

**ARUN RAI**

**CURRICULUM VITAE**

## BIOGRAPHY

Arun Rai is Regents' Professor of the University System of Georgia and holds the Robinson Chair of IT-Enabled Supply Chains and Process Innovation and the Harkins Chair of Information Systems at the Robinson College of Business (RCB) at Georgia State University. He has served on the faculty at Southern Illinois University at Carbondale and has held visiting appointments at universities in Australia, France, Germany, Hong Kong, and Slovenia. He co-founded RCB's Center for Process Innovation (CEPRIN), an interdisciplinary research center that leverages industry-university partnerships. He was appointed Regents' Professor in 2006 by the Board of Regents of the University System of Georgia for outstanding contributions in research, teaching, and service. He was named Fellow of the Association for Information Systems in 2010 for outstanding contributions to the Information Systems discipline in research, teaching and service and received the INFORMS Information Systems Society Distinguished Fellow Award in 2014 for outstanding intellectual contributions to the Information Systems discipline.

Arun's research has examined how firms can leverage IT in strategies, inter-firm relationships, and processes, and how IT-enabled solutions can be developed, implemented, and assimilated in organizations and society. He has collaborated with major corporations across sectors (e.g., Apollo Hospitals, China Mobile, Daimler-Chrysler, Emory Healthcare, Gartner, Georgia-Pacific, Grady Hospital, IBM, Intel, Laureate Inc., SAP, SunTrust, United Parcel Service) on research projects, and his studies have been sponsored by government agencies, major corporations and their research labs and innovation centers, and thought leadership forums. He has published 200+ peer-reviewed articles that include 100+ refereed journal articles in prestigious journals such as *MIS Quarterly (MISQ)*, *Information Systems Research (ISR)*, *Journal of Management Information Systems*, *Management Science*, and *Journal of Operations Management*. He is ranked among the top scholars in the Information Systems discipline for publications in the field's elite journals. His work has received several best paper awards and has been extensively cited both in the leading journals in the Information Systems discipline and in leading journals in other disciplines (e.g., Accounting, Marketing, Operations Management, Strategic Management, Computer Science, Education, Healthcare, and Psychology).

Arun has played leadership roles in promoting interdisciplinary curriculum related to IT and its relationships with services, processes, individuals, organizations and interfirm networks. He has developed and taught courses on IT and strategy, supply chain management, technology and operations, theory development, and research methods across the BS, MBA, EMBA, MS, Executive Doctorate, and Ph.D. programs. He has chaired 30 Ph.D. dissertations and served as committee member on over thirty. Several of his former Ph.D. students are in senior leadership positions at their institutions (e.g., doctoral program directors, department chairs, associate deans) and in the profession (e.g., editors of major journals, officers of major professional organizations). He has also developed and delivered non-degree executive education programs for major corporations (e.g., the Global Supply Chain Solutions Program for UPS's senior and middle management during the company's transformation from providing transportation services to supply chain solutions).

In terms of internal service, Arun co-founded CEPRIN and serves as its Ph.D. Director. CEPRIN has developed to be a leading interdisciplinary research center focused on how digital innovation can address problems in business and society. He recently completed a third three-year term as RCB's Promotion and Tenure Committee Chair and has served on several key university, college and unit committees.

In terms of external service, he is serving as the Editor-in-Chief of *MIS Quarterly*, widely regarded as the premier journal in information systems. He has served as Senior Editor for *MIS Quarterly* and *Information Systems Research*, Associate Editor for several prestigious journals (*ISR*, *MISQ*, *Management Science*, *JMIS*, *JAIS*, *IEEE TEM*, *Decision Sciences*), Panelist for the National Science Foundation, Track Co-Chair for major conferences, counselor for doctoral/junior faculty/mid-career faculty consortia, and President of the Special Interest Group on the Adoption and Diffusion of Information Technology.

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## EDUCATION

- 1990**                    **Kent State University**  
*Doctor of Philosophy*  
*Major:* Management Information Systems; *Minor:* Production and Operations Management  
*Dissertation:* Stimulating the Use of Computer-Aided Software Engineering in Information System Departments: An Empirical Test of Elements of Innovation Theory.
- 1987**                    **Clarion University of Pennsylvania**  
*Master of Business Administration*
- 1985**                    **Birla Institute of Technology and Science, India**  
*Master of Science and Technology*  
Emphasis: Systems Engineering and R&D Management

## FELLOWSHIPS, AWARDS AND OTHER RECOGNITIONS

### ***Fellowships in Profession and University Appointment/Recognition***

- Received *INFORMS Information Systems Society Distinguished Fellow Award* in 2014 for outstanding intellectual contributions to the Information Systems discipline.
- Named *Fellow of the Association for Information Systems* in 2010 for outstanding contributions in research, teaching and service to the Information Systems discipline. (AIS has 4300 members from 90 countries and is the largest IS academic organization.)
- Appointed *Robison Chair of IT-enabled Supply Chains and Process Innovation* in 2015.
- Appointed *Regents' Professor* of the University System of Georgia in 2006 for outstanding contributions to research, teaching, and service. Appointed permanent Regents' Professor in 2013.
- Appointed *Harkins Chair of Information Systems* in 2002 for outstanding accomplishments in research, teaching and service.
- Ph.D. Commencement Speaker, Georgia State University, May 2012
- Executive Doctorate in Business Commencement Speaker, Georgia State University, May 2015

### ***Research Productivity in Top Scholarly Journals***

- Ranked among the top scholars in the Information Systems discipline for research productivity in the widely-regarded top two scholarly IS journals (*Information Systems Research* and *MIS Quarterly*) (Source: <https://myvisionresearch.com/rankings/>): *4<sup>th</sup>* for 2013-2015; *3<sup>rd</sup>* for 2011-2015; *5<sup>th</sup>* for 2006-2015; *6<sup>th</sup>* for 2001-2015.
- Ranked 2<sup>nd</sup> by a study published in the *Communications of the AIS* (2011) for publications in 2005-2009 in the widely regarded top three Information Systems scholarly journals (*Information Systems Research*, *MIS Quarterly*, and *Journal of Management Information Systems*)
- Ranked 5<sup>th</sup> by study published in the *European Journal of Information Systems* (2007) for research productivity in the Information Systems discipline in 1999-2003. Ranked among top scholars in the IS discipline by other published rankings studies.

### **Research Awards**

- Four-time recipient of the Robinson College of Business Faculty Recognition Award for Research: 2003, 2007, 2011, 2015.
- Board of Advisors Faculty Excellence Award for Research, Robinson College of Business, 2005.
- IBM Faculty Award for e-Business & Supply Chain Management, 2000.
- Research Honor Roll, College of Business and Administration, SIU-C, 1997.
- Researcher of the Year, College of Business and Administration, SIU-C, 1996.
- Research Honor Roll, College of Business and Administration, SIU-C, 1994.
- Researcher of the Year, College of Business and Administration, SIU-C, 1993.
- University Fellowship, Kent State University, Spring 1990.
- Doctoral Dissertation Award, Kent State University, Spring 1990.

