

Curriculum Vitae

1. Personal Data:

Name: Carlos Manuel Jorge da Costa

ORCID: <https://orcid.org/0000-0002-1037-0561>

Researcher ID: <http://www.researcherid.com/rid/B-6835-2011>

Scopus: <https://www.scopus.com/authid/detail.uri?authorId=7201473845>

Institutional Pages:

<https://www.iseg.ulisboa.pt/aquila/homepage/cjcosta>

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2. Education

2.1. Academic Education

- PhD in Science and Information Technology in the Specialty of Information Systems and Data Bases by ISCTE in 2002. –Supervisors: Prof. João Ferreira Dias (ISCTE) and Prof. Pedro Antunes (Faculty of Sciences, University of Lisbon)
- Master Management Sciences in the specialization of management, strategy and business development by ISCTE, Portugal, 1995 – supervisor: Prof. Elisabeth Reis (ISCTE)
- Graduated in Business Administration and management from the Faculty of Economic and Business Sciences of the Portuguese Catholic University, 1990

2.2. Certifications

- Digital Machine Learning in Business, MIT Sloan School of Management, executive program, concluded: 2020
- Digital Marketing and Social Media Analytics, MIT Sloan School of Management, executive program, concluded: 2018
- Python for Data Science, IBM, concluded 2019
- Artificial Intelligence: Applications for Business Strategy, MIT Sloan School of Management, executive program, concluded: 2018
- 2019 Using Python for Research HarvardX concluded: 2018

3. Professional Activity

- Associate Professor at ISEG Management Department- ISEG- Lisbon School of Economics & Management, from the University of Lisbon since September 2017.
- Assistant Professor at the Department of Science and Technology of Information of ISCTE, from 28 September 2002 to 31 August 2017
- Researcher at ISTAR-IUL from 2015 to 2018, having been of the Information System Research Group Leader until July 2017.
- Visiting Professor in the Master of Internet and e-commerce at the Open University, where he teaches and is responsible for the disciplines of database systems and New information technologies, from 2002 to 2007.
- Director of the Adetti-UL Research Center, from 2014 until its incorporation into the ISTAR-IUL.
- Member of the Directorate of Audax (representing ISCTE), 2012-2014.
- Chair of the Eurosigidoc/ACM, European Chapter of the ACM/Sigdoc, Since 2010.
- Assistant in the Department of Science and Information technologies of ISCTE, from 1993 to 2002.
- Managing Partner of Lusocredito, Sociedade de Estudos e Contabilidade, Lda from 1992 to 1997
- Consultant at IG – Informática e Gestão, Lda 1991 a 1992, in (BPCS) on IBM AS/400
- Junior Economist at BFE, 1990-1991. Activity developed: Analysis and evaluation of investment projects.

- Monitor at the Faculty of Economic and Business Sciences of the Portuguese Catholic University, Of Informatics I (programming in Pascal) in the economics and business management programs, from 1989 to 1990.

4. Scientific Activities

4.1. Publications

4.1.1. Journal Publications

2019

Fernandes, N., Moro, S., Costa, C. J., & Aparício, M. (2019). Factors influencing charter flight departure delay. *Research in Transportation Business & Management*, 100413.

Pedrosa, I Costa, CJ & Aparicio, M (2019) Determinants adoption of computer-assisted auditing tools (CAATs) *Cognition, Technology & Work*, 1-19

Rodrigues, L, Oliveira, A., Rodrigues, H., Costa, C. (2019) "Assessing consumer literacy on financial complex products" *Journal of Behavioral and Experimental Finance* 22, 93-104

2018

Piteira, M., Costa, C. J., & Aparicio, M. (2018). Computer Programming Learning: How to Apply Gamification on Online Courses?. *Journal of Information Systems Engineering & Management*, 3(2), 11. <https://doi.org/10.20897/jisem.201811>

Costa, CJ & Aparicio, M (2019) "Gamification: Software Usage Ecology" *The Online Journal of Science and Technology* 8 (1)

2017

Miranda, P., Isaias, P., Costa, C. J., & Pifano, S. (2017). Validation of an e-Learning 3.0 Critical Success Factors Framework: A Qualitative Research. *Journal of Information Technology Education: Research*, 16, 339-363.

Piteira, M., Costa, C. J., & Aparicio, M. (2018). CANOE e Fluxo: Determinantes na adoção de curso de programação online gamificado. *RISTI-Revista Ibérica de Sistemas e Tecnologias de Informação*, (25), 34-53

Rodrigues, L. F., Costa, C. & Oliveira, A. (2017). "How does the web game design influence the behavior of e-banking users?" *Computers in Human Behavior* 74, 163-174

Sousa, NM, Costa, CJ & Aparicio, M (2017) "Ba: um fator determinante no uso de sistemas de gestão do conhecimento" *Iberian Journal of Information Systems and Technologies (RISTI)*, 1-19

2016

Rodrigues, L. F., Oliveira, A. & Costa, C. (2016). Playing seriously – How gamification and social cues influence bank customers to use gamified e-business applications. *Computers in Human Behavior*. 63, 392-407

Rodrigues, L. F., Costa, C. & Oliveira, A. (2016). Gamification: A framework for designing software in e-banking. *Computers in Human Behavior*. 62, 620-634

