Theories and their Application in Information Systems Research and Practice (Ben-Gurion)

Undergraduate Courses

- Excel for Managers
- Information Systems Analysis
- Advanced Topics in Excel
- Introduction to Organizational Information Systems (Ono Academic College)
- Information Systems Analysis (Ono Academic College)
- Advanced Topics in Information Systems Management (Ono Academic College, Ben-Gurion, Haifa University)
- Knowledge Management in Organizations (Ono Academic College)
- E-business and E-commerce Organizational Processes (University of Haifa)
- Information Systems & Technologies Management (Ben-Gurion)
- Information Technology Project Management (Ben Gurion and Haifa)
- Introduction to Information Systems (Army Flight Academy and Ben-Gurion)
- IS Fundamentals (Ben-Gurion)
- IT in the Hospitality Industry (Ben-Gurion)
- Software Quality Assurance (Ono Academic College)
- Software Quality Engineering (Ben-Gurion)
- Systems Analysis and Design, the Object Oriented and UML Approaches (Ben-Gurion)

Non-Academic Courses in Private IS/IT Schools

Software Quality Assurance (SQA)

Software Testing, Web Testing

Software Quality Assurance Metrics

(b) Research students

Graduated

Ran Almog, graduated January 2016. Title: Examination of the effect of tablets use at the hospital's emergency department on average length of stay (Master).

Igal Mazor, graduated January 2016. Title: Operational Business-Intelligence in Emergency Departments: Prototyping and Assessment of Potential Contribution (Master).

Shiri Assiss-Hassid, with Prof. Yosi Pliskin (Ben-Gurion University), Prof. Shmuel Reis (Bar-Ilan University) and Dr. Iris Reichav (Ariel University Center). Graduated July 2015. Title: Enhancing Doctor-Patient Communication in Primary Care: The e-SEGUE Measurement Construction (Ph.D.)

Dolav Shoal, Ben-Gurion University. Graduated October 2014. Title: Assessing Organizational Readiness to Adopt SaaS Using the Fit-Viability Framework.

Sharon Sherman - Lev (Meitar track), Ben-Gurion University. Graduated December 2013. Title: Developing an Instrument for Measuring Physician's Perceived EMR-Communication Fit.

Hanan Maoz. Ph.D. (with Prof. Nava Pliskin), Ben-Gurion University, Graduated March 2009. Title: Modeling Alignment of Organizational and IT Strategies and Resources for Sustaining IT Business Value.

Pavel Andreev. Ph.D. (with Prof. Nava Pliskin), Ben-Gurion University, Graduated June 2009. Title: Impacts of Information and Communication Technologies on Leisure Activities and on Leisure-Related Travel.

Efrat Kalderon, Industrial Management, M.Sc. final project, graduated August 2009. Title: Information and Communication Technologies Use by Elderly People.

Noa Shamir-Tsur, M. Sc. Thesis, graduated April 2009. Title: Assessing Software Vendors' Readiness for Delivering SaaS.

Run Zhang, M. Sc. Final Project (with Dr. Frederic Adam, dormant mentor), University College, Cork, graduated August 2007. Title: Use of Customer Relationship Management (CRM) Systems by Leading Tele-Communication Companies in China.

Moran Beerli, M. Sc. Thesis (with Prof. Nava Pliskin), Ben-Gurion University (approved March 2007). Title: Studying the Perceptions of Senior Managers regarding Adoption of Utility Computing Using Q-Methodology.

Oren Musicant, M. Sc. Thesis (with Prof. Nava Pliskin), Ben-Gurion University, thesis submitted and approved in 2005. Title: The Intention to use ASP: Model Examination in Israeli SMEs.

Marta Zarotski-Reiber, M. Sc. Thesis (with Prof. Nava Pliskin), Ben-Gurion University, thesis submitted and approved in 2004. Title: Critical Success Factors in ERP Upgrade Projects.

• **Awards, Citations, Honors, Fellowships**

(a) Honors, Citation Awards

- 2020 Excellence for Achievements in Research and Grants, Faculty of Business Administration, Ono Academic College
- 2017 Excellence for Achievements in Research and Grants, Faculty of Business Administration, Ono Academic College
- 2016 The paper “Older adults: Are they ready to adopt health-related ICT?” was one of five top cited papers in the International Journal of Medical Informatics (5-year I.F. 2.927)
- 2006 Highly Commended Award Winner. Emerald/EFMD Outstanding Doctoral Research Award in the category of Management and Governance.
- 2006 Best Theoretical Paper. European and Mediterranean Conference on Information Systems
- 2005 Excellent Lecturer, Ben-Gurion University and University of Haifa
- 2004 Mehrez Award for Excellent Doctoral Student, Ben-Gurion University
- 1993 Award for Excellence in IT innovation and strategic contribution of IT to the organization, annually awarded by the Israeli IT magazine *People and Computers* to the CIO of the year.

