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## Telmo Antonio Henriques

### Associate Researcher

ISTAR-Iscte - Information Sciences, Technologies and Architecture Research Centre



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### Curriculum

Telmo Henriques holds a PhD in Information Science and Technology from ISCTE-IUL and a Master degree in Management from Universidade Autónoma de Lisboa.

After working for two major International Management Consulting firms, he has held, over more than 20 years, successive management responsibilities in a major Portuguese Bank, in areas associated with IS/IT Audit, Methodologies, Standards, Quality, Organization Development, and IT Academy.

He is an Invited Assistant Professor at ISCTE-IUL and a Research Associate at ISTAR-IUL.

His main research interests are associated with Organization Development & Change and Quality & Organizational Excellence, using Action Research and Design Science Research within organizational context.

He is a member of SAGE Open Editorial Review Board, Associate Editor for the Journal of Global Information Management (JGIM), and Associate Editor for the Editorial Review Board of the Information Resources Management Journal (IRMJ).

### Academic Qualifications

University/Institution	Type	Degree	Period
ISCTE-Instituto Universitário de Lisboa	PhD	Ciências e Tecnologias da Informação	2015
Universidade Autónoma de Lisboa	M.Sc.	Gestão de Empresas	2012

ISCTE-IUL	Advanced Studies	Ciências e Tecnologias de Informação (Diploma de Estudos Avançados)	2010
Universidade Autónoma de Lisboa	Licenciante	Informática de Gestão	2008

## Teaching Activities

Teaching Year	Sem.	Course Name	Degree(s)	Coord
2021/2022	2º	Benefit Management and Information System Governance	Master Degree in Information Systems Management;	No
2020/2021	2º	Benefit Management and Information System Governance	Master Degree in Information Systems Management;	No
2019/2020	2º	Benefit Management and Information System Governance	Master Degree in Information Systems Management;	Yes
2019/2020	1º	Information Technology and Knowledge Management		Yes
2018/2019	2º	Benefit Management and Information System Governance	Master Degree in Information Systems Management;	No
2017/2018	2º	Benefit Management and Information System Governance	Master Degree in Information Systems Management;	No
2017/2018	2º	Audit and Quality		No
2016/2017	1º	Benefit Management and Information System Governance		No

## Supervisions

### • M.Sc. Dissertations

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Tiago Manuel da Costa Silva Abril	Systemic Lisbon Battery: Problem Definition, Requirements and Solution	Portuguese	Iscte	2020
2	Daniel Simões Teixeira	Maturity Model for DevOps	Portuguese	Iscte	2019

## Total Citations

Web of Science®	28
Scopus	65

## Publications

### • Scientific Journals

#### - Scientific journal paper

1	Henriques, T. & O'Neill, H. (2023). Design science research with focus groups - a pragmatic meta-model. International Journal of Managing Projects in Business. 16 (1), 119-140 - Times Cited Web of Science®: 24 - Times Cited Scopus: 19 - Times Cited Google Scholar: 40
2	Teixeira, D. , Pereira, R., Henriques, T., Mira da Silva, M., Faustino, J. & Silva, M. (2020). A maturity model for DevOps. International Journal of Agile Systems and Management. 13 (4), 464-511 - Times Cited Scopus: 22 - Times Cited Google Scholar: 48
3	Teixeira, D. , Pereira, R., Henriques, T., Faustino, J. & Silva, M. (2020). A systematic literature review on DevOps capabilities and areas. International Journal of Human Capital and Information Technology Professionals. 11 (2) - Times Cited Web of Science®: 4 - Times Cited Scopus: 22 - Times Cited Google Scholar: 37
4	Henriques, T. & O'Neill, Henrique (2014). A participação das pessoas em dinâmicas de excelência organizacional: comunicar, envolver, agir e melhorar. TMQ - Techniques, Methodologies and Quality. 5, 35-52

### • Books and Book Chapters

#### - Book author

1	Henriques, T. (2019). Gestão de Sistemas de Informação - Frameworks, Modelos e Processos. Lisboa. Editora FCA. - Times Cited Google Scholar: 1
2	Henriques, T. (2019). Gestão de Sistemas de Informação: Pessoas, Equipas e Mudança Organizacional. Lisboa. FCA Editora. - Times Cited Google Scholar: 15
3	Henriques, T. & O'Neill, Henrique (2015). Handbook of Research on Innovations in Information Retrieval, Analysis, and Management. - Times Cited Scopus: 2