Costa, C. J., Ferreira, E., Bento, F. & Aparicio, M. (2016). Enterprise resource planning adoption and satisfaction determinants. *Computers in Human Behavior*. 63, 659 - 671

Rodrigues, L. F., Oliveira, A. & Costa, C. (2016). Does ease-of-use contribute to the perception of enjoyment? A case of gamification in e-banking. *Computers in Human Behavior*. 61, 114-126

2015

Lopes, I., Oliveira, A. & Costa, C. (2015). Tools for online collaboration: do they contribute to improve teamwork? *Mediterranean Journal of Social Sciences*. 6 (6 (S4)), 511-518

Pedrosa, I, Laureano, R. M. S. & Costa, C. (2015). Motivações dos auditores para o uso das tecnologias de informação na sua profissão: aplicação aos revisores oficiais de contas. *Revista Ibérica de Sistemas e Tecnologias de Informação*. 15, 101-118

2014

Aparicio, M. & Costa, C. (2014). Data visualization. *Communication Design Quarterly*. 3 (1), 7-11

2012

Costa, C., Aparicio, M. Figueiredo, J.P. (2012). Health Portal: An Alternative Using Open Source Technology. *International Journal of Web Portals*. 4 (4), 1-18.

- Pedrosa, I., Costa, C. (2012) "Computer Assisted Audit Tools and Techniques in Real World: CAATT's Applications and Approaches in Context" International Journal of Computer Information Systems and Industrial Management Applications, Volume 4 , pp. 161-168
- 2007**
Costa, J. & Aparicio, M. "Information System Life Cycle: Applications in Construction and Manufacturing" International Journal of Information and Communication Engineering Vol 3 (7) 2007 pp. 479-488
- 2006**
Costa, C., Aparicio, M. (2006) "Information System Life Cycle: Applications in Construction and Manufacturing" IJIT - International Journal of Information Technology, Volume 3 Number 3 2006, pp. 180 – 185, ISSN 1305-2403
Antunes, P., Costa, C. and Pino, P. (2006) . "From Genre Analysis to the Design of Electronic Meeting Systems." Information Research, vol. 11(3). 2006..ISSN: 1368-1613.
- 2005**
Costa, C., Aparicio, M. & Costa, J.(2005), "P- Manager: Um Sistema de Apoio ao Gestor" Sistemas de Informação, vol. 17, 2005, ISSN: 0872-7031.
- 2004**
Costa, C., Aparicio, M. (2004) "Developing Small Web Based Systems" WSEAS Transactions on Computers, Issue 3 Volume 3, July 2004, pp. 647-652
Aparicio, M. Costa, C & Costa, J. (2004) "In Search of a Business Model for Hotspot" WSEAS Transactions on Computers, Issue 3 Volume 3, July 2004, pp.789-794
- 2003**
Costa, C. Costa, J. & Aparicio, M. (2003) "P-Manager: A system to Support Managers" WESEAS Transactions on Computers; Issue 1, Volume 2, January, 2003. pp. 58 - 63. ISSN: 1109-2750.
- 2000**
Costa, C. Antunes, P. & Dias, J. (2000), "Integração Organizacional de Resultados de Reuniões," Sistemas de Informação, vol. 12, Julho, 2000. ISSN: 0872-7031.
Costa, C. Duque, M, Antunes, P. & Dias, J. (2000), "Sistemas de Apoio a Reuniões: Limitações Actuais e Oportunidades de Disseminação Da Tecnologia," Sistemas de Informação, vol. 12, Julho, 2000. ISSN: 0872-7031
- 1999**
Costa, C, Ho,T. and Antunes, P. (1999) "Facilitating Organisational Activities Using Plans and Audits," Sistemas de Informação, vol. 10, pp. 17-27, 1999 ISSN: 0872-7031.
Aparicio, M. , Costa, C. (2004) "Utilização do Jogo de Simulação de Gestão Sim7 como Instrumento Pedagógico: Um Estudo Exploratório"; Revista Portuguesa de Marketing. Ano 3. N. 7.pp. 75-86. Marco 1999. ISSN: 0873-2949.
- 1996**
Costa, C. (1996) "Internet e Estratégia Empresarial"; Revista Portuguesa de Marketing. Ano 1. N.3.pp. 88-97. Outubro 1996. ISSN: 0873-2949.

4.1.2. Book and Book Chapters

- 2019**
Correia, T ., Pedrosa,I . Costa, CJ (2019) "Open Source Software in Financial Auditing" in Organizational Auditing and Assurance in the Digital Age, 188-202
- 2015**
Rodrigues, L. F., Oliveira, A. & Costa, C. (2015). The Introduction of Game Design in E-Banking: Thinking of Business while Playing in a Virtual Environment. All the World's a Stage: Theorizing and Producing Blended Identities in a Cybercultural World. 1, 87-100
- 2007**
Costa, C. (2007) Desenvolvimento para Web; press.itml.org; ISBN: 978-989-8033-04-8
Costa, C. (2007) Information Technology, Organizations and Teams, press.itml.org, ISBN: 978-989-8033-06-2 sendo autor dos seguintes capítulos:
Costa, C. J. (2007) "ERP Open Source," in Information Technology, Organizations and Teams, C. J. Costa, Ed. press.itml.org, 2007, pp. 159–170.