(b) Fellowships

- 2003 ICIS Doctoral Consortium Fellow
- 2003 ECIS Doctoral Consortium Fellow

Citation Metrics

From ISI Web of Knowledge

(https://app.webofknowledge.com/author/record/2665049,39113428,39907928?lang=en_US)

H-index: 8

Sum of Times Cited: 389

Citing Articles: 383

From Google Scholar (<https://scholar.google.com/citations?user=E4u2SasAAAAJ&hl=en>)

	All
Citations	1344
H-index	12
i10-index	14

• Publications**(a) Chapters in collective volumes, conference proceedings (* - from last promotion)**

1. (*)Ramon-Gonen, R., Ben-Assuli, O., Heart, T., Shlomo, N., Klempfner, R., (2020), Cluster Evolution Analysis of Congestive Heart Failure Patients, The Annual Digital Economy Conference, Tel-Aviv University, Israel (March 1, 2020).
2. (*)Heart T., Ben-Assuli, O., Padam R., & Klempfner, R., (2019), A Visual Analytics Tool to Support Disease Risk Assessment and Shared Decision Making, 29th Annual Workshop on Information Technologies and Systems (WITS), December 18-20, Munich, Germany.
3. (*)Ramon R., Heart T., Ben-Assuli O., (2019), Cluster Evolution Analysis of Congestive Heart Failure Patients, accepted pending minor revision for presentation at the International Conference on Information Systems (ICIS), Munich, Germany, 15-18/12/2019.
4. Assis-Hassid S., **Heart T.**, Reyshav I. and Pliskin J., 2019, *Modelling Factors Affecting Patient-Doctor-Computer Communication in Primary Care*, in Consumer-Driven Technologies in Healthcare: Breakthroughs in Research and Practice, IGI-Global, Ed. Mehdi Khosrow-Pour, Chapter 10, pp. 161:180.
5. (*)Heart, T., Shlomo, N., Ben-Assuli, O., (2018), Using the Work Systems Theory to Bring Big Data Analytics to the Inpatient Point of Care, Research in Progress, the International Conference on Information Systems (ICIS), December 13-16, 2018, San Francisco.
6. (*)Heart, T., Shlomo, N., Ben-Assuli, O., Bringing Big Data Analytics to the Physician Desk Using the Work System Theory, the Israeli Chapter of the Association for Information Systems (ILAIS), June 2018, Sami Shamon College of Engineering, Ashdod.
7. (*)Ben-Assuli, O., Heart, T., Shlomo, N., Klempfner, R., Bringing Big Data Analytics Closer to the Practice: A Methodological Explanation and Demonstration of Classification Algorithms, Poster presentation at the Israeli Conference on Health Policy, May 2018, Tel-Aviv.
8. (*)Shlomo, N., Heart, T., Ben-Assuli, O., Klempfner, R. (2017), CHF Readmission and Mortality Prediction: The Power of Comprehensive Healthcare IT, WITS 2017, December 14-15, Seoul, South Korea.
9. (*)Shlomo, N., Heart, T., Ben-Assuli, O., Klempfner, R. (2017), Using Integrated Health Data to Predict Readmission and Mortality among CHF Patients, SIG-Health Workshop, December 10, Seoul, South Korea.
10. (*)Shlomo, N., Heart, T., Ben-Assuli, O., Klempfner, R., (2017), "Mortality Prediction following CHF Acute Event", Annual Conference of the Israel Association for Medical Informatics, Tel Aviv, Israel (October 23, 2017).
11. (*)Heart, T., (2017), National Electronic Health Records (NEHR): A Review, The 11th Conference of the Israel Chapter of the AIS (ILAIS), Bar-Ilan University, Israel (July 11, 2017).

