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## Dr Susan Scott

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### Associate Professor (Reader) of Information Systems

Faculty Group: Information Systems and Innovation  
On Sabbatical leave 2014-2015 academic year



### Biography

Dr Susan Scott is an Associate Professor (Reader) in the Department of Management. Her research focuses on technology, work and organisation from a management studies perspective. Susan has developed a major body of research examining the role of information systems in the transformation of work practices within the financial services sector. She has published on: the implementation of information systems for risk management; electronic trading; the strategic organisation of post-trade services; organisational reputation risk; enterprise resource planning and best practice. She is currently involved in research projects exploring the sociomateriality of service innovation and teaches a core Masters course in qualitative research methods for the ISI Group. Her background includes a BA in History and Politics (SOAS), MSc in Analysis, Design and Management of Information Systems (LSE), and a PhD in Management Studies (University of Cambridge).

Personal website

LSE Experts profile

### Research interests

- Implementation of information systems for risk management
- Electronic trading
- Strategic organisation of post-trade services
- Organisational reputation risk
- Enterprise resource planning and best practice
- Sociomateriality of service innovation

# Recent publications

- [What happens when evaluation goes online? exploring apparatuses of valuation in the travel sector](#)  
Orlikowski, Wanda J. and Scott, Susan V. (2014) What happens when evaluation goes online? exploring apparatuses of valuation in the travel sector. Organization Science, 25 (3). pp. 868-891. ISSN 1047-7039
- [The Society for Worldwide Interbank Financial Telecommunication \(SWIFT\): cooperative governance for network innovation, standards, and community](#)  
Zachariadis, Markos and Scott, Susan V. (2014) The Society for Worldwide Interbank Financial Telecommunication (SWIFT): cooperative governance for network innovation, standards, and community. Routledge, London, UK. ISBN 9780415631648
- [Entanglements in practice: performing anonymity through social media](#)  
Scott, Susan V. and Orlikowski, Wanda J. (2014) Entanglements in practice: performing anonymity through social media. Sociomateriality . (In Press)
- [Exploring material-discursive practices: comments on Hardy and Thomas' discourse in a material world](#)  
Orlikowski, W.J. and Scott, S.V. (2014) Exploring material-discursive practices: comments on Hardy and Thomas' discourse in a material world. Journal of Management Studies . ISSN 1467-6486 (In Press)
- [The algorithm and the crowd: considering the materiality of service innovation](#)  
Orlikowski, Wanda J. and Scott, Susan V. (2014) The algorithm and the crowd: considering the materiality of service innovation. MIS Quarterly Executive . ISSN 1540-1960 (In Press)

[Complete list of publications](#)

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