- C. J. Costa, Ferreira Dias, D. and Serrão, C. (2007) "Web-Voting – Evaluating Social Acceptance," in Information Technology, Organizations and Teams, C. J. Costa, Ed. press.itml.org, 2007, pp. 55–64.
 Aparicio, M. & Costa, C. (2007), Proceedings of the Conference on Information Technology, Organizations and Teams (citot2007), press.itml.org, ISBN: 978-989-8033-05-5

2002

- Costa, C., Aparicio, M. (2002) "Cap. 13 - Fitting EMS to Organizations", in M. Kosrowpour (Eds.) Collaborative Information Technologies; IRM Press., 2002, pp 203-214, ISBN 1-931777-14-4.
 Aparicio, M., Costa, C. & Costa, J. (2002) "Evaluating Meeting Support Systems in a Building Construction Project", in N.Mastorakis & V. Mladenov (Eds.) Recent Advances in Computers, Computing and Communications., WSEAS, 2002, pp. 116-121. ISBN: 960-8052-62-9.
 Costa, C. & Costa, J. (2002) "Proposing a new EMS based in the IPA System", in N.Mastorakis & V. Mladenov (Eds.) Recent Advances in Computers, Computing and Communications., WSEAS, 2002, pp. 180- 184. ISBN: 960-8052-62-9.

2001

- Costa, C., Antunes, P. & Dias, J. (2001) "Integrating Meeting Results in Organizations," in B. Sharp, J. Filipe, and J. Cordeiro (Eds) Enterprise Information Systems II, . Kluwer Academic Publishers, July, 2001. ISBN: 0-7923-7177-1.
 Costa, C., Antunes, P. & Dias, J. (2001) "A Model for Organizational Integration of Meeting Outcomes" in, Maung K. Sein, Bjørn-Erik Munkvold, Tore U. Ørvik, Wita Wojtkowski, W. Gregory Wojtkowski, Jozse Zupancic, and Stanislaw Wrycza (Eds). Contemporary Trends in Systems Development Kluwer Plenum, 2001. ISBN: 0-306-46608-2.

2000

- Costa, C., Antunes, P. & Dias, J. (2000) "GDSS: Limitações e Oportunidades". in L. Tavares, M. Pereira (Eds.) , Nova Economia e Tecnologias de Informação: Desafios para Portugal. Universidade Católica Editora, Lisboa. 2000. pp. 147-165. ISBN: 978-9725-4001-9-7

4.1.3. Springer- peer reviewed

2014

- Miranda, P., Isaías, P. & Costa, C. (2014). From information systems to e-learning 3.0 systems's critical success factors: a framework proposal. Learning and Collaboration Technologies. Designing and Developing Novel Learning Experiences, Lecture Notes in Computer Science. 8523, 180-191

2013

- Miranda, P, Isaías, P., Costa, C. & Pifano, S. (2013). WEB 2.0 Technologies Supporting Students and Scholars in Higher Education. Lecture Notes in Computer Science. 8029

2003

- Antunes, P. and Costa, C. J.(2003) Perceived Value: A Low-Cost Approach to Evaluate Meetingware. Groupware: Design, Implementation and Use. J. Favela and D. Decouchant. Lecture Notes in Computer Science, vol. 2806, pp. 109-125. Heidelberg, Springer-Verlag.

2002

- Costa, C., Antunes, P. and Dias, J. (2002) Integrating Two Organisational Systems through Communication Genres. Coordination Models and Languages. F. Arbad and C. Talcott. Lecture Notes in Computer Science, vol. 2315, pp. 125-132. Heidelberg, Springer-Verlag.
 Antunes, P. and Costa, C. J.(2002) Handheld Cscw in the Meeting Environment. Groupware: Design, Implementation and Use. J. Haake and J. Pino. Lecture Notes in Computer Science, vol. 2440, pp. 47-60. Heidelberg, Springer-Verlag.

4.1.4. Publications in Conference Proceedings

2019

- Abreu, M. Costa, C. J., Aparicio, M. (2019) Adoção de ERP em Ambiente Cloud, in Proceedings of CAPSI 2019: 19 Conferência da Associação Portuguesa de Sistemas de Informação, Lisboa, October 2019
 Costa, C. J., & Aparicio, M. (2019). Supporting the decision on dashboard design charts. Proceedings of 254th The IIER International Conference, S. Petersburg, September 2019, 10–15.

- Aparicio, J. T., Pereira, S., Aparicio, M., & Costa, C. J. (2019). Learning Programming Using Educational Robotics. In 2019 14th Iberian Conference on Information Systems and Technologies (CISTI) (pp. 1-6). IEEE.
- Piteira, M., Aparicio, M., & Costa, C. J. (2019). A Ética na Inteligência Artificial: Desafios. In CISTI'2019-14ª Conferência Ibérica de Sistemas e Tecnologias de Informação.
- Bento, F., Costa, C. J., & Aparicio, M. (2019). ERP Conceptual Ecology. Em Á. Rocha, H. Adeli, L. P. Reis, & S. Costanzo (Eds.), *New Knowledge in Information Systems and Technologies* (pp. 351–360). Springer International Publishing.