12. (*)Shlomo, N., Heart, T., Ben-Assuli, O., Klempfner, R., (2017), CHF Early Mortality Prediction: Comparing Data-Prediction Tools, The 11th Conference of the Israel Chapter of the AIS (ILAIS), Bar-Ilan University, Israel (July 11, 2017).
13. (*)Mazor I., Heart T. & Even A., (2016) Simulating the Impact of an Online Digital Dashboard in Emergency Departments on Patients Length of Stay, Journal of Decision Systems, Volume 25, Supplement 1, Special Issue: Proceedings of the 2016 Open Conference of the IFIP WG 8.3, "Big Data, Better Decisions, Brighter Future", Edited By: David Sammon, Frada Burstein, Ciara Heavin, Gloria Philips-Wren, Frederic Adam and Ana Respicio.
14. (*)Hassid-Assis S., Heart T., Reyhav I., Pliskin J., Reis S., (2015) Enhancing Patient-Doctor-Computer Communication in Primary Care: Towards Measurement Construction, the 19th Industrial Engineering and Management Conference, Tel-Aviv, Feb 24, 2015.
15. (*)Almog R., Mazor I., Heart T., Even A. (2015) Evaluating the Feasibility and the Potential Benefits of Integrating Novel IT into Emergency Departments' Processes, the 19th Industrial Engineering and Management Conference, Tel-Aviv, Feb 24, 2015.
16. (*)Hassid, S., Reichav, I., Pliskin, J. and Heart, T., 2013, Physicians' EMR-Communication Behavior in Primary Care, The Encyclopaedia of Information Systems and Technology, IGI-Global.
17. (*)Lev, S., Hassid-Assis, S., and Heart T., 2013, Physician's Perceived EMR-Communication Fit: Towards Developing a Measurement Instrument, research-in-progress poster presented at the European Conference on Information Systems (ECIS), June 6-8, Utrecht, the Netherlands.
18. (*)Lev, S., and Heart, T., 2013, Physician's Perceived EMR-Communication Fit: Development and Testing of a Measurement Tool, presented at the Israeli Conference on Information Systems (ILAIS), July 1, Ruppin Academic College.
19. (*)Hassid, S., Reichav, I., Pliskin, J., and Heart, T. 2013, "The Effects of EMR Use in Primary Care on the Physician-Patient Relationship", Cruz-Cunha, M. M., Miranda, I. M., & Gonçalves, P. (Eds). Handbook of Research on ICTs for Human-Centered Healthcare and Social Care Services (2 Volumes) (pp. 1-978). doi:10.4018/978-1-4666-3986-7
20. (*)Hassid, S., Heart, T., Reichav, I. and Pliskin, J., 2012, "Simulated Medical Encounters to Analyze Patient-Physician Communication during Electronic Medical Records' Use in Primary Care", the Mediterranean Conference on Information Systems (MCIS), September 8-10, Guimaraes, Portugal.
21. (*)Almog, D., and Heart, T., 2012, "A Structured Approach to Test Case Definition with an Exemplary Illustration", the 6th International Research Workshop on Advances and Innovations in Software Testing on July 24-25, Memphis, TN.
22. Hassid, S., Reichav, I., Pliskin, J., and Heart, T. 2012, "Electronic Medical Records in Primary Care – Transforming Dyadic Relationships into Triadic", the 17th Industrial Engineering & Management Conference, March 27-28, Tel Aviv.
23. Denesh, I. and Heart, T. 2011, "Facet Theory as an Analysis Tool of the Information Systems Success Literature", 13th International Facet Theory Conference, July 11-13, Huddersfield, UK.

24. Almog, D. and Heart, T., 2010, "Developing the Test Verification Action Structure to Ease Testing Verification Challenges", the Proceedings of the International Conference on Computational Intelligence and Software Engineering, December 10-12, Wuhan, China, IEEE Catalog Number: CFP1026H-CDR, ISBN: 978-1-4244-5392-4, <http://ieeexplore.ieee.org/stamp/stamp.jsp?tp=&arnumber=5676837>.
25. Denesh, I., and Heart, T. 2010, "Using Facet Theory to Review the IS Success Literature". Proceedings of the 5th Mediterranean Conference on Information Systems, September 12-14, Tel Aviv, available <http://aisel.aisnet.org/mcis2010>, ISBN 978-965-555-474-8.
26. Shamir-Tsur N., Heart, T., and Pliskin, N., 2010, "Software-as-a-Service Vendors: What Have They Learned from the Past Application Service Providers Mishaps?" The Proceedings of the Fourth Global Sourcing of Information Technology and Business Processes Workshop, March 22-25, Zermatt, Switzerland, Lecture Notes in Business Information Processing, Vol. 55, Oshri, I. & Kotlarsky, J. (eds.), Springer, Berlin.
27. Maoz, H., Heart, T., Gefen, D. and Pliskin, N., 2010, "From IT Assets to Business Economic Value". Proceedings of the 5th Mediterranean Conference on Information Systems, September 12-14, Tel Aviv, available <http://aisel.aisnet.org/mcis2010>, ISBN 978-965-555-474-8.
28. Gefen, D. and Heart, T., 2009, "On the Need to Include National Culture as a Central Issue in Ecommerce Trust Beliefs", in "Selected Readings on Electronic Commerce Technologies: Contemporary Applications", Wen-Chen Hu (ed.), Information Science Reference, IGI-Global.
29. Andreev, P., Heart, T. Maoz, H., and Pliskin, N., 2009, "Validating Formative Partial Least Square (PLS) Models: Methodological Review and Empirical Illustration", the Proceedings of the International Conference on Information Systems (ICIS), Paper 193, <http://aisel.aisnet.org/icis2009/193/>, December 15-18, Phoenix, Arizona¹.
30. Andreev, P., Pliskin N., and Heart, T., 2009, "Modeling Time Allocation to Leisure and Travel", the Proceedings of the 16th Industrial Engineering & Management Research Conference, March 3-5, Maalot, Israel.
31. Almog, D., and Heart, T., 2009, "Test Case Definition: A New Structural Approach", The Proceedings of the 4th Annual Conference of the Association of Software Testing (CAST), July 13-16, Colorado Springs, CO, available at http://www.associationforsoftwaretesting.org/conference/CAST2009/Papers/Almog_TestCaseDefinition.pdf.
32. Almog, D., and Heart, T., 2009, "What is a Test Case? Revisiting the Software Test Case Concept", The Proceedings of the 16th European Conference, EuroSPI (European Systems & Software Process Improvement and Innovation) 2009, In Software Process Improvement, (42: Part 1), O'Connor R. V., Baddoo N., Gallego J. C., Muslera R. R, Smolander K., Messnarz R. (Eds.) Springer, Berlin Heidelberg, pp. 13-31, 2-4 September, University of Alcalá, Madrid, Spain