#### - Book chapter

1	Henriques, T. & O'Neill, Henrique (2015). The Human side of Information Systems: capitalizing on People, as a basis for Organization Development and Holistic Change. In Jorge Tiago Martins (The University of Sheffield, UK) and Andreea Molnar (University of Portsmouth, UK) (Ed.), Handbook of Research on Innovations in Information Retrieval, Analysis, and Management. (pp. 187-242). Hershey, PA, USA: IGI Global.
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## • Conferences/Workshops and Talks

### - Publication in conference proceedings

1	Henriques, T. & O'Neill, H. (2020). Action, design & research: A process meta-model. In Mesquita, A., Moreira, F., Soares, L., and Viamonte, M. J. (Ed.), 20ª Conferência da Associação Portuguesa de Sistemas de Informação (CAPSI 2020). (pp. 20). Porto: Associação Portuguesa de Sistemas de Informação.
2	Henriques, T. & O'Neill, Henrique (2020). Action, design and research - a logical data model. In Proceedings of the 28th European Conference on Information Systems (ECIS). Marrakesh: AIS. - Times Cited Google Scholar: 5
3	Henriques, T. & O'Neill, Henrique (2018). A conceptual model for action and design research. In António Pedro Costa (Ed.), World Conference on Qualitative Research, WCQR 2018. (pp. 173-175). Lisboa - Times Cited Google Scholar: 5
4	Henriques, T. A. & O'Neill, Henrique (2018). A process model for organizational action research. In European Academy of Management Conference, EURAM 2018. Reykjavik - Times Cited Google Scholar: 5
5	Henriques, T. & O'Neill, Henrique (2014). IT Quality and Organizational Development – using Action Research to promote Employee Engagement, Leadership development, Learning and Organizational Improvement. In British Academy of Management. Belfast - Times Cited Google Scholar: 6
6	Henriques, T. & O'Neill, Henrique (2013). A participação das Pessoas em Dinâmicas de Excelência Organizacional: Comunicar, Envolver, Agir e Melhorar (Action Research na Voz Ativa). In Álvaro Rosa, António Ramos Pires, Henrique Lopes, Luís Lourenço, Margarida Saraiva, Patrícia Moura e Sá, Paulo Sampaio, (Ed.), IV Encontro de Investigadores da Qualidade. Troia: APQ - Associação Portuguesa da Qualidade.
7	Henriques, T. & O'Neill, Henrique (2011). Changing IT - Culture, Leadership & Employee Engagement – a basis to leverage IT Organizational Excellence. In Actas da 11ª CAPSI. Lisboa

### - Talk

1	Henriques, T. & O'Neill, Henrique (2013). A participação das Pessoas em Dinâmicas de Excelência Organizacional: Comunicar, Envolver, Agir e Melhorar. RIQUA 2013 – IV Encontro de Troia da Rede de Investigadores da Qualidade – APQ.
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## • Other Publications

### - Doctoral Thesis

1	Henriques, T. (2015). IT quality and organization development: using action research to promote employee engagement, leadership development, learning, and organizational improvement. - Times Cited Google Scholar: 6
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## Professional Associations

Portuguese Association for Quality (--)

ASQ - American Society for Quality (--)

BAM - British Academy of Management (--)

EURAM - European Academy of Management (--)

Association for Information Systems - Portuguese Chapter (--)

AISTI - Iberian Association for ICT (--)

## Scientific Editing/Reviewing Activities

Type of Activity	Journal Title	ISSN/Quartile	Period	Language
Scientific journal editor	International Journal of Responsible Leadership and Ethical Decision-Making (IJRLEDM)	2577-4840	Since 2022	English
Scientific journal editor	Information Resources Management Journal	1040-1628 / Q2	Since 2016	English
Scientific journal editor	Journal of Global Information Management	1062-7375 / Q2	Since 2016	English
Member of scientific journal editing staff	SAGE Open	21582440 / Q2	Since 2013	English