2018

- Aparicio, M., Raposo, J. & Costa, C. J. (2018). A Utilização de ERP em contexto de Ensino Superior, In 2018, 13th Iberian Conference on Information Systems and Technologies (CISTI), Cáceres, Espanha, Junho 13-16
- Abreu, P.W., Aparicio, M. & Costa, C. J. (2018). Blockchain technology in the auditing environment, In 2018, 13th Iberian Conference on Information Systems and Technologies (CISTI), Cáceres, Espanha, Junho 13-16
- Marques, D., Costa, C. J. & Aparicio (2018). Data Quality: O problema da duplicação de dados. In 2018, 13th Iberian Conference on Information Systems and Technologies (CISTI), Cáceres, Espanha, Junho 13-16

2017

- Araujo, H., Costa, C. J., & Aparicio, M. (2017). Modelo de competitive intelligence (CI) competitive intelligence (CI) model. In 2017 12th Iberian Conference on Information Systems and Technologies (CISTI) (pp. 1–6). <https://doi.org/10.23919/CISTI.2017.7975787>
- Bento, F., Costa, C. J., & Aparicio, M. (2017). S.I. success models, 25 years of evolution. In 2017 12th Iberian Conference on Information Systems and Technologies (CISTI) (pp. 1–6). <https://doi.org/10.23919/CISTI.2017.7975884>
- Costa, C. J., Aparicio, M., Aparicio, S., & Aparicio, J. T. (2017). Gamification Usage Ecology. In *Proceedings of the 35th ACM International Conference on the Design of Communication* (p. 2:1–2:9). New York, NY, USA: ACM. <https://doi.org/10.1145/3121113.3121205>
- Ferreira, F., Costa, C. J., Aparicio, M., & Aparicio, S. (2017). Learning programming: A continuance model. In 2017 12th Iberian Conference on Information Systems and Technologies (CISTI) (pp. 1–6). <https://doi.org/10.23919/CISTI.2017.7975815>
- Moro, S., Alturas, B., Esmerado, J., & Costa, C. J. (2017). Research trends in CISTI's unveiled through text mining. In 2017 12th Iberian Conference on Information Systems and Technologies (CISTI) (pp. 1–5). <https://doi.org/10.23919/CISTI.2017.7975765>
- Pereira, R., Costa, C. J., & Aparicio, J. T. (2017). Gamification to support programming learning. In 2017 12th Iberian Conference on Information Systems and Technologies (CISTI) (pp. 1–6). <https://doi.org/10.23919/CISTI.2017.7975788>
- Piteira, M., & Costa, C. J. (2017). Gamification: Conceptual framework to online courses of learning computer programming. In 2017 12th Iberian Conference on Information Systems and Technologies (CISTI) (pp. 1–7). <https://doi.org/10.23919/CISTI.2017.7975695>

2015

- Pedrosa, I., Costa, C. J., & Laureano, R. M. S. (2015a). Motivations and limitations on the use of information technology on statutory auditors' work: An exploratory study. In 2015 10th Iberian Conference on Information Systems and Technologies (CISTI) (pp. 1–6). <https://doi.org/10.1109/CISTI.2015.7170623>
- Pedrosa, I., Costa, C. J., & Laureano, R. M. S. (2015b). Use of information technology on statutory auditors' work: New profiles beyond Spreadsheets' users. In 2015 10th Iberian Conference on Information Systems and Technologies (CISTI) (pp. 1–6). <https://doi.org/10.1109/CISTI.2015.7170440>

2014

- Costa, C. J., & Aparicio, M. (2014). Evaluating Success of a Programming Learning Tool. In *Proceedings of the International Conference on Information Systems and Design of Communication* (pp. 73–78). New York, NY, USA: ACM. doi:10.1145/2618168.2618180

Pinheiro, P., Aparicio, M., & Costa, C. (2014). Adoption of Cloud Computing Systems. In Proceedings of the International Conference on Information Systems and Design of Communication (pp. 127–131). New York, NY, USA: ACM. Doi:10.1145/2618168.261818

2013

Costa, C. J., & Aparicio, M. (2013). Social networks: intentions and usage. In Proceedings of the 2013 International Conference on Information Systems and Design of Communication (pp. 101–107). New York, NY, USA: ACM. doi:10.1145/2503859.2503875

Batista, M., Costa, C. J., & Aparicio, M. (2013). ERP OS localization framework (pp. 1–8). New York, NY, USA: ACM. doi:10.1145/2503848.2503849

Sousa, N., Costa, C. J., & Aparicio, M. (2013). IO-SECI: a conceptual model for knowledge management (pp. 9–17). New York, NY, USA: ACM. doi:10.1145/2503848.2503850

2012

Aparicio, M. & Costa, C. J. (2012) Collaborative systems: characteristics and features SIGDOC '12 Proceedings of the 30th ACM international conference on Design of communication, 2012

Costa, C. J., Aparicio, M. & Cordeiro, C. (2012) A solution to support student learning of programming OSDOC '12 Proceedings of the Workshop on Open Source and Design of Communication, 2012

Delgado, M., Aparicio, M. & Costa, C. J. (2012) Using open source for forensic purposes OSDOC '12 Proceedings of the Workshop on Open Source and Design of Communication, 2012