### **Best Paper Awards**

- First Runner-Up Best Paper Award, *Organizational Communication and Information Systems Division, Academy of Management Annual Conference*, 2015: Dong, J., Karhade, P., Rai, A., and Xu, X., Information Technology and Innovation Outputs: The Missing Link of Search Evolution.
- Best Research-in-Progress Paper Award, *International Conference on Information System*, 2014: Pye, J., Rai, A., and Baird, A., Health Information Technology in U.S. Hospitals: How Much, How Fast?
- Best Published Journal Paper in the Information Systems discipline for 2011, Organizational Communications and Information Systems Division, Academy of Management, 2012 (Article: Addressing Digital Inequality through Government Initiatives: Forms of Capital that Affect ICT Utilization; co-authored with J.J. Po-An Hsieh and Mark Keil, *Information Systems Research*, 2011).
- Best Conference Cross-Divisional Paper, Academy of Management, 2012 (Article: Technology and Context: A Sociomaterial Perspective on Technology Enabled Change; co-authored with Mark Lewis and Sreenivasan Balaji).
- Distinguished Paper Award, *Academy of Management Conference 2011*, Business Policy and Strategy Division (Article: Impact of New Investments in the Resource Base and Organizational Structure on Performance; co-authored with Ilgaz Arıkan).
- Best Paper Proceedings of the Academy of Management Meetings, 2011, 2012.
- Best Paper Finalist, *Decision Sciences Journal*, 2007 (Article: Competitive and Cooperative Domains in Supply Chain Logistics Relationships; co-authors Klein, R., Rai, A., and Straub, D.W.)
- *Decision Sciences Journal*, Article entitled, "How Software Project Risk Affects Project Performance: An Investigation of the Dimensions of Risk and an Exploratory Model" (2004; co-authors, Wallace and Keil) showcased as one of seven "Highlight" articles.
- Best Paper Award, *IEEE Transactions on Engineering Management*, 2003 (Article: Why Software Projects Escalate: The Relative Importance of Project Management and Escalation Constructs; co-authored with Keil, Mann and Zhang).

### **Teaching Awards**

- Robinson College of Business, Faculty Recognition Award for Teaching, 2008.
- Myron T. Greene Outstanding Teaching Award, CIS Department, Georgia State University, 2008.
- Excellence in Supply Chain Management Executive Education, United Parcel Services, 2001-2003.
- Graduate Teacher of the Year, College of Business and Administration, SIU-C, 1997.
- Graduate Teaching Honor Roll, College of Business and Administration, SIU-C, 1997.
- Graduate Teaching Honor Roll, College of Business and Administration, SIU-C, 1996.
- Graduate Teaching Honor Roll, College of Business and Administration, SIU-C, 1995.
- Graduate Teaching Honor Roll, College of Business and Administration, SIU-C, 1993.
- Graduate Teaching Honor Roll, College of Business and Administration, SIU-C, 1992.
- Outstanding Graduate Student Teaching Award, Kent State University, Spring 1989.

### **Editorial Appointment at Elite Journals**

- Editor-in-Chief, *MIS Quarterly*, effective January 1, 2016.

- Senior Editor, *MIS Quarterly*, 2013-2015
- Senior Editor, *Information Systems Research*, 2007-2010.
- Guest Editor, *Information Systems*, 2005-2007 (Special Issue).
- Associate Editor, *Management Science*, 2006-2008.
- Associate Editor, *Information Systems Research*, 2000-2005.
- Associate Editor, *MIS Quarterly*, 1997-2000.

***Service Awards***

- Two-time recipient of the Robinson College of Business Faculty Recognition Award for Service: 2012, 2016.
- Senior Editor Recognition Award, *MIS Quarterly*, 2015.
- Outstanding Associate Editor Award, *Decision Sciences Journal*, 2005.
- Senior Editor Recognition Award, *Information Systems Research*, 2010.
- Associate Editor Service Recognition Award, *Information Systems Research*, 2005.

***Miscellaneous***

- Who's Who Among Asian Americans, 1994.
- Outstanding Academic Performance Award, International Office, Kent State University, 1990.
- Outstanding Performance in Doctoral Comprehensive Examinations, Kent State University, 1989.
- Outstanding Academic Performance Award, International Office, Kent State University, 1989.
- Outstanding Academic Performance Award, International Office, Kent State University, 1988.
- Merit Scholarship, Birla Institute of Technology & Science, 1982-1985.

## WORK EXPERIENCE

- 1997 – Georgia State University, Robinson College of Business**  
 Center for Process Innovation & Department of Computer Information Systems
- *Regents' Professor of the University System of Georgia, Since 2006*
  - *J. Mack Robinson Chair, appointed 2015*
  - *Harkins Chair of Information Systems, appointed 2002*
- Electronic Commerce Institute (2000-2006), Decision Sciences Department (1997-1999)
- *Harkins Chair of Information Systems, Spring 2002- 2015*
  - *Professor, Fall 2000 –*
  - *Associate Professor, Fall 1999- Summer 2000*
- Associate Professor, Fall 1997- Summer 1999*
- 1990 – 1997 Southern Illinois University at Carbondale, College of Business Administration**  
 Department of Management
- *Associate Professor of Information Systems (Tenured), 1995 - 1997*
  - *Acting Director, Pontikes Center for the Management of Information (Fall 1995)*
  - *Assistant Professor of Information Systems, 1990-1995*
  - *Faculty Associate, Pontikes Center for the Management of Information*
- 1987 – 1990 Kent State University, College of Business**  
 Dept. of Administrative Sciences  
*Teaching & Research Fellow*
- 1986 – 1987 Clarion University of Pennsylvania, College of Business Administration**  
*Graduate Assistant*
- 1985 – 1986 The Systems Group, India**  
*Associate Consultant*  
 Involved in the design and development of (a) a DSS to plan radiation treatment for cancer patients, and (b) a comprehensive stock broker management system
- 1984 – 1985 Gwalior Rayons, India**  
*Engineer Trainee: Designed a comprehensive MIS for the viscose section.*

### *Short-Term Visiting Appointments*

- |                               |   |
|-------------------------------|---|
| <b>2015, 2016</b>             | University of Ljubljana, Slovenia   |
| <b>2008, 2009, 2010, 2012</b> | Australian National University  |
| <b>2008-2016</b>              | Hong Kong University of Science and Technology  |
| <b>2011</b>                   | City University of Hong Kong  |
| <b>2009</b>                   | European Business School  |
| <b>2007, 2008, 2011</b>       | Goethe University, Frankfurt, Germany   |
| <b>2011</b>                   | University of Cologne, Germany  |
| <b>2001- 2003</b>             | Institut d'Administration des Entreprises de Paris (I.A.E. de Paris)<br>Sorbonne University (Université de Paris 1 - Panthéon Sorbonne) |
| <b>1997- 2002</b>             | Graduate Adjunct Faculty – SIU, Carbondale  |

