

***CURRICULUM VITAE***  
***(SEPTEMBER 2021)***

***Angelo Ditallo***

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*Nationality:* Italian  
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***Education***

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2000 Ph.d. in *Business Admin. & Management*, Università Bocconi.  
1997-1998 Visiting Scholar, University of Oxford (supervised by Anthony G. Hopwood).  
1995 MSc in *Business Administration (cum laude)*, Università Bocconi.

***Academic positions***

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***Faculty***

2009- Associate Professor, Accounting Department, Università Bocconi.  
2015 (I sem.) Visiting Professor, Paris Dauphine, Paris.  
2012 (I sem.) Research Fellow, University of Technology Sydney (UTS).  
2010 (I sem.) Visiting Professor, Esade Business School, Barcelona.  
2011 (I sem.) Research Fellow, Iese Business School, Barcelona.  
2008 (I sem.) Visiting Professor, Fudan Business School, Shanghai.  
2007 (II sem.) Research Fellow, Saïd Business School, University of Oxford.  
2008 (II sem.)  
2005 (I sem.)

***Administrative roles***

2019- Director of the BSc in Business Administration and Management, Undergraduate School.  
2010-2019 Director of the MSc in Accounting, Financial Management and Control, Graduate School.  
2019- Member of the Board of the Accounting Department.  
2007-2013

2013-	Member of the Junior Recruiting Committee, Accounting Department.
2014-2018	Accounting Track Coordinator, Ph.d. in Business Administration and Management.
2014-2018	Member of the Admission Committee, Ph.d. in Business Administration and Management.
2017-2018	Member of the Research Committee, Università Bocconi.
2013-2017	Member of the Teaching Committee, Accounting Department.
2013-2017	Member of the Funds Management Committee, Accounting Department.
2004-2013	Member of the 'Claudio Dematté' Research Division, Sda Bocconi.
2011	Member of the Examination Committee of CPAs.

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### ***Research interests***

Digital transformation of the Finance Function, business planning and control of private equity agreements, management control of creative and innovative organizations, inter-organizational control of private and public partnerships, and modes of control in knowledge-intensive firms.

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### ***Publications***

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#### ***Papers***

“From governing to managing: Exploring modes of control in private equity relationships”, (co-author: D. S. Bedford), *European Accounting Review*, 2021.

“Reviewing Inter-Organizational Management Accounting and Control Literature: A New Look”, (co-author: A. Caglio), *Journal of Management Accounting Research*, 2020.

“Audit Team Attributes Matter: How Diversity Affects Audit Quality”, (co-authors: M. Cameran, A. Pettinicchio), *European Accounting Review*, 27, 2018. *European Accounting Review* Best Paper Prize for 2018.

“Management Control Systems for Creative Teams: Managing Creative Innovation in Fashion Companies”, (co-author: A. Davila), *Journal of Management Accounting Research*, 29, 2017.

“Discussion of Collaborative Performance Management in Interfirm Relationships”, *Journal of Management Accounting Research*, 28, 2016.

“Exploring sustainability control systems' integration: The relevance of sustainability orientation”, (co-author: I. Lisi), *Journal of Management Accounting Research*, 28, 2016.

“Control patterns in contracting-out relationships: it matters what you do, not who you are” (co-authors: M.A. Liguori, M. F. Sicilia, I. Steccolini), *Public Administration*, 93, 2015.

“Designing Management Control Systems To Foster Knowledge Transfer in Knowledge-Intensive Firms: A Network-Based Approach”, *European Accounting Review*, 21, 2012.

“Opening the black box of management accounting information exchanges in buyer-supplier relationships” (co-author: A. Caglio), *Management Accounting Research*, 23, 2012. *Management Accounting Research* David Solomons Best Paper Prize for 2012.

“Interdependence and accounting information exchanges in inter-firm relationships”, (co-author: A. Caglio), *Journal of Management and Governance*, 6, 2012.

“Il controllo dei servizi pubblici: conta solo ciò che è visibile?”, (co-authors: D. Cristofoli, M. Liguori, M.F. Sicilia, I. Steccolini), *Economia & Management*, 6, 2012.

“Do environmental and task characteristics matter in the control of externalized local public services? Unveiling the relevance of party characteristics and citizens’ offstage voice”, (co-authors: D. Cristofoli, M. A. Liguori, M. F. Sicilia, I. Steccolini), *Accounting, Auditing and Accountability Journal*, 23, 2010.