¹ This paper has been downloaded more than 1390 times (by November 12, 2017) and received special recognition from the Association for Information Systems (AIS). GS citations: 230

33. Zuker, A., Heart, T., Pliskin, N., and Pliskin, J.S., 2009, "Can Electronic Notifications about Substitutes Change Physicians' Drug Prescription Habits? Definitely Yes", poster presentation at the 12th Annual European Congress of the International Society for Pharmacoeconomics and Outcomes Research (ISPOR), Paris, France.
34. Heart, T., Pliskin, N., and Tractinsky, N., 2008, "Explaining Adoption of Remote Hosting: A Case Study", Proceedings of The Second Global Sourcing Workshop, March 10-13, Val D'Isere, France, www.globalsourcing.org.uk
35. Shamir Tsur, N., Heart, T., and Pliskin, N., 2008, "Assessing Software Vendors' Readiness for Delivering SaaS", Proceedings of the 15th Industrial Engineering and Management Conference (IE&M 2008), March 10-11, Tel Aviv, Israel.
36. Zuker, A., Heart, T., Pliskin, J.S. and Pliskin, N., 2008, "Influencing Physician Drug Prescription Habits toward Cost Containment", the International Conference on Information Systems (ICIS) Proceedings, Paper 140, <http://aisel.aisnet.org/icis2008/140>, December 14-17, Paris, France.
37. Heart, T., Friedman, N.L., and Pliskin, N., 2008, "Harnessing Information Systems in Healthcare: The Strategic Alignment Perspective", In 16th European Conference on Information Systems (Golden W, Acton T, Conboy K, van der Heijden H, Tuunainen VK eds.), 2281-2292, <http://is2.lse.ac.uk/asp/aspecis/20080196.pdf>, June 9-11, Galway, Ireland.
38. Heart, T., Tractinsky, N., and Pliskin, N., "The Effect of Technology, Organization, and Environment Related Factors on the Intention of Firms to Use Remote Application Hosting," Proceedings of The 8th International Business Information Management Association Conference (IBIMA), Soliman, K.S., (Ed), Dublin, Ireland, pp. 24-32.
39. Maoz, H., Heart, T., Fink, L., and Pliskin, N., 2007, "Business Value of Information Technology (BVIT): Exploring Attained and Sustained BVIT", Proceedings of the European and Mediterranean Conference on Information Systems (EMCIS), Valencia, Spain, #646 at http://www.iseing.org/emcis/EMCIS2007/_private/proceedings.htm.
40. Heart, T., 2007, "Who is Out There? Exploring Trust in the Remote-Hosting Vendor Community", In Proceedings of the Fifteenth European Conference on Information Systems (Österle H, Schelp J, Winter R eds.), pp. 1214-1225, <http://is2.lse.ac.uk/asp/aspecis/20070066.pdf>, June 7-9, University of St. Gallen, St. Gallen.
41. Heart, T., 2007, "Empirically Testing a Model for the Intention of Firms to Use Remote Application Hosting", In Proceedings of the Fifteenth European Conference on Information Systems (Österle H, Schelp J, Winter R eds.), 167-178, <http://is2.lse.ac.uk/asp/aspecis/20070065.pdf>, June 7-9, University of St. Gallen, St. Gallen.
42. Beeri, M., Heart, T., Hadar, I., and Pliskin, N., 2006, "Applying Q-Methodology in Evaluating the Prospects of Utility Computing: Preliminary Results", The Proceedings of the 14th Industrial Engineering & Management Conference, March 20-21, Tel Aviv, Israel, on CD-ROM.