## TEACHING

### *Summary*

Arun has developed and taught courses related to IT and business strategy, supply chain management, technology and operations, theory development, and research methods across the BS, MBA, EMBA, MS, Executive Doctorate, and Ph.D. programs. At GSU, he has played a leadership role in the development of the following innovative interdisciplinary programs and courses related to information technology and its relationship with services, strategic and operational/decision processes, organizations, and supply networks as well as doctoral courses in theory development and engaged scholarship:

- (1) Business Process Innovation (Ph.D. program in Computer Information Systems)
- (2) Digital Innovation (core course for MBA students)
- (3) Knowledge Management (Master's concentration in CIS and Managerial Sciences)
- (4) Supply Chain Management/Technology and Operations (courses introduced in the EMBA, Global eCommerce Masters (GeM), and MS programs)
- (5) Information Technology and Decision Making (courses for the MBA and MS programs)
- (6) Theory Development (college-wide Ph.D. course focused on problem formulation, theory development, different types of process and variance models, research design)
- (7) Engaged Scholarship (foundational course underlying the Executive Doctorate in Business; addresses various forms of engaged scholarship, role of context in theory development, problem formulation, theory development, process and variance models, research design)

Arun also played a leadership role in the development and University and Board of Regents' approval processes of the Executive Doctorate in Business (a 3-year professional degree program targeted at senior executives), which has admitted its eighth cohort in 2016.

For courses taught at GSU, Arun's average Student Evaluation of Instructor Performance (SEIP) scores are **4.8** for instructor effectiveness and **4.7** for course effectiveness (1= lowest; 5 = highest). He has chaired 25 doctoral dissertations and served as committee member on another 30. His doctoral students are making significant contributions through prestigious positions at their institutions (e.g., associate deans, doctoral directors, department chairs) and in the profession (e.g., editorial roles in leading journals, elected or appointed leadership positions in professional societies and conference committees). He has also developed and delivered non-degree executive education programs for senior and middle management at major corporations (e.g., the Global Supply Chain Solutions Program for UPS during the company's transformation from providing transportation services to supply chain solutions).

### **Average Student Evaluation of Instructor Performance for Courses Taught at Georgia State University**

<b>Program</b>		<b>Instructor</b>	<b>Course</b>
Ph.D.	Theory Development	4.9	4.6
	Interorg. Sys./Innovation	5.0	5.0
	Knowledge Management	5.0	5.0
Executive Doctorate	Engaged Scholarship	4.9	4.9
Executive MBA	Technology & Operations	4.4	4.3
	e-Supply Chains	4.8	5.0
MS/MBA	Supply Chain Management	4.8	4.7
	Decision Support Systems	4.5	4.3
Flex MBA	IT & Decision Strategy	4.6	4.3
Non-Degree Executive Education	Global Supply Chain Management (2-day; 1- day; ½ day versions to various industry groups); Instructor and seminars consistently rated excellent.		

### ***Courses Taught at Other Universities (Prior to Joining Georgia State University)***

- *Ph.D.*: Electronic Information Infrastructures, Strategic Information Systems, Theoretical Advances in Information Systems and Organizational Innovation, Quantitative Research Methods
- *Master's*: Management Information Systems, Advances in Systems Development, Database Design and Applications, Decision Support Systems
- *Undergraduate*: Computer Information Systems, Programming Languages, Database Management, Decision Support/Expert Systems, Data Structures & File Processing, Principles of Statistics, Intermediate Statistics.

### ***Dissertation Supervision: Chair or Co-chair***

1. *Santanu Borah*: Strategic Alliances in the Global Information Technology Industry: An Exploration of Critical Issues. Dissertation defended: March 1993. [Co-chair: Dr. A. Ramaprasad]  
Initial Placement: Assistant Professor, University of North Alabama  
Current Position: Professor and Department Chair, University of North Alabama.
2. *Deepinder Bajwa*: Determination of the IS factors Impacting EIS Effectiveness. Dissertation defended July 1993. [Co-chair: Dr. A. Ramaprasad]  
Initial Placement: Assistant Professor, Western Washington University  
Current Position: Professor, Western Washington University
3. *David Paper*: Theoretical Derivation and Empirical Validation of a Model for Business Process Reengineering. Dissertation defended: August 1994. [Co-chair: Dr. A. Ramaprasad]  
Initial Placement: Assistant Professor, Utah State University  
Current Position: Professor, Utah State University
4. *Haidong Song*: Deployment of Software Quality Metrics for Systems Development: Integrating Processual and Contextual Factors. Dissertation defended: October 1995. [Co-chair: Dr. A. Ramaprasad]  
Initial Placement: University of South Queensland, Australia  
Current Position: VP, Product Strategy, Oracle Corp.
5. *Hindi Al-Hindi*: Development Process Management, Technology and Outcomes. Dissertation defended: April 1996.  
Initial Placement: King Saud University, Saudi Arabia
6. *Srinarayan Sharma*: An Organizational Learning Approach to CASE Diffusion. Dissertation defended: April 1996.  
Initial Placement: Assistant Professor, Oakland University  
Current Position: Associate Professor, Indian Institute of Management
7. *T. Ravichandran*: A Theory of Systems Development Quality Assurance. Dissertation defended: June 1996.  
Initial Placement: Assistant Professor, Rensselaer Polytechnic Institute  
Current Position: Associate Dean and Distinguished University Professor, Rensselaer Polytechnic Institute
8. *Ravi Patnayakuni*: Transformation of Work Systems: Infusion of Information Technology. Dissertation defended: October 1996.  
Initial Placement: University of Melbourne, Australia  
Current Position: Associate Professor, University of Alabama, Huntsville