Duarte, A. I. M. & Costa, C. J. (2012) Information systems: life cycle and success ISDOC '12 Proceedings of the Workshop on Information Systems and Design of Communication, 2012

Aparicio, M., Costa, C.J., Braga, A. (2012) Proposing a system to support crowdsourcing SDOC '12 Proceedings of the Workshop on Open Source and Design of Communication, 2012

Figueiredo, J.P., Costa, C. J., Aparicio, M. (2012) Patient health portal: a calendar paradigm OSDOC '12 Proceedings of the Workshop on Open Source and Design of Communication, 2012

Pissarra, J., Costa, C. J., Aparicio, M. (2012) Brainstorming reconsidered in computer-mediated communication and group support system context ISDOC '12 Proceedings of the Workshop on Information Systems and Design of Communication, 2012

Reixa, M., Costa, C. J., Aparicio, M. (2012) Cloud services evaluation framework OSDOC '12 Proceedings of the Workshop on Open Source and Design of Communication, 2012

Aparicio, M., Costa, C.J. (2012) Macroeconomics leverage through open source OSDOC '12 Proceedings of the Workshop on Open Source and Design of Communication, 2012

Figueiredo, R. Costa, C. J., Aparicio, M. (2012) Information aggregation in an entrepreneurship portal OSDOC '12 Proceedings of the Workshop on Open Source and Design of Communication, 2012

Pedrosa, P., Costa C.J. (2012) Financial auditing and surveys: how are financial auditors using information technology?: an approach using expert interviews ISDOC '12 Proceedings of the Workshop on Information Systems and Design of Communication, 2012

Piteira, M., Carlos Costa, Samir R. Haddad (2012) Educational computer programming tools OSDOC '12 Proceedings of the Workshop on Open Source and Design of Communication, 2012

Piteira, M., Costa, C. J. (2012) Computer programming and novice programmers ISDOC '12 Proceedings of the Workshop on Information Systems and Design of Communication, 2012

Costa, C. J., Manuela Aparicio, Andrew Simoes Braga Design of communication: a review of theories and models ISDOC '12 Proceedings of the Workshop on Information Systems and Design of Communication, 2012

2011

Costa, C. J., Aparicio, M. F. Bento (2011) Modelo de Aceitação de tecnologia no OSS. Conferência IADIS Ibero-Americana WWW/Internet 2011, Brasil.

Pedrosa, I. & Costa, C. J. (2011) Models For Individual Information Technology Acceptance: A Study On Computer Assisted Audit Tools And Techniques And New Model Determinants IADIS International Conference Applied Computing 2011, Rio de Janeiro, Brazil

Barbosa A. & Costa, C. J. (2011) Abordagem para otimizar a parametrização de ERPs em projectos de rollout, CAPSI 2011, Lisboa,

Lopes, R. & Costa, C., A COTS Selection Approach with a Decision Support System, CAPSI 2011, Lisboa,

Costa, C. J., & Aparicio, M. (2011) “Using Data Mining to help Auditors” 17th IBIMA, Milan, Italy 14-15 November

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- Costa, C. J., & Aparicio, M. (2011) "Acceptance of Collaborative Systems" 17th IBIMA, Milan, Italy 14-15 November
- Costa, C. J. & P. Costa (2011). Conceptual model for web games with application in local promotion. In *Proceedings of the 29th ACM international conference on Design of communication* (SIGDOC '11). ACM, New York, NY, USA, 75-78
- Costa, C. J., & Aparicio, M. (2011) "ERP and assistance systems," in Proceedings of the 11th WSEAS international conference on Applied informatics and communications, and Proceedings of the 4th WSEAS International conference on Biomedical electronics and biomedical informatics, and Proceedings of the international conference on Computational engineering in systems applications, Stevens Point, Wisconsin, USA, 2011, pp. 216–221.
- Costa, C. J. & Costa, P. (2011). A peace war game application. In *Proceedings of the 2011 Workshop on Open Source and Design of Communication* (OSDOC '11). ACM, New York, NY, USA, 71-74.
- Costa, C. J., & Aparicio, M. (2011). . Analysis of e-learning processes. In *Proceedings of the 2011 Workshop on Open Source and Design of Communication* (OSDOC '11). ACM, New York, NY, USA, 37-40
- Costa, C. J. (2011). Medieval guild as metaphor to a knowledge sharing community. In *Proceedings of the 2011 Workshop on Open Source and Design of Communication* (OSDOC '11). ACM, New York, NY, USA, 61-64
- Sousa C. & Costa, C. J. (2011) Market Game: simulation game for business classes. In Proceedings of the 2011 Workshop on Open Source and Design of Communication (OSDOC '11). ACM, New York, NY, USA, 83-84.
- Sardinha F. & Costa, C. J. (2011) Training and Interface Features in technology acceptance. In Proceedings of the 2011 Workshop on Open Source and Design of Communication (OSDOC '11). ACM, New York, NY, USA, 55-60.
- 2010**
- Costa, C. J. (2010) Supporting ERP open source customization with UML. In *Proceedings of the Workshop on Open Source and Design of Communication* (OSDOC '10). ACM, New York, NY, USA, 31-34
- Costa, C. J. (2010) Testing usability of ERP open source systems. In *Proceedings of the Workshop on Open Source and Design of Communication* (OSDOC '10). ACM, New York, NY, USA, 25-30.
- Costa, C. J. & Alturas, B. (2010) Social networks and design of communication. In *Proceedings of the Workshop on Open Source and Design of Communication* (OSDOC '10). ACM, New York, NY, USA, 11-14.
- Costa, C. J. & Costa, P. (2010) Wemoga: walking through a map. In *Proceedings of the Workshop on Open Source and Design of Communication* (OSDOC '10). ACM, New York, NY, USA, 61-63.
- Sousa, F., Aparicio, M. & Costa, C. J. (2010) Organizational wiki as a knowledge management tool. In *Proceedings of the 28th ACM International Conference on Design of Communication* (SIGDOC '10). ACM, New York, NY, USA, 33-39
- 2009**
- Piteira, M. & Costa, C. J. (2009) "eGames for elearning"; EUNNIS 2009; Santiago de Compostela, Spain.
- Costa, C. J., Aparicio, M. & R. Pierce (2009) Evaluating information sources for computer programming learning and problem solving. In *Proceedings of the 9th WSEAS international conference on Applied computer science* (ACS'09), Roberto Revetria, Valeri Mladenov, and Nikos Mastorakis (Eds.). World Scientific and Engineering Academy and Society (WSEAS), Stevens Point, Wisconsin, USA, 218-223.
- Costa, C. J., & Aparicio, M. (2009) Wiki: how to improve information quality?. In *Proceedings of the 9th WSEAS international conference on Applied computer science* (ACS'09), Roberto Revetria, Valeri Mladenov, and Nikos Mastorakis (Eds.). World Scientific and Engineering Academy and Society (WSEAS), Stevens Point, Wisconsin, USA, 224-228.
- 2008**
- Costa, C. J., Aparicio, M. (2008) Web application and design of communication. . O'Neill, H. Aparicio, M. , Costa, C. J., Protosaltis, A. (Eds.): Proceedings of the 26th Annual International Conference on Design of Communication, SIGDOC 2008, Lisbon, Portugal, , 111-116. ISBN 978-1-60558-083-8
- Costa, C. J., Nhampossa, J. Aparicio, M. (2008) Wiki content evaluation framework. O'Neill, H. Aparicio, M. , Costa, C. J., Protosaltis, A. (Eds.): Proceedings of the 26th Annual International