43. Heart, T., Pliskin, N., and Curley, K.F., 2006, "Application Hosting as Means for Aligning Business and IT: The Case of Africa-Israel Hotels", Proceedings of the European and Mediterranean Conference on Information Systems (EMCIS), on CD.
44. Pliskin, N., Levy, M., Heart, T., O'Flaherty, B. and O'Dea, P., 2006, Panel: "The Corporate Digital Divide between Smaller and Larger Firms", in IFIP International Federation for Information Processing, Volume 208, *Social Inclusion: Societal and Organizational Implications for Information Systems*, eds. Trauth, E., Howcroft, D. Butler, T., Fitzgerald, B., DeGross, J., (Boston, Springer), pp. 413-417.
45. Heart, T., Pliskin, N., and Tractinsky, N., 2004, "Modelling Intention to Use an Application Service Provider (ASP)", Proceedings of the American Conference of Information Systems (AMCIS), New York, NY, 3534-3542.
46. Heart, T. and Pliskin, N., 2003, "A Case of Successful Outsourcing via Deployment of ASP Technology in the Hospitality Industry", Proceedings of The Second Annual International Outsourcing Conference, New York, NY, Section 3, 68-75.
47. Heart, T. and Pliskin, N., 2002, "Can Application Service Providers Enable Cost-Effective Information Technology for Travel & Tourism?", in Wober K., Frew A., Hitz M. (eds.), *Information and Communication Technologies in Tourism*, Innsbruck, Austria, pp. 207- 218.
48. Heart, T., Pliskin, N., Reichel, A., and Schechtman, E., 2000, "Information Systems in the Hospitality Industry in Israel: Available versus Desirable", Proceedings of the 11th Industrial Engineering & Management Conference, Beer-Sheva, Israel, 125-129 (H).
49. Pliskin, N., and Heart, T., 2000, "Internet-based Application Service Providers Enable E-Business in the Hospitality Industry", Proceedings of the International Conference on Advances in Infrastructure for Electronic Business, Science, and Education on the Internet, L'Aquila, Italy, on CD-ROM (10 pages).

(b) **Refereed articles and refereed letters in scientific journals**

(* - since last promotion, I.F. = impact factor 2019 from ISI, unless stated otherwise; quartile – as in ISI; ABDC – Australian Business Deans Council; GS – Google Scholar citations; ISI – citations from Web of Knowledge)

1. (*)Ben-Assuli, O., **Heart, T.**, Shlomo, N., Klempfner, R., 2019, Bringing Big Data Analytics Closer to Practice: a Methodological Explanation and Demonstration of Classification Algorithms, *Health Policy and Technology*, (8:1), pp. 7-13; **I.F.** 1.196, **ABDC:** B; **GS** 3.
2. (*)**Heart T.**, Ben-Assuli O., Shabtai I., 2017, A Review of PHR, EMR and EHR Integration: A More Personalized Healthcare and Public Health, *Health Policy and Technology*, (6:1), pp. 20-25. **I.F.** 1.196, **ABDC:** B; **GS** 63, **ISI** 17.
3. (*)Assis-Hassid S., **Heart T.**, Reychav I. and Pliskin J., 2016, Modelling Factors Affecting Patient-Doctor-Computer Communication in Primary Care, *International Journal of Reliable and Quality E-Healthcare*, (5:1); **GS** 3.

4. (*)Hassid S., Reychav I., **Heart T.**, Pliskin J., Reis S., 2015, Enhancing Patient-Doctor-Computer Communication in Primary Care: Towards Measurement Construction, *The Israeli Journal of Health Policy Research* 4:4, 11 pages; 2-year **I.F.** 1.741, **GS** 18, **ISI** 12.
5. (*)Israeli E., Ribak D., **Heart T.**, 2015, Evaluating the Feasibility of Using Tablets in Emergency Departments, *The International Journal of Networking and Virtual Organizations* (16:2), pp. 121-142;
6. (*)Hassid, S. **Heart T.**, Reychav, I., Pliskin J., and Reis S., 2013, Existing instruments for assessing physician communication skills: Are they valid in a computerized setting? *Patient Education and Counseling* (PEC), (93:3), pp. 363–366. **I.F.** 2.607, Social Sciences, Interdisciplinary 16 of 108, **Q1**; **GS** 13; **ISI** 8.
7. (*)Hassid, S. Reychav, I., Pliskin J., Reis S. and **Heart T.**, 2013, Instruments to Analyze Patient-Physician Communication during Electronic Medical Records Use in Primary Care, *Journal of Communication and Computer*, 10, pp.131-140; **GS** 2.
8. (*)**Heart, T.** and Kalderon, E., 2013, Older Adults: Are They Ready to Adopt Health-Related ICT, *International Journal of Medical Informatics*, (82:11), e209–e231; **I.F.** 3.025; Health Care Sciences & Services 26 of 102, **Q2**; **ABDC**: A; **GS** 413; **ISI** 172.
9. **Heart, T.**, Zuker, A., Parmet, Y., Pliskin, J.S., and Pliskin, N., 2011, Investigating Physicians' Compliance with Drug Prescription Notifications, Special Issue on Health Care IT: Process, People and Patients (Part 2), *Journal of the Association for Information Systems*, (12:3), 235-254. **I.F.** 2.957; Information Science & Library Science 20 of 87, **Q1**; **ABDC**: A*; **GS** 11; **ISI** 3.
10. Zuker, A., **Heart, T.**, Parmet, Y. Pliskin, Y.S, and Pliskin, N., 2011, Electronic Notifications about Drug Substitutes Can Change Physician Prescription Habits, *The Medical Decision Making Journal*, (31:3), 395 – 404. **I.F.** 2.309; Health Policy & Services 30 of 87, **Q2**; **GS** 4; **ISI** 3.
11. **Heart, T.**, Maoz, H. and Pliskin, N., 2010, From Governance to Adaptability: The Mediating Effect of IT Executives' Managerial Capabilities, *Information Systems Management*, (27:1), pp. 42 – 60. **I.F.** 1.556; Computer Science, Information Systems 117 Of 156, **Q3**; **ABDC**: B; **GS** 57; **ISI** 19.
12. **Heart T.**, 2010, Who is Out There? Exploring the Effects of Trust and Perceived Risk on SaaS Adoption Intentions, *The Data Base for Advances in Information Systems*, (41:3), 49-68. **I.F.** 1.588; Information Science & Library Science 42 Of 87, **Q2**; **ABDC**: A; **GS** 62; **ISI** 26.
13. **Heart, T.**, O'Reilly, P., Summon, D., and O'Donoghue, J., 2010, Bottom-Up or Top-Down? A Comparative Analysis of Electronic Health Record Diffusion in Ireland and Israel, *The Journal of Systems and Information Technology*, (11:3), pp. 244-268.
14. **Heart, T.**, Pliskin, N., and Curley, K.F, 2007, Remote Application Services as Means for Aligning Business and IT, *International Journal of Electronic Business*, (5:2), pp. 176-187; **GS** 3.