9. *James Rodger*: TQM in the Healthcare Industry: An Information Management Perspective. Dissertation defended: November 1996. [Co-chair: Dr. Arlyn Melcher]  
Initial Placement: Assistant Professor, Indiana University of Pennsylvania  
Current Position: Professor, Indiana University of Pennsylvania
10. *Paul Ambrose*: The Nature and Value of Electronic Information Intermediation: Theory Development and Empirical Evidence from the Practice of eMedicine. [Co-chair: Dr. A. Ramaprasad]  
Initial Placement: Assistant Professor, University of Wisconsin, Milwaukee  
Current Position: Associate Professor and Department Chair, University of Wisconsin, Whitewater
11. *Kristina Setzekorn*: IT Value Contingencies: Moderating Effects on Market Responsiveness and Business Strategy. Dissertation defended: August 2000. [Co-chair: Dr. Arlyn Melcher]  
Initial Placement: Assistant Professor, Oakland University, MI.  
Current Position: Consultant
12. *Ashley Bush*: Fragmented to Integrated Demand and Supply Chain Management. Dissertation defended: December 2001. [Co-chair: Mark Keil]  
Initial Placement: Assistant Professor, Florida State University  
Current Position: Associate Professor and Doctoral Coordinator, Florida State University
13. *Nainika Patnayakuni*: Resource coordination theory for Supply Chain Integration. Dissertation defended: 2002  
Initial Placement: Visiting Professor, University of Alabama, Huntsville
14. *Richard Klein*: The effects of Information Sharing Symmetry in e-Business Vendor-Client Relationships. Dissertation defended: July 2003. Placement: *Clemson University*. [Co-chair: Detmar Straub].  
Initial Placement: Assistant Professor, Clemson University; Promoted to Associate Professor and served as Doctoral Coordinator, Clemson University  
Current Placement: Associate Professor, Florida International University
15. *Gordon Depledge*: The Roles of Problem Recognition and Cognitive Biases in Software Project Escalation. Dissertation defended: December 2003. [Co-chair: Mark Keil]  
Initial Placement: Assistant Professor, Wichita State University.
16. *Paul Brown*: Organizational Assimilation of Electronic Procurement Innovations. Dissertation defended: March 2004.  
Initial Placement: Assistant Professor, Clark Atlanta University.  
Current Position: Associate Professor and Director of Supply Chain Management Program, Clark Atlanta University.
17. *JJ Po-An Hsieh*: Leverage Points for Addressing Digital Inequality: An Extended Theory of Planned Behavior Perspective, Dissertation defended: December 2004. [Co-chair: Mark Keil].  
Initial Placement: Assistant Professor, Hong Kong Polytechnic University  
Current Position: Associate Professor, Hong Kong Polytechnic University
18. *Maurice McNaughton*: Deregulation, Uncertainty, and Information Technology in the Electric Utility Industry: A Transaction Cost Interpretation of the Drivers and Consequences of Vertical Disintegration. Dissertation defended: August 2005. [Co-chair: Jonathan Wareham].  
Initial Placement: Mirant Corporation  
Position: Director, Center for Excellence. Mona School of Business, University of West Indies.

19. *Ghiyoung Im*: Exploratory and Exploitative Learning in Digitally Enabled Inter-organizational Relationships. Dissertation defended: August 2006.  
Initial Placement: Assistant Professor, Clark Atlanta University.  
Current Position: Associate Professor, University of Louisville.
20. *Xinlin Tang*: Digitally-Enabled Adaptive Business Network Capabilities. Dissertation defended, May 2007.  
Initial Placement: Assistant Professor, Florida State University  
Current Position: Associate Professor, Florida State University.
21. *Mark Lewis*: Sense-making for Organizational Responsiveness: A Multi-Level Investigation of Strategic Outsourcing Relationships. Dissertation defended, May 2008 [Co-Chair: Lars Mathiassen].  
Initial Placement: Assistant Professor, Bentley College  
Current Placement: Assistant Professor, Appalachian State University
22. *Xixi Li*: A Motivational Perspective on Post-Acceptance IS Usage Behaviors, Dissertation defended, June 2010; (Student from Hong Kong Polytechnic University; Co-Chair J.J. Po-An Hsieh)  
Initial Placement: Instructor, Hong Kong Polytechnic University  
Second placement: Post-doctoral student, Georgia State University  
Current Placement: Assistant Professor, Tsinghua University.
23. *Steve Du*: Digital Enablement of Inter-organizational Logistics Relationship. Dissertation defended, January 2011.  
Initial placement: Private entrepreneur
24. *Robert Hornyak*: Multi-Level Longitudinal Investigation of Process Innovation and Business Value: The Case of Strategic Sourcing. Dissertation defended, April 2012.  
Initial placement: Georgia Gwinnet College  
Current placement: Arizona State University
25. *Darryl Romanow*: Antecedents and Consequences of CPOE Use in Clinician Care Teams, Dissertation defended, August 2013 [Co-chair: Mark Keil]  
Initial placement: Duquesne University
26. *Chaitanya Sambhara*: Risks, Controls and Business Value in IT-enabled Inter-Firm and Intra-Firm Processes, proposal defended, final defense on July 10, 2015.  
Initial Placement: Miami University (Oxford, OH)
27. *Liwei Chen*, Essays on Health IT Innovations for Physician-Patient Collaboration and Patient Empowerment, dissertation defended (May 16, 2016).  
Initial Placement: University of Cincinnati.
28. *Jessica Pye*, IT Capabilities and Governance: Investigations in the Healthcare and SmartGrid Contexts, proposal defended (July 2015). Accepted position at Arizona State University, effective Fall 2017.
29. *Vitali Mindel*: Polycentric Information Commons, proposal defended (November 2016) (Co-chair with Lars Mathiassen).
30. *Zhitao Yin*, Essays on the Economics of Digital Innovation, Proposal under development.

### ***Dissertation Supervision: Committee Member***

Sunhat Al-Otaibi (King Saud University), Jennifer Williams (Indiana State University), William Rayburn (Austin Peay University), Ganesh Bhatt (Morgan State University), Adel Al-Adwani (Kuwait University), David Vance (Mississippi State University), Sameer Verma (San Diego State University), Rustam Vahidov (Concordia University), Greg Rose (Washington State University), Lei Jin (San Francisco State University), Taedong Han (University of Nevada, Las Vegas), Kannan Mohan (Baruch College), Peng Xu (University of Massachusetts, Boston), Andrew Burton-Jones (University of British Columbia), Savitha Kadiyala, ChongWoo Park (Gwinnet University), Vijay Kasi (Georgia-Pacific), Hillol Bala (Indiana University), Vikas Jain (University of Miami), Ricardo Checci (University of Massachusetts, Boston), Anthony Vance (Brigham Young University), Tracy Ann Sykes (Australian National University), Niu Yuan (UNC Charlotte), Robert Sainsbury (University of Mississippi), Yide Shen (Rowan University), Jennifer Smith (University of Alabama, Birmingham; defended Spring 2011), Hung Nguen (defended Fall 2011), Olga Petriciveic (University of Calgary, defended Spring 2013), Jong Seok Lee (University of Memphis, defended Spring 2013), Ruba Aljafari (external, in process).

### ***Post-doctoral Student Supervision***

1. Weifang Wu, Business Model Innovation, January 2016 – in-progress.
2. Xixi Li: Telemedicine in Developing Countries, January 2012 - July 2013.  
Initial placement: Assistant Professor, Tsinghua University, Beijing, China.