Conference on Design of Communication, SIGDOC 2008, Lisbon, Portugal, 169-174 ISBN 978-1-60558-083-8

Pierce, R. Mehlenbacher, B. Costa, C. J., Albers, M. Protopsaltis, A. (2008) Panel design of communication: new steps. . O'Neill, H. Aparicio, M. , Costa, C. J., Protopsaltis, A. (Eds.): Proceedings of the 26th Annual International Conference on Design of Communication, SIGDOC 2008, Lisbon, Portugal, 183-184 ISBN 978-1-60558-083-8

Duarte, N., Costa, C. J., P. Costa (2008) Webstorm: mixing brainstorming in the web to produce art. Henrique O'Neill, Aparicio, M. , Costa, C. J., Aristidis Protopsaltis (Eds.): Proceedings of the 26th Annual International Conference on Design of Communication, SIGDOC 2008, Lisbon, Portugal, , 267-268 ISBN 978-1-60558-083-8

Lopes, N. Costa, C. J. (2008) ERP localization: exploratory study in translation: European and Brazilian Portuguese. Henrique O'Neill, Aparicio, M. , Costa, C. J., Aristidis Protopsaltis (Eds.): Proceedings of the 26th Annual International Conference on Design of Communication, SIGDOC 2008, Lisbon, Portugal, , 93-98 ISBN 978-1-60558-083-8

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Costa, C. J., Ho, T. & Antunes, P. (1999) "Facilitating Organisational Activities Using Plans and Audits." 1st International Conference on Enterprise Information Systems, ICEIS '99. Setubal, Portugal, 1999, pp. 404-411. ISBN: 972-98050-0-8

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Antunes, P., Costa, C. J., Duque, M. Guimarães, N., Jesuino, J. & H. Stadler, H. (1998) "On the Design of Group Decision Processes for Electronic Meeting Rooms". Fourth International Workshop on Groupware, CRIWG '98. Buzios, Brazil. September 1998

4.2. Research projects

4.2.1. Partition in Funded projects

- UC-CROWD/Universities-Companies Crowdsourcing 39312-LLP-1-2013-PT-ERASMUS-EKA
- E-Voting - A New Architectural Framework for Handling Risk in e-Voting Systems" POSI/EIA/57038/2004 "
- Leadership and Group Support Systems in Computer Mediated Interaction POCTI/PSI/38855/2001 –

4.2.2. Research Groups Leadership

- Responsible for the research information systems area of the ISTAR-IUL, des de 2015
- Responsible for the LaSDI - Laboratory of Simulation and Dynamic Interaction, subprojecto da Adetti, until 2013
- It is part of the research group Egroups (<http://egroups.iscte.pt/>), which promoted the seminar "groups, Technology and creativity", November 2005, ISCTE, Lisbon and the project Leadership and Group Support Systems in Computer Mediated Interaction (pocit/PSI/38855/2001).

