



# Managing

# Smart Transformation

## Introduction

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This cluster studies the use of information and communication technologies and other digital technologies in the context of public policymaking, smart government services, security and privacy, engagement, interaction and design, and private sector decision making. The focus of smart transformation, in our research cluster, is on people-centric transformation.

## Key Themes

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- Smart Transformation Management and Leadership for Business
- Digital Government
- Digital Readiness and Competencies
- Sustainable and Smart Cities Development

## Notable Events

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- Smart and Sustainable Cities (SSC) Forum 2021 – Where Sustainable and Smart Cities Meet
- International Business Forum 2019 – Born Global: The Future of Vietnam's Digital Economy

## Key Publications

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- Nguyen, H. T, Hoang, A-P, Nkhoma, M., Pedro, A. (2022). 'Using Process Stories to Foster Process Flexibility: The Experts' Viewpoint', Australian Journal of Information Systems, 26. (ABDC: A)
- Dang-Pham, D., Kautz, K., Hoang, A-P, and Pittayachawan, S. (2022). 'Identifying Information Security Opinion Leaders in Organizations: Insights from the Theory of Social Power Bases and Social Network Analysis', Computers and Security, 112(January 2022). (ABDC: A; SJR: Q1)
- Le L. H., Hoang, A-P, Pham H. C. (2022). 'Sharing health information across online platforms: A systematic review', Health Communication, 3:1-13. (SJR: Q1)
- Dang-Pham, D., Hoang, A-P, Vo, D-T, and Tran, Q. T. D. (2021). 'Digital Kaizen at FPT Software: Principles and Practices for Digital Transformations', Digitalization Cases Vol. 2.
- Walsh, J., Schrage, B. and Nguyen, Q. T. (2021). 'The Political Economy of Vietnam's Industrial Transformation.' in Springer Briefs in Political Science. Singapore: Springer.
- Hoang, A-P, and Kauffman, R.J. (2018). 'Content Sampling, Household Informedness and the Consumption of Digital Information Goods', Journal of Management Information Systems, 35(2): 575-609 (ABDC: A\*; SJR: Q1)

## Names of Cluster Members

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### Cluster Leads



**Associate Professor Trung Quang Nguyen**  
Head of Department  
Management

Associate Professor Trung Quang Nguyen has a history of successful teaching and leadership at RMIT Vietnam. Trung is Head of the Department, of Management and leads the Smart and Sustainable Cities Hub. He and his team provided research services to KPMG (digital transformation) and VinaCapital (State-Owned Enterprises privatization), organized events such as the International Business Forum and the Smart and Sustainable Cities Forum. His research work has been published in books, journals, conference proceedings, whitepapers and the media. He often presents at domestic and international conferences/workshops, at local governments events, and for ASEAN and APEC agencies.



**Dr Duy Dang**  
Senior Lecturer  
HDR Coordinator

Dr Duy Dang is a Senior Lecturer and HDR Coordinator in the School of Business & Management, RMIT Vietnam. Duy's teaching and research focus on information security management, digital transformation, and adoption of Industry 4.0 technologies. Duy has received various teaching and research awards, including the RMIT Prize for Research Impact (Enterprise), which recognised his active engagement with the industry through conducting impactful research. He has an established research track record of approximately \$310,000 of research funding, and more than 40 research publications, including book chapters and research articles in highly ranked journals and international conference proceedings.

### Cluster Members

- Professor Robert McClelland
- Dr Seng Kiat Kok
- Dr Alrence Halibas
- Dr Burkhard Schrage
- Dr Dang Pham Thien Duy
- Dr Han Jung Woo
- Dr Huynh Thien Kim
- Dr Nguyen Anh Thu
- Dr Nguyen Hoang Thuan
- Dr Nguyen Yen Khanh
- Dr Scott McDonald
- Dr Long Thang Van Nguyen
- Dr Santiago Velasquez
- Dr Gavin Nicholson
- Dr James Copper
- Dr Nguyen Thi Thu An

### Associate Members

- Ms Nghia Luu
- Ms Phung Thanh Phuong
- Ms Le Phuong Chi

### Cluster PhD Students

- Mr Vinh Nguyen Xuan Truong
- Ms Hua My Sang
- Ms Ngan Tuyet Truong
- Ms Nguyen Thi Van Anh Ms
- Do Thi Hoang Mai