### ***Non-Degree Executive Education***

- *Certified Professional Innovator*, Participated in the developing the modules, 2011-2012.
- *2004, 2005, 2007: Executive Leadership Series, United Parcel Services*  
Attended by managers from U.S. Small Package Operations, Supply Chain Solutions, Airline Group, European Operations, and corporate managers (legal, industrial engineering, business development, marketing, strategic planning, security, labor relations). Seminar series and instructor consistently rated as excellent.
- *2001- 2003: Executive Education Workshop on Global Supply Chain Solutions for Senior and Middle Management at United Parcel Services.*  
This customized program included extensive interviews with UPS personnel in different divisions/solution groups, including IT, corporate marketing, operations, field marketing, and sales. UPS customers from key industries were interviewed to understand challenges and how value can be created for mutual benefit. Number of workshop: 17 in 2001, six in 2002, five in 2003. Course and instructor consistently rated as excellent.
- *2001-2002 (June): Multi-channel Supply Chain Integration Models, I.A.E de Paris, Sorbonne Universitie, Paris.*  
Two half-day sessions for master's students and faculty on multi-channel supply chains.
- *2001 (October): E-Webs for Demand Fulfillment; Sorbonne University.*  
Executive Program organized by International Business Institute, Robinson College of Business.
- *2002, 2003, 2004, 2005, 2006: Information Sharing for Supply Networks for students from I.A.E de Paris, Sorbonne Universitie, Paris, visiting Robinson College of Business.*  
This seminar includes the popular beer game simulation, learning pathology diagnostics adapted from Peter Senge's *Learning Organization*, and analysis of supply network configurations.
- *2003: Simulation-based workshop on Value of Supply Chain Improvements in Manufacturing Firms.*  
A one-day simulation-based workshop co-instructed with Michael Jordon of *Trade Dynamics*. A simulation was used to demonstrate the value created through supply chain coordination. Process performance metrics are linked with financial performance measures to demonstrate the value of specific coordination structures in modular production contexts. The workshop was attended by executives from several area manufacturing firms executives and evaluated as excellent. Dr. Richard Welke was involved in the development of the simulation, and Vijay Kasi (PhD student) assisted in the delivery.

## RESEARCH

### *Summary*

Arun's research has examined how firms can leverage information technologies in their strategies, inter-firm relationships, and processes, and how IT-enabled solutions can be designed, developed, implemented, and assimilated to effectively address "wicked" problems in organizations (e.g., coordination problems in global supply chains; the tension between innovation and efficiency; process breakdowns in project management and clinical processes) and in society (e.g., digital divide; health divide; maternal, child and infant mortality in rural areas of developing countries). He has collaborated with major corporations across sectors (e.g., Apollo Hospitals Group, China Mobile, Daimler-Chrysler, Emory Healthcare, Gartner, Georgia-Pacific, Grady Hospital, IBM, Intel, SAP, SunTrust and United Parcel Service) on research projects. His studies have been sponsored by government agencies, major corporations and their research labs and innovation centers as well as by thought leadership forums and government agencies. He has published, or has in press, **200+ refereed articles that include 100+ refereed journal articles** in prestigious journals such as: *MIS Quarterly* (16) and *Information Systems Research* (10), widely regarded as the top two scholarly journals in the Information Systems discipline; *Journal of Management Information Systems* (6), widely regarded as the third ranked scholarly journal in the Information System discipline; *Management Science* (2), widely regarded as an elite multidisciplinary journal in business; *Decision Sciences* (6) and *Journal of Operations Management* (2), widely regarded as premier scholarly journals in Operations/Supply Chain Management; and *Journal of the American Medical Informatics Association* (1), widely regarded as a premier field journal in health informatics. His publications have received multiple best paper awards and have been extensively cited in the Information Systems discipline and in the top journals in other disciplines (e.g., Accounting, Computer Science, Marketing, Education, Operations Management, Strategic Management, Healthcare, and Psychology).

### *Refereed Journals*

1. Rai, A. and Weinroth, J., Search Space Reduction and Model Configuration: An Expert Systems Approach, *International Journal of Computer Applications in Technology*, 3(1), 1990, 18-25.
2. Babbar, S., and Rai, A., Computer Integrated Flexible Manufacturing: An Implementation Framework, *International Journal of Operations and Production Management*, 10(1), 1990, 42-50.
3. Samaddar, S., and Rai, A., Data Resource Management for CIM Systems: Challenges and Opportunities, *International Journal of Operations and Production Management*, 12(11), 1992, 42-52.
4. Howard, G.S., and Rai, A., Promises and Problems: CASE Usage in the U.S. *Journal of Information Technology*, 8(2), June 1993, 65-73.
5. Rai, A., Grassman, S. and Howard, G., The Impact of Employee Attitudes on the Implementation of Expert Systems Technology, *International Journal of Computer Applications in Technology*, 6(2), 1993, 147-154.
6. Samaddar, S., Rai, A. and Sharma, S., Combining OR/MS and Heuristic Approaches for Inventory Management, *International Journal of Computer Applications in Technology*, 6(2), 1993, 155-162.
7. Rai, A., and Howard, G.S., An Organizational Context for CASE Innovation, *Information Resources Management Journal*, 6(3), Summer 1993, 21-34.

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181. Arikan, I., and Rai, A., Impact of New Investments in the Resource-base and Organizational Architecture on Performance, *Best Paper Proceedings of the Academy of Management Conference*, San Antonio. TX, August 2011. **Distinguished Paper Award, Business Policy and Strategy Division.**
182. Lewis, M., Sankaranarayanan, B., Rai, A., Technology and Context: A Sociomaterial Perspective on Technology Enabled Change, *Best Paper Proceedings of the Academy of Management Conference*, Boston, MA, August 2012. **Best Conference Cross-Divisional Paper, Academy of Management, 2012.**
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203. Li, Xixi, Hsieh, JJ Po-An, and Rai, A., Intrinsic Motivation toward Using Information Systems: A Rich Conceptualization and Empirical Test, Presented at the *Academy of Management Annual Meeting*, Chicago, IL, August 7-11 2009. Abstract published on CD-ROM.
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206. Rai, A., Arikan, I., McNaughton, M., and Wareham, J., Dynamic Capabilities for Managing Uncertainty and Vertical Disintegration, *Academy of Management Annual Meeting*, San Antonio, Texas, August 2011. Abstract published on CD-ROM.
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209. Li, X., Hsieh, JJ Po-An, and Rai, A., A Temporal Understanding of Knowledge Transfer after the Implementation of Customer Relationship Management Systems, Presented at the Business Intelligence Congress III, International Conference on Information Systems (ICIS), Orlando, Florida, December 14-15, 2012.
210. Rai, A., Baird, A. M., & Chen, L. Consumer use of mobile health (mHealth): an integrated individual and local influence mechanisms evaluation. Workshop in Health IT and Economics (WHITE), University of Maryland, Washington, DC, November 2013.
211. Lewis, M., Rai A., Mathiassen, L., and Hornyak, R., Enactment and Evolution of Interorganizational Strategy, Presented at the *Academy of Management Annual Meeting*, Anaheim, CA, August 2016.
212. Hsieh, JJ, Rai, A., Xu, X., and Yin, Z., Managing Supply Base Complexity through All-in-One Intermediaries: IT-enabled Capabilities and Economic Outcomes” Presented at INFORMS Conference on Information Systems and Technology (CIST), Nashville, TN, November 2016.

213. Chen, L. and Rai, A., The Role of Digital Capabilities in Converting Inventor Team Expertise to Knowledge Capital for Medical Device Innovation, Presented at INFORMS Conference on Information Systems and Technology (CIST), Nashville, TN, November 2016.

### **Monographs**

214. Ritu Agarwal, Arun Rai, and V. Sambamurthy. (2004). *Unleashing IT-enabled Value Nets*. Chicago: Society for Information Management.