15. Zarotski, M., Pliskin, N., and **Heart, T.**, 2006, The First ERP Upgrade Project at DSW: Lessons Learned from Disillusion with Simplicity Expectations, *Journal of Cases on Information Technology*, (8:4), pp. 13-23.
ABDC: C; GS 15; ISI 6.
16. Gefen, D., and **Heart, T.**, 2006, On the Need to Include National Culture as a Central Issue in Ecommerce Trust Beliefs, *Journal of Global Information Management* (14:4), pp. 1-30;
IF. 1.213; Information Science & Library Science 58 of 87, Q3; GS 258; ISI 102
17. **Heart, T.** and Pliskin, N., 2002, Business-to-Business eCommerce of Information Systems: Two Cases of ASP-to-SME eRental, *Information Systems and Operational Research*, (40:1), pp. 23-34.
IF. 0.972; Operations Research & Management Science 70 Of 83, Q4; ABDC: B; GS 41; ISI 12.
18. **Heart, T.** and Pliskin, N., 2001, Is E-Commerce of IT Application Services (ASP) Alive and Well? *Journal of Information Technology Theory and Application*, (3:4), pp. 33-41.
ABDC: A; GS 38.
19. **Heart, T.** and Pliskin, N., 2002, On the Affordability of Renting Restaurant Applications from Application Service Providers, *International Journal of Hospitality Information Technology*, (2:2), pp. 45-61. **GS 8.**
20. **Heart, T.** and Pliskin, N., 2001, Making Academic IS Research of More Relevance to Industry via Open-Architecture Models for Career Paths in Academia, *Communications of AIS*, 6, Article 12.
ABDC: A.
21. **Heart, T.**, Pliskin, N., Shechtman E., and Reichel, A., 2001, Information Technology in the Hospitality Industry: The Israeli Scene and Beyond, *Information Technology & Tourism*, (4:1), pp. 41-64.
ABDC: B, GS 29.

(c) Published scientific reports and technical papers

1. Heart, T., 2006, "Empirically Testing a Model for the Intention of Firms to Use Remote Application Hosting", *TAIGHDE: The Research Journal of the Faculty of Commerce*, University College Cork, Ireland, 1(2), 6-23.
2. Heart, T., Pliskin, N., and Curley, K.F., 2006, "Application Hosting as Means for Aligning Business and IT: The Case of Africa-Israel Hotels", *TAIGHDE: The Research Journal of the Faculty of Commerce*, University College Cork, Ireland, 1(1), 22-35.

(d) Un-refereed/invited professional articles and publications

Heart, T., "What can Healthcare Higher Education Learn from Engineering Education regarding incorporating ICT within Business Processes: A Commentary", *International Journal of Therapy and Rehabilitation*, 18(10), 566, 2011, by invitation.

(e) Selection of classified professional reports

"Software Project Development Risk Management Methodology", El-Al, Israeli Airlines, 2004, (~8 pages)

ISO 9001 Internal Audit Report, EDS, 2004, (~10 pages)

"Software Quality Assurance Activities for ISO 9001 Approval", Internal Audit report for EDS ECI, 2003 (~10 pages)

"The CRP Methodology for Software Development Approval by Customers", EDS SAP, 2003 (~4 pages)

"Software Quality Assurance Activities for ISO 9001 Approval", Internal Audit report for EDS IMI, 2002 (~10 pages)

"Software Quality Assurance Methodology throughout the Project Life Cycle, for Small, Medium, and Large Projects: Activities, Deliverables, and Management", for El-Al, Israeli Airlines, 2002, (~15 pages)

"Software Reviews and Testing", EDS IMI, 2001 (~8 pages)

"How to Write a System Requirements Document", EDS IMI, 2001 (~15 pages)

Using a Local Area Network (LAN) and Wide Area Network (WAN) as the infrastructure for Isrotel's IT, Isrotel, 1990 (~80 pages)

• Lectures and Presentations at Meetings and Invited Seminars**(a) Presentation of papers at conferences/meetings (oral or poster)**

Heart T., "Doctor-Patient Communication in the Computerized Clinic", an invited lecture at the Faculty of Marketing, Technical University of Dortmund (TUDO), funded by an Erasmus+ KA1 grant, June 2019.