“A review and discussion of management control in inter-firm relationships: achievements and future directions”, (co-author: A. Caglio), *Accounting, Organizations and Society*, 33, 2008.

Special issue of *Finanza, Marketing e Produzione*, on Programmazione e Controllo, (co-guest editor: F. Amigoni), 1, 2008.

“Controllare la supply chain nel settore moda: quale ruolo per il management accounting”, (co-authors: A. Caglio, P. Madini), *Economia & Management*, 1, 2007.

“I sistemi di costing nelle imprese di servizi: il caso I.L.-Logistics”, (co-author: G. Meloni), *Economia & Management*, 5, 2007.

“Financial shared service centers: market and hierarchy in the governance of accounting activities”, (co-authors: S. Beretta, A. Pistoni), *Finanza, Marketing e Produzione*, 2, 2006.

“Dealing with uncertainty in knowledge-intensive firms: the role of management control systems as knowledge integration mechanisms”, *Accounting, Organizations and Society*, 29, 2004.

“Evoluzione tecnologica e sistemi di misure nella programmazione e nel controllo delle imprese”, (co-author: F. Amigoni), *Finanza, Marketing e Produzione*, 2, 2002.

## **Working papers**

“A review of the audit team literature: discussing the conclusions in light of the digital transformation”, (co-authors: M. Cameran, A. Pettinicchio).

“Blockchain as a control mechanism of inter-organizational relationships: managing ecosystems in a business context”, (co-author: A. Dello Sbarba).

“Context-control configurations in public service outsourcing: An empirical analysis of Italian Municipalities”, (co-authors: M. A. Liguori, M. F. Sicilia, I. Steccolini).

“Cost behaviour and abnormal levels of inventory: the role of costing systems”, (co-author: C. Imperatore).

“Performance Measurement and Control Systems in Global Audit Firms – Comparative Case Studies from Germany and Italy”, (co-author: C. Endenich).

#### ***Books and book chapters***

2017 “The Field Research Method as applied to Behavioral Accounting Research: Case Studies” (co-author: A. Caglio) in T. Libby and L. Thorne (eds.), *Behavioral Accounting Research*, Routledge.

2017 “Auditing teams – Dynamics and Efficiency”, (co-authors: M. Cameran, A. Pettinicchio), Routledge.

2017 “Management Control Systems and Creativity” (co-author: A. Davila) in M. A. Hitt, S. E. Jackson, S. Carmona, L. Bierman, C. E. Shalley, D. M. Wright, *The Oxford Handbook of Strategy Implementation* (eds.), Oxford University Press.

2014, “Management control in knowledge-based organizations”, in Cooper C. L. (Ed.), Accounting – *Wiley Encyclopedia of Management*, III ed., John Wiley & Sons.

2014, “Towards a more comprehensive framework for sustainability control systems research”, (co-author I. Lisi) in Accounting For the Environment: More Talk and Little Progress, B. Jaggi, M. Freedman (eds.) *Advances in Environmental Accounting and Management*, Vol. 5, Emerald, 23-47.

2012, “The Use and Roles of Inter-Firm Accounting in Strategic Alliances: Does Transparency Make a Difference?”, (co-author A. Caglio) in *Strategic Alliances for Value Creation*, Information Age Publishing.

2012, “Beyond the ‘Ideal’: Exploring Controls in Inter-Firm Settings from a Combinatorial Perspective”, (co-author A. Caglio) in *Management Dynamics in Strategic Alliances*, Information Age Publishing.

2010, *Performance Management. Modelli e strumenti per competere oggi* (co-authors A. Bhimani, A. Caglio, M. Morelli), Egea.

2009, “Balancing stability and innovation in knowledge-intensive firms: the role of management control mechanisms”, in Kociatkiewicz J., Dariusz J., *Handbook of Research on Knowledge-Intensive Organizations*, IGI Global.

2008, *Controlling collaboration between firms. How to build and maintain successful relationships with external partners*, (co-author A. Caglio), CIMA-Elsevier.

2006, “Finalità, determinanti e implicazioni organizzative della politica dei prezzi di trasferimento”, (co-author G. Meloni), in Agliati M. (a cura di), *Management –*

*Budgeting e Controllo di Gestione*, IlSole24Ore, Università Bocconi Editore, La Repubblica.