### **Book Chapters**

215. Ponce De Leon, J., Rai, A., and Melcher, A., Alternative Reengineering Strategies: Organizational Scope and Application Delivery Approaches, in *Business Process Change: Reengineering Concepts, Methods and Techniques*, Eds. Varun Grover and William Kettinger, Idea Group Publishing, Harrisburg, PA, 1995, 187-207.
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222. Grover, V., and Rai, A., Making the Right Investments, in *Winning the Three Legged Race: When Business and Technology Run Together*, Eds, Hoque, F., Sambamurthy, V., Zmud, R. W., Trainer, T., and Wilson, C., Prentice Hall, 2005, 53-70.
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### **Non-Refereed and Other**

#### **MISQ Editorials**

1. The MISQ Trifecta—Impact, Range, Speed, 40(1), 2016, iii – x.
2. Synergies Between Big Data and Theory, 40(2), 2016, iii – ix.
3. Writing a Virtuous Review, 40(3), 2016, iii – x.

4. Celebrating 40 Years of *MIS Quarterly*: *MISQ's* History and Future Through the Lenses of its Editors-in-Chief, 40(4), 2016, iii-xv.
5. Diversity of Design Science Research, 41(1), 2017, iii-xviii

#### *Editorial Essays for Other Journals*

6. Krishnan, M.S., Rai, A., and Zmud, R.W., Editorial Essay - The Digitally Enabled Extended Enterprise in a Global Economy, *Information Systems Research*, 18(3), September 2007, 1-4.
7. Rai, A., and Sambamurthy, V., Editorial Essay - The Growth of Interest in Services Management: Opportunities for Information Systems Scholars, *Information Systems Research*, 17(4), December 2006, 327-331.
8. Rai, A., The State of Research and Practice in the Management of Information Technology Diffusion, *Information Resources Management Journal*, 11(3), Summer 1998, 3-4.
9. Rai, A., Developing Sense-and-Respond Demand Fulfillment Capabilities, *Information Resources Management Journal*, 13 (3), Summer 2000, 3-5.

#### *Cases and Teaching Notes*

1. Lewis, M., Rai, A., Forquer, D., and Quinter, D., UPS and HP: Value Creation Through Sustainable Partnerships, Ivey Business Case Publishing, Product # 9B07D002, 2007.
2. Lewis, M., and Rai, A., Teaching Note: UPS and HP: Value Creation Through Sustainable Partnerships, Ivey Business Case Publishing, Product # 8B07D002, 2007.
3. Rai, A., Wareham, J., Weinlein, B., and Keil, M., Omnexus: The Plastics eMarket Place, *ISWorld Online Teaching Cases* and *IBM eBusiness Education Resources Portal*, 2002.
4. Wareham, J., Rai, A., and Khan, S., eGateMatrix: Creating a Services Niche? *ISWorld Online Teaching Cases*, 2002.

#### *White Papers*

1. Rai, A., Bush, A., and Tiwana, A., Adaptive Planning and Optimization for Supply Chain Networks, *SAP Sponsored Thought Leadership White Paper Series on Supply Chain Networks*, November 2002.
2. Rai, A., Ruppel, C., and Lewis, M., Sense and Respond Supply Chain Networks: Building Adaptive Control Capabilities, *SAP Sponsored Thought Leadership Paper Series*, November 2002.
3. Rai, A., and Sambamurthy, V., Adaptive Distribution Networks, *SAP Sponsored Thought Leadership White Paper Series on Supply Chain Networks*, November 2002.
4. Rai, A., Sambamurthy, V., and Lewis, M., Adaptive Logistics and Transportation, *SAP Sponsored Thought Leadership White Paper Series on Supply Chain Networks*, November 2002.

#### *Invited Presentations*

1. Proactively Managing Early Stages of an IS Academic Career, Keynote -- *Junior Faculty Consortium, International Conference on Information Systems*, Dublin, Ireland, December 2016.

Reducing Capital Market Anomaly: The Role of Information Technology Using an Information Uncertainty Lens

2. University of Dayton, February 2017
3. Baruch College, February 2017
4. University of Georgia, February 2017
5. University of Washington, Seattle, January 2017

6. Texas Tech University, January 2017
7. Georgia Tech, October 2016
8. University of Oklahoma, October 2016
9. Iowa State University, September 2016.
10. University of Delaware, September 2016.
11. Engaged Scholarship—What, Why, and How, Executive Doctorate in Business Orientation, *Georgia State University*, August 2016.
12. Engaging Practice for Impactful Scholarly Outcomes, Keynote, Doctoral Consortium, Pacific-Asia Conference on Information Systems, Chiyai, Taiwan, June 27 - July 1, 2016.
13. Achieving Big Data – Theory Synergies Through Research Design and Methods, Summer Workshop on Big Data and Analytics, Harbin, China, July 2016.

#### The Road Ahead for IS Research

14. Keynote -- Workshop on eBusiness, Dublin, Ireland, December 2016.
15. Keynote -- China Workshop on Information Management, Dalian, China, June 25-26, 2016
16. Keynote -- City University of Hong Kong IS Workshop, Hong Kong, June 22-24, 2016
17. Keynote -- Pacific-Asia Conference on Information Systems, Chiyai, Taiwan, June 27 - July 1, 2016
18. Keynote -- Mediterranean Conference on Information Systems, Paphos, Cyprus, September 4-6, 2016

#### Social Learning in Information Technology Investment: The Role of Board Interlocks (work with June Cheng, Fian Teng, Sean Xin Xu)

19. Fudan University, June 2016.
20. University of Minnesota, May 2016.
21. Inaugural Virginia IS Seminar Series (hosted collaboratively by University of Virginia, Virginia Commonwealth University, College of William & Mary, and Virginia Tech) April 2016.
22. Temple University, March 2016.
23. University of British Columbia, February 2016.
24. Arizona State University, February 2016
25. University of Maryland, September 2015.
26. Michigan State University, April 2015
27. University of Arizona, March 2015
28. A Synergistic Approach to Research, Teaching and Service—The Journey of the Center for Process Innovation, International Conference on Information Systems Mid-Career Faculty Workshop Panel, December 2015.
29. IS Research—Looking Forward: A Vision for the MIS Quarterly, *IS Leadership Conference*, University of Arizona, November 2015.
30. Engaged Scholarship—What, Why, and How, Executive Doctorate in Business Orientation, *Georgia State University*, August 2015.
31. Big Data and Analytics: Emergent Trends and Opportunities for Information Systems Research, *Americas Conference on Information Systems, Technology Research, Education, and Opinion (TREO) Talk*, Puerto Rico, August 2015.