Heart, T. "Using the Work System Theory to Bring Big Data Analytics to the Inpatient Point of Care", an invited lecture at the Faculty of Marketing, Technical University of Dortmund (TUDO), funded by an Erasmus+ KA1 grant, June 2019.

Heart T., Ben-Assuli O. Shlomo N., Klempfner R., Padman R., An Intelligence-Augmentation Visual Tool for Disease Risk Prediction: Clinical Decision Support for Congestive Heart Failure, invited seminar, June 5, 2019, Technical University Dortmund, Germany.

Heart T., Ben-Assuli O. Shlomo N., Klempfner R., Using the Work System Theory to Bring Big Data Analytics to the Inpatient Point of Care, invited seminar, June 5, 2019, Technical University Dortmund, Germany.

Assis-Hassid S., Heart T. Doctor-Patient Communication in a Computerized Clinic: Challenges, Development and Validation of a New Assessment Tool (e-SEGUE), invited seminar, June 13, 2019, Technical University Dortmund, Germany.

Heart, T., Israeli, E. Ribak, D., Sadeh, M. and Codish, S., 2013, "Can Personal Tablet Computers Improve Medical Processes in Hospitals' Emergency Departments?" Accepted for presentation at the OSRA Pre-ICIS Workshop, December 15, Milan, Italy.

Heart, T., Gefen, D., Maoz, H. and Pliskin, N., 2011, "From IT Assets to Perceived Economic Value: Absorptive Capacities Play a Role", Accepted in October 2011 for presentation at the OASIS Workshop of IFIP Working Group 8.2 on Information Systems and Organizations, December 4, Shanghai, China.

Heart T., Zhan, R., Adam, F., 2007, "Information Systems in Call Centres: Integration of the DeLone and McLean Model and Balanced Scorecard", China in the 21st Century: Culture, Politics, and Business, June 7-8, University College Cork, Cork, Ireland.

Beeri, M., Heart, T., Hadar, I., and Pliskin, N., 2006, "Applying Q-Methodology in Evaluating the Prospects of Utility Computing: Preliminary Results", The 14th Industrial Engineering & Management Conference, March 20-21, Tel Aviv, Israel.

Gefen, D., and Heart T., 2004, "On the Need to Include National Culture as a Central Issue in E-Commerce Trust Beliefs", The Cross Cultural Information Systems Workshop of the International Conference on Information Systems, December 12, Washington DC.

Heart, T., 2003, "Empirical Modelling of the Intention to Use an Application Service Provider", ICIS Doctoral Consortium, December 11-14, Seattle, WA.

Heart, T., 2003, "Conceptual Modelling of the Intention to Use an Application Service Provider", ECIS Doctoral Consortium, June 16-19, Capri, Italy.

Pliskin, N. and Heart, T., 2000, "Internet-based Application Service Providers Enable E-Business in the Hospitality Industry", SSGRR 2000 Computer & Business Conference, Rome, Italy (by invitation only).

Heart, T., Pliskin, N., Reichel, A., and Schechtman, E., 2000, "Information Systems in the Hospitality Industry in Israel: Available versus Desirable", Proceedings of the 11th Industrial Engineering & Management Conference, Beer-Sheva, Israel.

(d) Presentations at informal international seminars and workshops

2011 – "Quantitative Research Methods", Ph.D. Program, Business Information Systems, University College Cork, Ireland, February 15, by tele-conferencing.

2007 – "Quantitative Research Methods", Ph.D. Forum, University of Limerick, Ireland, May 8.

(e) Seminar presentations at universities and institutions

2017- "National Health Record: Fact or Fiction?", presented in a conference with the same title organized by me and Dr. Arie Jacobi at Ono Academic College, September 5.

2014 – "Simulating Tablet Usage at Soroka Emergency Department"

2012 – "Structural Equation Modelling (SEM) with Hands-On Examples Using LISREL and SmartPLS"

2011 – "CB and PLS Structural Equations Modelling: Theoretical and Mathematical Background and a Practical Example", Ben-Gurion University

2008 – "Structural Equations Modelling" Ben-Gurion University

2006 – "Modelling the Intention to Use an Application Service Provider", University

College Cork

2005 – "Modelling the Intention to Use an Application Service Provider",
Ben-Gurion University, University of Haifa, Tel Aviv University

2004 – "IT Use in the Israeli Hospitality Industry and Beyond", Ben-Gurion University

• **Research Grants**

2019 Erasmus+ project [LOVE.DIST@NCE](#): Learning Optimization via Equitative Distance Teaching and Learning, Budget: 800,368 Euro; Budget for Ono Academic College: 122,832 Euro.

2016 “Evaluating the benefits of using tablets by the patient bedside at the ER: Research proposal”, with Dr. Dagan Schwartz from Beilinson Hospital. 50,000 NIS granted but could not be fulfilled for lack of approval from Clalit Health Services.