4.2.3. Unfunded research projects

- ERP and Organizational Systems (ERP Lab) <https://erplab.wordpress.com/>
- Computer Science Instruction Lab (<https://labcsi.wordpress.com/>)

5. PhD and MSc Supervisions

5.1. PhD Concluded:

Martinha Piteira (co-supervisor: Prof. Manuela Aparicio)

A utilização dos Digitais Games Based eLearning para ensino da programação no ensino Superior ,
Doutoramento em Ciências e Tecnologias de Informação na Especialização de Sistemas de Informação
Examination: October 2018

Paula Miranda (co-supervisor: Prof. Pedro Isaías)

Desenvolvimento de uma Framework Holística para a Web 3.0 e e-Learning ,
Doutoramento em Ciências e Tecnologias de Informação na Especialização de Sistemas de Informação
Examination: June 2017

Luis Rodrigues (co-supervisor: Prof. Abílio Oliveira)

A adoção de aplicações informáticas com características de jogos online: Uma perspetiva no setor do e-banking em Portugal
Doutoramento em Ciências e Tecnologias de Informação na Especialização de Sistemas de Informação
Examination: Junho de 2016

Isabel Pedrosa

TI and CAATT usage by fianance auditing

Doutoramento em Ciências e Tecnologias de Informação na Especialização de Sistemas de Informação

Examination:Julho de 2015

5.2.On Going:

Fernando Bento Doutoramento em Ciências e Tecnologias de Informação na Especialização de Sistemas de Informação; ISCTE

Domingos Silva Doutoramento em Ciências e Tecnologias de Informação na Especialização de Sistemas de Informação; ISCTE

Márcio Santos Doutoramento em Ciências e Tecnologias de Informação na Especialização de Sistemas de Informação; ISCTE

Carlos Bernardino, Doutoramento em Gestão, ISEG, Universidade de Lisboa

Reinane Hajishirzi, Doutoramento em Gestão, ISEG, Universidade de Lisboa

6. Knowledge transfer

- National Science Meeting 2018 Presenting with co-authors the scientific poster with the title: "Gamificação – Framework teórica para cursos online de aprendizagem de programação"
- Participation with a group of students & researchers at the European researchers 'Night 2017 (ERN): Programming Learning with gamification and robotics Gamification and robotics are two motivation drivers in programming learning, therefore in European researchers ' Night (ERN) in 2017 are presented two main activities to participants. One activity is a gamified environment short programming challenges, participants gain points and enter on leaderboards per challenge. Another activity consists on programming various robots, using form the most basic programming functions to most challenging algorithms.
- Participation in training and mentor of IIEP for the unemployed. 2015-2016 school year
- Mentor in the field of entrepreneurship at Audax-Iul (<http://labslisboa.pt/mentores/>) from 2014
- Support in the organization as an Academic Sponsor of events promoted by ISCTE ACM Student Chapter (<https://iscte.acm.org/>), from 2014
- Regular participation in the TWL @ Lisbon community of practice since 2013
- Member of the Directorate of Audax-IUL, research and Support Center for Entrepreneurship and Family Businesses (2012-2014)
- Organization of scientific and technological dissemination actions under the Eurosigdoc/ACM European Chapter, held at Iscte-Iul, open to the whole of society, since 2010 (<http://eurosigdoc.acm.org/>)
- Presentation in conjunction with Fernando Bento of the lecture "IT Consulting and Change Management" at Coimbra Business School, July 25, 2015
[Http://www.slideshare.net/carlosjcosta/apresentacao-changemngementerp-iscacbusinessschool](http://www.slideshare.net/carlosjcosta/apresentacao-changemngementerp-iscacbusinessschool)
- Participation as speaker on the Forum "The role of the Digital economy in the dynamization of the Interior" <http://forum.nyb.pt/>, 17 May 2012
- Participation as a speaker at Iseltech 2013 <http://www.slideshare.net/iseltech/carlos-costa-open-source-em-portugal>
- Participation as a junior team mentor of Rescue at Robotica ROBOCUP2014 (João Pessoa, Brazil) and Robofireman 2015 (Guarda, Portugal)

7. Scientific Committee and Conference Organization

7.1.Chair of the Program Committee at the following conferences:

- CAPSI2015 (Sponsored by: APSI- Associação Portuguesa de Sistemas de Informação), CISTI2017 (sponsored by AISTI), CITOT2007 (Sponsored by: ISCTE)
- ISDOC2012, ISDOC2013 and ISDOC2014 (Sponsored by: ACM, Association for Computer and Machinery)

- OSDOC2010, OSDOC2011, OSDOC2012 and OSDOC2013 (Sponsored by: ACM, Association for Computer and Machinery)
- SIGDOC2008, SIGDOC2010 and SIGDOC2011 (Sponsored by: ACM, Association for Computer and Machinery)

7.2.Member of the Program Committee of dozens of conferences.