32. Big Data and Analytics: Emergent Trends and Opportunities for IS Research, *Workshop on eBusiness*, Auckland, New Zealand, December 2014. **Keynote.**
33. Panel on Research, Managing Your Research Journey and Publications Portfolio, Junior Faculty Consortium, *International Conference on Information Systems*, Auckland, New Zealand, December 2014.
34. Panel on Innovative Practices in Research and Teaching in the Information Systems Discipline, *MIS Leadership Workshop, University of Texas at Austin*, September 2014.
35. Engaged Scholarship—What, Why, and How, *Executive Doctorate in Business Orientation, Georgia State University*, August 2014.
36. Charting Your Research Journey, *Americas Conference on Information Systems Doctoral Consortium*, Savannah, GA, August 2014.
37. Systems of Engagement: The Next Frontier of IT Business Value, IBM Advisory Council, *IBM Insurance Advisory Council*, Atlanta, GA, April 2014.
38. Rai, A., Leveraging IT to Create Value from External Relationships. *Advanced Practices Council, Society for Information Management*, Atlanta, GA, January 2014.
39. A Problem-Driven Perspective to Develop Impactful IT Adoption Theories, *Special Interest Group on the Adoption and Diffusion of Information Technology*, Milan, Italy, December 2013. Keynote panel.
40. A Complex Adaptive Systems Perspective on IT-Enabled Value Co-Creation, *First Annual Symposium on Complexity and IT*, The University of Texas at Austin, October 2013.
41. Uncovering the Drivers and Inhibitors of Mobile Health Information Services Usage in the United States, *Third International Conference on Transforming Healthcare with IT*, Hyderabad, India, September 2013.
42. Demystifying the Research-Publication Process for Engaged Scholarship, Executive Doctorate in Business Orientation, *Georgia State University*, August 2013.
43. Perspectives on Collaboration with Industry for Scholarly Outcomes, *Pacific Asia Conference on Information Systems Doctoral Consortium*, JeJu, South Korea, June 18, 2013. **Keynote address,**
44. Consumers' Willingness to Adopt Mobile Health (mHealth): An Integrated Consumer-Provider Innovativeness and Health Risk Explanation, Tsinghua University, Beijing, P.R. China, May 30, 2013.
45. IT-Enabled Management of Interfirm Relationships for Value Co-Creation, Keynote address, *Twelfth Wuhan International Conference on International Business*, Wuhan, China, May 2013. **Keynote address,**
46. Reflective and Formative Measurement, University of Arkansas, Fayetteville, Arkansas, September 2012.

47. Demystifying the Research-Publication Process for Engaged Scholarship, Executive Doctorate in Business Orientation, Georgia State University, August 2012.
48. Rai, A., Chen, L., and Pye, J., Uncovering the Drivers and Inhibitors of Mobile Health Information Services Usage in the United States, Third International Conference on Transforming Healthcare with IT, Hyderabad, India, August 2012.
49. Rai, A., Ganapathy, K., and Xixi, L., Understanding the Adoption Potential of Mobile Health Information Services among the Underprivileged in Rural Tamilnadu, Third International Conference on Transforming Healthcare with IT, Hyderabad, India, August 2012.
50. Physicians' Benefits Appraisal of Clinical Process Innovation Systems, National University of Singapore, June 2012. (This presentation was based on work with Mark Keil.)
51. Dynamic Management of Relationship Portfolios, National Centre for Information Systems Research, Australian National University, May 2012.
52. Researching and Publishing Organizational IS Phenomena, Australian National University, May 2012.
53. Misfit of Vertical Deintegration and Development of IT-enabled Process Integration Capabilities: Consequences for Firm Performance in the Electric Utility Industry, Queensland University of Technology, May 2012.
54. Misfit of Vertical Deintegration and Development of IT-enabled Process Integration Capabilities: Consequences for Firm Performance in the Electric Utility Industry, The University of Texas at Dallas, April 2012.
55. Rai, A. Misfit of Vertical Deintegration and Development of IT-enabled Process Integration Capabilities: Consequences for Firm Performance in the Electric Utility Industry, University of Memphis, April 2012.
56. Misfit of Vertical Deintegration and Development of IT-enabled Process Integration Capabilities: Consequences for Firm Performance in the Electric Utility Industry, McGill University, March 2012.
57. Reflections on Scholarships for Publications, University of Mannheim, March 2012.
58. Physicians' Benefits Appraisal of Clinical Process Innovation Systems, University of Mannheim, March 2012. (Based on work with Mark Keil.)
59. Physicians' Benefits Appraisal of Clinical Process Innovation Systems, European Business School, March 2012. (Based on work with Mark Keil.)
60. Leveraging Industry-University Relationships for Scholarly Outcomes, Association for Information Systems Webinar, Hong Kong Polytechnic University, December 9, 2011.
61. Leveraging Industry-University Relationships for Scholarly Outcomes, Association for Information Systems Webinar, September 8, 2011.

62. Physicians' Benefits Appraisal of Clinical Process Innovation Systems, City University of Hong Kong, Hong Kong, June 2011. (This presentation was based on work with Mark Keil.)
63. Physicians' Benefits Appraisal of Clinical Process Innovation Systems, National Sun Yat- Sen University, Kaohsiung, Taiwan, June 2011. (This presentation was based on work with Mark Keil.)
64. The Road Less Traveled: Transforming Healthcare through Meaningful Use of IT, Second International Conference on Transforming Healthcare with IT, Hyderabad, India, April 22, 2011.
65. Physicians' Benefits Appraisal of Clinical Process Innovation Systems, IT/SCM Workshop, Decision Sciences Institute National Meeting, San Diego, November 2010. (This presentation was based on work with Mark Keil.)
66. The Changing Quests of Partnering and Integration Quests, IT/SCM Workshop, Decision Sciences Institute National Meeting, San Diego, November 2010.
67. IT-Enabled Innovation in Healthcare, *Apollo Hospitals Group*, Hyderabad, India, July 2010.
68. Rai, A., Multilevel Theory Development, *Australian National University*, June 2010.
69. Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management, *The University of Georgia*, Athens, GA, April 2010.
70. Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management, *The University of Maryland*, College Park, MD, November 2009.
71. Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management, *State University of New York*, Buffalo, NY, November 2009.
72. Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management, *Temple University*, Philadelphia, PA, October 2009.
73. Partial Least Squares and Covariance-based Analysis in Information Systems Research, *European Business School*, Wiesbaden, Germany, September 2009.
74. Covariance-based Structural Equation Modeling in Information Systems Research, *Australian National University*, Canberra, Australia, June 2009.
75. Multilevel Theories in Organizational and Information Systems Research, *Hong Kong University of Science and Technology*, June 2009.
76. The Role of Context in Theory Development, *City University of Hong Kong*, Hong Kong, June 2009.
77. Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management, *University of Texas*, Austin, TX, April 2009.
78. Dynamic Management of Interorganizational Relationship Portfolios, *CIO Symposium at the 28<sup>th</sup> International Conference on Information Systems*, Paris, France, December 2008.