2016 Erasmus + project ”ABC – Assisting Better Communication” (€75,000, Total budget: €998,416).

2014 "Development of Computer-Related Communication Skills for Improving the Quality of the Medical Encounter in Primary Care", with Prof. Joseph Pliskin, Prof. Shmuel Reis and Dr. Iris Reichav. ~197,200 NIS Granted by the Israel National Institute for Health Policy (NIHP).

2012 – “Student Support and Development Services”, the TEMPUS EU Program, coordinated by Prof. Anna Tozzi, L'Aquila University, Italy. Total grant: Euro1,194,120. BGU share is Euro 75,600.

1999 – "Evaluation of the Desirable versus the Available Computerized Information Systems in the Hospitality Industry in Israel", Ministry of Tourism, with Prof. Nava Pliskin (Principal Investigator), total one-year amount \$12,000.

Submitted:

2018 - “Visual Analytics for Augmented Intelligence in Decision Making: Risk Assessment for Improved Point-of-Care Decision Making in Cardiology”, submitted to the NSF-BSF with Prof. Rema Padman, Dr. Ofir Ben-Assuli and Dr. Jeremy Weiss.

2017 - “Risk Prediction and Visualization for Improved Clinical Decision Making in Cardiology”, submitted to the BSF with dr. Ofir Ben-Assuli, Prof. Rema Padman, and Profs. Ilan Goldberg and Robert Klempner.

- 2013 – “Integrating Tablet-Based Electronic Medical Record (EMR) System into Emergency Departments Clinical Processes”, Tsipi Heart (Ben-Gurion), Nava Pliskin (Ben-Gurion), Moshe Sadeh (Soroka).
- 2012 – Tsipi Heart, Zilla Sinuany-Stern and Dr. Tzahit Simon-Tuval, to The Israel National Institute for Health Policy Research (was selected for final submission yet withdrew due to refusal of the Ministry of Health to provide data, will be re-submitted next year).
- 2011 – “Developing a Prototype of a Business Intelligence System to Analyze Work Accidents Data,” to the Ministry of Industry, Commerce, and Labour.
- 2011 – “The Effect of Demographic factors and Technology on the Efficiency of Israeli Hospitals,” with Prof. Zilla Sinuany-Stern and Prof. Lea Friedman, to The Israel National Institute for Health Policy Research.
- 2011 – “Healthcare Informatics and Decision Support”, with a group of 8 researchers from 5 different universities, to I-CORE.
- 2011 – “Pan-European Research Service Platform for Improving the (Re-) Use of Electronic Health Information by Networking Clinical Institutions and Professions in an Interdisciplinary Way while Protecting Patient Privacy, Safety, Security, and Law through Acceleration and Leveraging of ICT (PRINCIPAL), a STREP proposal within FP7.” Coordinator: Prof. Robert Winter, Institute of Information Management, University of St.Gallen.
- 2009 – “‘Here there be monsters’: Plotting the Financial System Landscape to Enhance Governance and Mitigate Risk,” with Prof. Roman Beck, Goethe University Frankfurt, Institute of Information Systems, to DIF.
- 2009 – "Localization and Implementation of an Open Source System to Manage Business Processes and Workflows", with Dr. Gilad Ravid, to the Israeli Internet Association.
- 2008 – “Medical Services Interaction Network Analysis (MESINA)”, with Dr. Boaz Lerner, Ben-Gurion University of the Negev, and Dr. Christian Zirpin, Universitaet Karlsruhe, to GIF.

Present Academic Activities

- (a) Submitted

1. “Disease Evolution and Risk Migration Patterns in Congestive Heart Failure Patients”, submitted to the Decision Support Systems Journal, currently under review.
2. “Profiling Readmissions Using Hidden Markov Model - the Case of Congestive Heart Failure”, submitted to the Information Systems Management (ISM) journal, currently under review.
3. Online Exams: Minimizing Cheating while Maximizing Students’ Sense of Respect”, submitted to the Communication of the Association for Information Systems (CAIS) Special Section: COVID-19, Learning, Pedagogy, and Educational Systems, with Gil Avnimelech, Ido Kalir and Eyal Maoz.

(b) Research in progress

1. Developing a Visual Risk Stratification Tool for Cardiologists to Improve Clinical Decision at the Point-of-Care.
2. Using Big Data Analytics to Predict Risk Using Temporal Electronic Medical Records Data.
3. Analyzing Students’ Perceptions of Online Teaching and Learning.

(c) Working papers

1. Using Visual Analytics to Encourage the Use of Clinical Decision Support System by Cardiologists.
2. Intelligence Augmentation for Enhancing Clinical Decision Support: Design and Prototype of a Knowledge Base for Interactive Risk Assessment.
3. Are We Ready for Online Courses in Higher Education? Students’ Preference among Four Teaching and Learning Methods in Legal Education.
4. The Role of Consultants in Customers’ Efforts to Derive Business Value from Data Analytics