7.3.Member of Editorial Board of the following Journals

- European Journal of Management Studies (EJMS) (<http://www.european-jms.com/>)
- Coimbra Business Review (<http://cbr.iscac.pt/editors>)
- Journal of Software and Systems Development (<http://ibima.net/journals/journal-of-software-and-systems-development/>)

8. PhD Dissertations and MSc Thesis Referee

8.1.PhD Dissertations Referee

2019

- HE Qibing The Relationship between Return Service Recovery and Purchase Intention of Consumers in Online Shopping, ISCTE-Instituto Universitário de Lisboa, Portugal
- Caetano Haberli Junior Understanding the determinants of evaluation, adoption and routinisation of ERP technology (Enterprise Resource Planning) in the context of agricultural farms. Universidade Nova de Lisboa Instituto Superior de Estatística e Gestão de Informação, Portugal
- Joana Maria Oliveira Tching de Abreu Andrade AN INTERFACE MODEL FOR SHAPE GRAMMAR IMPLEMENTATIONS ISCTE-Instituto Universitário de Lisboa, Portugal

2018

- Jorge Tavares Electronic Health Record Portals Adoption by Health Care Consumers Universidade Nova de Lisboa Instituto Superior de Estatística e Gestão de Informação, Portugal
- Ricardo Ramos Internet user behavior change – an evaluation under three dimensions: scholars, professionals, and users. ISCTE-Instituto Universitário de Lisboa, Portugal

2014

- Pedro José Mazissa Gomes. Influência das práticas de gestão de recursos humanos no desempenho organizacional, estudo do caso no setor bancário angolano

2012

- Mário Macedo Electronic Health Record (EHR) [Em linha] : modelo de recomendação nutricional para o Serviço Nacional de Saúde Português.Universidade Aberta
- Nuno Pena. "EPTEALAS" - Framework para o desenvolvimento corporativo de e-cursos assíncronos destinados a populações heterogêneas. Mensuração da Qualidade através de indicadores de eficácia e eficiência., 2012. Tese (Gestão) - Universidade Aberta.

2011

- João Rosário Influence Of Network Effects On The Diffusion Of Information Systems: The Case Of Open Source, Universidade Técnica de Lisboa (Junho 2011)

2010

- Mário Negas Universidade Aberta A Adopção do Electronic Data Interchange na Indústria Automóvel: Um Estudo nas Empresas de Componentes em Portugal Universidade Aberta

9. Academic positions and activities

- Coordinator of the first year of bachelor's degree in informatics and business management since 2012
- Director of Master in Open Source Software, from 2009
- Director of the Adetti-Iul research unit in 2013-2014.

- Member of the Directorate of the Univade of research Istar-Iul of this 2015. Responsible for the research line of information systems.
- Scientific-Pedagogical Coordinator of the post-graduation in information systems development information of the Department of Science and Information technologies of ISCTE (from 2003 to 2011). Having been responsible for the conception of the whole post-graduation as well as the functioning of it.
- Director of Bachelor's degree in informatics and business management, ISCTE-Iul, from 2007 to 2011
- Member of Scientific Committee on Science and Information technology since 2002 and alternate representative in the same Scientific Committee of the Scientific Area of applied informatics of that department, since 2004-2005.
- Substitute member of the Pedagogical Committee of the Bachelor's degree in Informatics engineering of the Department of Information Sciences and technologies of ISCTE, from 2004 to 2006.
- Member of the Scientific Council of the FCT Multi-annual program unit, ADETTIUFC.
- Deputy member of the school assembly since 2007, having participated in work in substitution of an effective member.
- Member of the Pedagogical Committee of the Bachelor of Informatics and Business Management course of ISCTE, from 1994 to 1996.

10. Participation in international and national projects and organizations

Chair do EuroSIGDOC ACM chapter

(http://campus.acm.org/public/chapters/geo_listing/index.cfm?country=Portugal®ion=europe&type=prof&chpid=78404&countries, <http://eurosigdoc.acm.org>)

- Participation in the ACM/CECL (The Council of European ACM Chapter Leaders), Paris, 2012
- Participation in the ACM/CECL, (The Council of European ACM Chapter Leaders), Praga, 2016

Publicity Officer IEEE Portugal Section I&M Society Chapter

Member of the following Associations:

- ACM – Association of Computing Machinery (<http://www.acm.org/>)
- IEEE- Institute of Electrical and Electronics Engineers (<https://www.ieee.org/>)
- Ordem dos Economistas (<http://www.ordemeconomistas.pt/xportalv3/inicio.xvw>)
- Ordem dos Contabilistas Certificados (OCC) (<http://www.occ.pt/pt/>)

11. Scientific dissemination on the Internet

Social Media	Bibliometric Information Altmetrics
ACM Digital Library	(2001-2016), number of publications (74), Total citations (111), Publications available for download (57), Downloads (in 6 weeks) (288), Downloads (in 12 months) (1947), Total Downloads (16300), average downloads per article (285.9), average citations per article (1,5)
Google Scholar	References (1106), index H (18), Index i10 (44),

Microsoft Academic Search	Publications (126), quotations (236), collaboration (18 co-authors from 1999 to 2016)
Researcher ID	Publications (97), Articles with citation data (30), number of times cited (19), average citations per article (0.63), H-index (3)
Researchgate.net (https://www.researchgate.net/profile/Carlos_Costa5)	RG Score (19.03), Publications (148), article Visualization (8530), Quotations (307), followers (231), Profile Views (448), recommendations (104), 5 H-Index (9), number of times the articles were read by other authors (8530)
Slide share (http://www.slideshare.net/carlosjcosta)	Followers (339), shared presentations (49)
Universität Trier's CS Bibliography (Computer Science bibliography, DBLP)	