2006, *Ordine e creatività nelle imprese ad alta intensità di conoscenza – sistemi di costing, reporting e controllo nelle società di consulenza, di software e dei servizi professionali*, Pearson.

2005 “Management control in knowledge-based organizations”, in Clubb C. (Ed.), *Accounting – The Blackwell Encyclopaedia of Management*, II ed., Blackwell Publishing.

2003, “Dis-Integration Through Integration: the Emergence of Accounting Information Networks”, (co-authors F. Amigoni, A. Caglio) in Bhimani A. (ed.), *Management Accounting in the Digital Economy*, Oxford University Press.

2002, “I prezzi di trasferimento nella prospettiva gestionale”, in AA. VV. *I prezzi di trasferimento*, Egea.

2002, “Le determinanti della politica dei prezzi di trasferimento: lo schema di analisi” (co-author G. Meloni), in AA. VV. *I prezzi di trasferimento*, Egea.

2001, “Budgeting and reporting in a business school”, in *Organizational aspects of executive education: western experience*, (in Russian), Tacis Services DG1A, European Commission.

2000, “Il fenomeno centri servizi amministrativi in Italia”, in Amigoni F., Beretta S. (a cura di), *Financial Shared Services*, Egea.

### ***Books (teaching)***

2020, *Programmazione e controllo*, IV Italian Edition, (co-authors C. T. Horngren, G. L., Sundem, D. Burgstahler, J. Schatzeber, M. Agliati), Pearson. Forthcoming.

2016, *Programmazione e controllo*, III Italian Edition, (co-authors C. T. Horngren, G. L., Sundem, D. Burgstahler, J. Schatzeber, M. Agliati), Pearson.

2011, *Programmazione e controllo*, II Italian Edition, (co-authors C. T. Horngren, G. L., Sundem, D. Burgstahler, J. Schatzeber, M. Agliati), Pearson.

2008, *Esercizi, problemi e casi di programmazione e controllo*, Italian Edition (co-author M. Agliati), Pearson.

2007, *Programmazione e controllo*, Italian Edition (co-author M. Agliati), Pearson.

2005, *Esercizi e problemi di Programmazione e Controllo*, Italian Edition (co-author A. Caglio) McGrawHill.

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### ***Teaching***

#### ***Undergraduate courses***

1997- *Management Accounting, Teaching and Coordination of 8 Sections*, Università Bocconi.

1999-2003 *Management Control in Multinational Corporations*, Università Bocconi.

#### ***Graduate courses***

2012- *Performance Measurement and Control Systems*, in the *MSc in Accounting, Financial Management and Control*, Università Bocconi.

2007-2008 *Performance Measurement*, in the *MSc in International Management*, Fudan Business School (Shanghai).

2006-2008 *Performance Measurement*, in the *MSc in Management (first English class and then Italian)*, Università Bocconi.

2005-2013 *Recording, measuring and managing intangibles* in the *Master in Accounting and Control (MAAC)*, Università Bocconi.

#### ***Ph.D. courses***

1999- *Strategic Management Accounting Research* in the *Ph.D. in Business Administration and Management*, Università Bocconi.

#### ***Ph.D. seminars***

2009-2017 *Paradigms, theories and research methodologies in management accounting*, Ph.d. in Economia Aziendale, Università di Pisa.

2009 *Paradigms, theories and research methodologies in management accounting*, Ph.d. in Economia Aziendale, Università di Catania.

2009 *Paradigms, theories and research methodologies in management accounting*, Ph.d. in Economia Aziendale, Università di Pescara-Chieti.

2007 *Methodology of research in Management Accounting* in the Ph.D. in *Economia Aziendale*, Università di Venezia.

2005-2006 *Methodology of research in Management Accounting* in the Ph.D. in *Economia Aziendale*, Università di Pisa.

2005 *Methodology of research in Management Accounting* in the Ph.D. in *Economia Aziendale*, Università di Verona.

2004-2005 *Methodology of research in Management Accounting* in the Ph.D. in *Economia e Management*, Università di Padova.

### ***MBA and other post-experience master courses***

1999- *Cost management and profitability analysis* in the *Master of Business Administration (MBA)*, Sda Bocconi School of Management.

2010-2011 *Management accounting (MBA)*, Esade Business School.

2008-2011 *Value chain and performance* in the *Executive Master in Accounting, Corporate Finance and Control (EMAFC)*, Sda Bocconi School of Management.

2002-2011 *Management accounting* in the *Master in Fashion, Experience & Design Management (MAFED)*, Sda Bocconi School of Management.

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### ***Academic awards, distinctions and research grants***

#### ***Research***

2019 *European Accounting Review* Best Paper Prize for 2018: “Audit team attributes matter: How diversity affects audit quality” (co-authors: Cameran, M. and Pettinicchio, A.) 27(4), 595-621.

2013 *Management Accounting Research* David Solomons Best Paper Prize for 2012 “Opening the Black Box of Management Accounting Information Exchanges in Buyer–Supplier Relationships” (co-author: Caglio, A.) 23 (2) pp. 61-78.

2013 Excellence in Research Award, Università Bocconi.

2010 ‘Research Profile’ for the quality and productivity of research, Università Bocconi.

2009 Excellence in Research Award, Università Bocconi.

2008 ‘Best Paper Award’, Seminar New Public Sector, Edinburgh.

2005 ‘Best Paper Award’ (III classified), Sda Bocconi.

2003 Research grant, Chartered Institute of Management Accountants (CIMA), UK.

2002 Research grant, Università Bocconi.

2001 Research grant, Ministry of Education and Scientific Research - Università Bocconi.

#### ***Teaching***

2020	‘Teaching award (innovation)’, Università Bocconi.
2018	‘Teaching award (innovation)’, Università Bocconi.
2013	‘Teaching award (excellence)’, Università Bocconi.
2006	‘Best MBA lecturers’, Università Bocconi.
2005	‘Best MBA lecturers’, Università Bocconi.
2001	‘Best Case Study Award’, Sda Bocconi.

### ***Relevant memberships***

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#### ***Editorial boards***

Journal of Management Accounting Research.  
 Behavioral Research in Accounting.  
 Journal of International Accounting Research.

#### ***Committees***

2021	<i>Diversity and Inclusion Committee, Università Bocconi.</i>
2019	<i>External Relations Committee, European Accounting Association.</i>
2013-	<i>Research Board, Chartered Institute of Management Accountants (CIMA), UK.</i>
2012-2014 & 2020-	<i>Scientific Committee of the European Accounting Association.</i>
2010-2012	<i>Gruppo di Studio e Attenzione - Sistemi di misurazione e valutazione delle performance in ambito universitario of the Associazione Italiana di Economia Aziendale (AIDEA).</i>
2006-2007	<i>Scientific Committee of the European Accounting Association.</i>
2005-2007	<i>Gruppo di Studio e Attenzione - Sistemi di misurazione e valutazione delle performance in ambito universitario of the Associazione Italiana di Economia Aziendale (AIDEA).</i>

#### ***Ad hoc referee***

2012-	<i>British Accounting Review</i> <i>Management Research Review</i>
2006-	<i>Accounting, Organizations and Society</i> <i>European Accounting Review</i> <i>Management Accounting Research</i>

***Associations***

2006-	<i>American Accounting Association (AAA)</i>
1999-	<i>European Accounting Association (EAA)</i>

***Conference organization***

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2018	Secretary General, European Accounting Association Annual Congress, Bocconi University.
2011	AOS Conference “Debating the link between creativity and control” (co-organizers A. Davila, C. Chapman), IESE Business School, Barcelona.
2009	Workshop ‘Innovating Management&Accounting Practices’, Bocconi in conjunction with Università di Siena. <i>Invited speakers:</i> - R. S. Kaplan, Harvard Business School. - R. W. Scapens, Manchester Business School. - P. Quattrone, Instituto de Empresa. - A. Riccaboni, Università di Siena.
2005	AOS Conference “Sustaining organizational combinations: the forms and features of management control in hybrid relationships”, Università Bocconi, Milan. <i>Invited speakers:</i> - A. G. Hopwood, Saïd Business School, University of Oxford. - R. J. Boland, Weatherhead School of Management, Case Western Reserve University. - P. Miller, London School of Economics. - J. Mouritsen, Copenhagen Business School.
2001	AOS Conference “The role of information flows in knowledge-intensive firms”, Università Bocconi, Milan. <i>Invited speakers:</i> - A. G. Hopwood, University of Oxford. - R. M. Grant, McDonough School of Business. - M. Alvesson, School of Economics and Management, Lund University. - M. A. Abernethy, The University of Melbourne.

***Presentations (invited speaker)***

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2019	Manchester Business School, “From governing to managing: Exploring determinants and modes of control in private equity relationships”.
2019	LMU Munich, “From governing to managing: Exploring determinants and modes of control in private equity relationships”.
2019	Maastricht University, “From governing to managing: Exploring determinants and modes of control in private equity relationships”.

2017 Essec Business School, “From governing to managing: Exploring determinants and modes of control in private equity relationships”.

2017 Journal of Management Accounting Research Forum, MAS Midyear Meeting, San Juan Puerto Rico, “Control in Creative Settings: Qualitative and Survey Evidence”.

2016 Vienna University of Economics and Business, “Management Control Systems for Creative Teams: Managing Creative Innovation in Fashion Companies”, (co-author A. Davila).

2015 University of Edinburgh Business School, “Management Control Systems for Creative Teams: Managing Stylistic Innovation in Fashion Companies”, (co-author A. Davila).

2015, St. Gallen University, “Management Control Systems for Creative Teams: Managing Stylistic Innovation in Fashion Companies”, (co-author A. Davila).

2014, Università Ca’ Foscari, Venezia, “Management Control Systems for Creative Teams: Managing Stylistic Innovation in Fashion Companies”, (co-author A. Davila).

2013, School of Management, University of Bath, Bath, “Convergent creativity and management control systems: managing stylistic innovation in fashion companies” (co-author A. Davila).

2012, Keynote speaker, Aalto University School of Business, Helsinki, Manufacturing Accounting Research Conference.

2012, HEC, Paris, “Convergent creativity and management control systems: managing stylistic innovation in fashion companies” (co-author A. Davila).

2011, NUI, Galway, “Management accounting information exchanges in buyer-supplier relationships: Exploring the relevance of individuals through social network analysis” (co-author A. Caglio).

2011, Iese Business School, Barcelona, “Controlling Creativity: Management Control Systems in Creative Environments” (co-author A. Davila).

2010, Esade Business School, Barcelona, “Creativity and control: dialogical management accounting systems to enhance performance” (co-author A. Davila).

2009, Instituto de Empresa, Madrid, “Creativity and control: dialogical management accounting systems to enhance performance” (co-author A. Davila).

2009, Helsinki School of Economics, Helsinki, “The impact of uncertainty on management accounting information exchanges in buyer-supplier relationships: a Social Network Analysis approach” (co-author A. Caglio).

2007, Keynote speaker, University of Lisbon, Lisbon, European Accounting Association.

2007, Katholieke Universiteit, Leuven, “The Impact of Interdependencies on Management Accounting Information in Manufacturing Networks: A Social Network Analysis Approach” (co-author A. Caglio).

2007, Defra (Department of Environmental, Food and Rural Affairs), Peterborough, “Management Accounting in networks: techniques and applications” (co-author A. Caglio).

2002, London School of Economics, London, Management Accounting Research Group, “Dis-integration through integration: the emergence of accounting information networks”, (co-authors F. Amigoni and A. Caglio).

1999, BI Norwegian Business School, Oslo, “The control processes of knowledge-intensive firms: the case of software houses”.

1998, Carlos III University, Madrid, “The control processes of knowledge-intensive firms: the case of software houses”.

### ***Conference presentations***

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2021, JMAR Seminars, Blockchain as a control mechanism of inter-organizational relationships: Is it enough? (co-author A. Dello Sbarba).

2020, Management Accounting Section AAA, Houston, “Blockchain as a control mechanism of inter-organizational relationships: managing ecosystems in a business context” (co-author A. Dello Sbarba).

2019, Management Accounting Section AAA, Fort Lauderdale, “From governing to managing: Exploring determinants and modes of control in private equity relationships” (co-author D. Bedford).

2018, New Directions in Management Accounting, Brussels, “From governing to managing: Exploring determinants and modes of control in private equity relationships” (co-author D. Bedford).

2017, Management Accounting Section AAA, Puerto Rico, “Management Control Systems for Creative Teams: Managing Stylistic Innovation in Fashion Companies” (co-author A. Davila).

2015, GMARS, Copenhagen, “Management Control Systems for Creative Teams: Managing Stylistic Innovation in Fashion Companies” (co-author A. Davila).

2014, European Accounting Association, Tallin, “Determinants and modes of control in private agreements: Exploring differentiated patterns of social control” (co-author D. Bedford).

2013, European Accounting Association, Paris, “Determinants and modes of control in private equity agreements: Exploring differentiated patterns of social control” (co-author D. Bedford).

2011, AOS Conference, Barcelona, “Controlling Creativity: Management Control Systems in Creative Environments”, (co-author A. Davila).

2011, European Accounting Association, Rome, “Uncovering combinations in the control of local public services: empirical forms and their determinants” (co-authors M.A. Liguori, M.F. Sicilia, I. Steccolini).

2010, New Directions in Management Accounting Conference, Brussels, “Controlling creativity: design and use of management control systems in creative environments” (co-author A. Davila).

2010, Workshop in Organization Studies, Bologna, “Creativity and control: dialogical management accounting systems to enhance performance” (co-author A. Davila).

2010, European Accounting Association, Istanbul, “Creativity and control: dialogical management accounting systems to enhance performance” (co-author A. Davila).

2009, Imap, Workshop, Bocconi-Università di Siena, Milano, “Creativity and control: dialogical management accounting systems to enhance performance (co-author A. Davila).

2009, European Accounting Association, Tampere, “Management control and knowledge management in knowledge-intensive firms: an exploratory study of a global software firm”.

2009, Aidea Youth, Naples, “The effect of interdependencies on management accounting information exchanges in buyer-supplier relationships: a Social Network Analysis approach” (co-author A. Caglio).

2009, Manufacturing Accounting Research Conference, Muenster, “The impact of uncertainty on management accounting information exchanges in buyer-supplier relationships: a Social Network Analysis approach”.

2008, Seminar on ‘New Public Sector’, Edinburgh, “Do environmental and task characteristics matter? Unveiling the relevance of relational factors in the control of local public services” (co-authors D. Cristofoli, M.A. Liguori, M.F. Sicilia, I. Steccolini).

2007, Management Accounting Section of the American Accounting Association, Fort Worth, “The impact of interdependencies on management accounting information in manufacturing networks: a Social Network Analysis approach” (co-author A. Caglio).

2007, New Directions in Management Accounting, Brussels, “The impact of interdependencies on management accounting information in manufacturing networks: a Social Network Analysis approach” (co-author A. Caglio).

2006, Conference ‘Coordination and Cooperation across Organisational Boundaries’, Università Cattolica del Sacro Cuore, Milan, “The impact of interdependencies on management accounting information in manufacturing networks: a Social Network Analysis approach” (co-author A. Caglio).

2005, AOS Conference, Milan, “A Review and Discussion of Management Control in Hybrids: Whence this Inconclusiveness about Inter-Organizational Accounting?”, (co-author A. Caglio).

2004, European Accounting Association, Prague, “What is fashionable for the fashion industry?: accounting as a stabilizing mechanism of inter-organizational relationships” (co-author A. Caglio).

2004, Management Control Association, Edinburgh, “What is fashionable for the fashion industry?: accounting as a stabilizing mechanism of inter-organizational relationships” (co-author A. Caglio).

2002, European Accounting Association, Copenhagen, “Dis-integration through integration: the emergence of accounting information networks”, (co-authors F. Amigoni, A. Caglio).

2002, New Directions in management Accounting, Brussels, “Dis-integration through integration: the emergence of accounting information networks”, (co-authors F. Amigoni, A. Caglio).

2001, Aidea Youth, Milan, “Dis-integration through integration: the emergence of accounting information networks”, (co-authors F. Amigoni, A. Caglio).

2001, Eiasm Workshop, “Dis-integration through integration: the emergence of accounting information networks”, (co-authors F. Amigoni, A. Caglio).

2001, AOS Conference, “The role of information flows in knowledge-intensive firms”, AOS-International Conference.

2000, European Accounting Association, Munich, “Developing and diffusing accounting competencies through shared service centres: market opening or ‘technological hierarchy’?”, (co-authors S. Beretta, A. Pistoni).

1999, Eiasm Workshop, “The control processes of knowledge-intensive firms: the case of software houses”.

1997, Euroconference, Palermo, “The role of management control systems in knowledge-intensive firms”.