79. Rai, A., Hornyak, R., and Kasi V., The Business Value of Procure-to-Pay Process Innovation, presented to Strategic Sourcing and IT Management, *Georgia-Pacific*, October 2008.
80. Why Are Papers Accepted and Rejected from Premier Scholarly Journals, *Australian National University, Canberra, Australia*, July 2008.
81. A Framework for Managing Research Projects and Scholarly Publications, *Australian National University, Canberra, Australia*, July 2008.
82. Why Are Papers Accepted and Rejected at Premier Journals, *City University of Hong Kong*, June 2008.
83. Rai, A., Hornyak, R., and Kasi V., The Business Value of Procure-to-Pay Process Innovation, presented to Strategic Sourcing and IT Management, *Georgia-Pacific*, April 2008.
84. Balancing Exploration and Exploitation in Long-Term Inter-Organizational Relationships, *University of Southern California*, February 2008.
85. Governance of Business Process Outsourcing: From Landmines to Goldmines, Global Technology Operations Group, *Deutsche Bank, Germany*, September 2007.
86. "The Professoriate," presented to doctoral students at the Robinson College of Business, *Georgia State University*, August 2007.
87. Rai, A., Im, G., and Hornyak, R., Crossing the Chasm in Long-Term Relationships: From Price-Only to Value Co-creation, presented to Senior Marketing Management at *UPS Supply Chain Solutions*, September 2006.
88. Rai, A., Im, G., and Hornyak, R., Crossing the Chasm in Long-Term Relationships: From Price-Only to Value Co-creation, presented to Senior Information Technology Management at *UPS Supply Chain Solutions*, September 2006.
89. Balancing Exploration and Exploitation in B2B Relationships, GSI-sponsored Summer University, *University of Nantes, France*, August 2006. This session was part of a thought-leadership workshop on IT and Supply Chains targeted at senior management from leading firms, including Airbus, Carrefour, GS1, and Microsoft, among others.
90. Managing Across Boundaries in a Service Economy: Implications for Business Education, Presented to the Robinson College of Business Executive Committee, *Georgia State University*, August 2006
91. Strategic Information Sharing in Supply Chain Relationships, *Distinguished Scholar Presentation Series, University of Arkansas*, February 2006.
92. The Supply Chain Landscape: Opportunities and Challenges, Executive Leadership Seminar, *United Parcel Services*, October 2005.
93. Business Platform Innovation: A Services Integration Perspective, Services Innovation Workshop, *Pennsylvania State University*, June 2005.
94. Inter-Organizational Systems: A Network-Based Services Innovations Perspective, *Gordon Davis*

- Symposium*, University of Minnesota, May 2005.
95. Adaptive Supply Chain Planning and Optimization, *SAP-sponsored Thought Leadership Symposium*, Atlanta, GA, March 2005.
  96. Risk Management in Software Projects, *Kent State University*, October 2004.
  97. The Supply Chain Landscape: Opportunities and Challenges, *CRM group, United Parcel Services*, June 2004.
  98. Designing Intelligent Services Supply Chains, *Smart Business Networks Workshop*, Sponsored by Rotterdam School of Management and Cordys Corporation, Putten, The Netherlands, May 2004.
  99. Researching the Research Process at Gartner, *final presentation to top management at Gartner, Inc.* The presentation summarized the findings and recommendations of an intensive investigation of process capabilities for the production and distribution of research (Co-investigators and co-presenters: Lars Mathiassen & Richard J. Welke).
  100. The Supply Chain Landscape: Opportunities and Challenges, Executive Leadership Seminar, *United Parcel Services*, March 2004.
  101. The State of Research on Digitally-enabled Networked Organizations, Department of Marketing Research Seminar, *Georgia State University*, February 2004.
  102. Digital Platforms for Supply Network Agility, *INFORMS College of Information Systems & Technology*, Atlanta, GA, October 2003.
  103. IT Platform Resources Impacts on Resource Flow Integration and Firm Performance, *Michigan State University*, March 2003.
  104. Next Generation Research Issues in e-Business, Plenary Session, *Bled eCommerce Conference*, Bled, Slovenia, June 2002.
  105. Architecting the Digitally Enabled Relational Firm, *University of Georgia*, Athens, GA, April 2002.
  106. Recalibrating Digital Integration in Demand-Supply Networks, *INFORMS National Meeting*, Miami, FL, November 2001.
  107. Digital Integration Strategies for Uncertain Demand-Supply Environments, *I.A.E. de Paris, Sorbonne*, June 2001.
  108. Architecting Digital Supply Networks, *I.A.E. de Paris, Sorbonne*, June 2001.
  109. Creating and Appropriating Value with Digital Value Networks, *National Chemical Specialties Manufacturing Council*, Atlanta, GA, May 2001.
  110. Conceptual Foundations for Strategic Demand-Supply Digital Networks, *University of British Columbia*, Vancouver, CA, April, 2001.
  111. Interdisciplinary Research in Digital Value Networks and e-Marketplaces, e-Business Research

- and Teaching Session hosted by IBM, AACSB Conference, New York, April, 2001.
112. Recalibrating Demand-Supply Chains for the Digital Economy, Netcentricity Symposium, Sponsored by Dell Corporation and University of Maryland, College Park, March, 2001.
  113. How can Your Supply Chain Make and Save \$\$, Society for Entrepreneurs, Georgia State University, January, 2001.
  114. e-Commerce Curriculum Innovation: The GEM Program, National Decision Sciences Institute, Panel on eCommerce Curriculum Innovation, November 2000.
  115. e-Webs for Demand Fulfillment: Past, Present and Future, Sorbonne French Delegation, Institute of International Business, Georgia State University, Atlanta, GA, October 26, 2000.
  116. Global eCommerce Masters Program, IBM eCommerce Education Conference, October 12, 2000.
  117. Challenge, Incumbents and Startups: Is Your B2B e-Web Agile to Fulfill? Atlanta e-Business Forum, October 5, 2000.
  118. Equity-focused e-Web Strategies for Demand Fulfillment, Workshop on e-Business Transformations, Jointly sponsored by the Business Strategy & Organizational Communication and Information Systems Divisions, Academy of Management Meeting, Toronto, August 7, 2000.
  119. Information Technology and the Boundary of the Firm: Patterns, Structures, and Mechanisms for Knowledge Management, MIS Quarterly Themed Issue Workshop on Information Technology and New Organizational Forms, Norman, OK, May 2000.
  120. Global e-Supply Chain Management for Direct to Customer Business Models, eCommerce in the Global Marketplace, Conference organized by University of North Carolina at Charlotte, March 2000.
  121. Strategic Considerations in e-Supply Chain Management, Executive seminar hosted by Center for Business and Industrial Marketing, Georgia State University, Atlanta, GA, March 2000.
  122. e-Supply Chain Management Strategies, eCommerce Conference, hosted by the Georgia Department of Industry, Trade & Tourism and the Albany Chamber of Commerce, Albany, GA, November 12, 1999.
  123. An Organizational Systems Perspective for Knowledge Management, Second Fall Conference on Managing Information Technologies, hosted by Oakland University, Computer Associates, Champion Enterprises, and Lear Corporation, Troy, Michigan, October 9-10, 1999.
  124. A Critical Look at the State of the Information Systems Field, Kristiansand International Workshop on Information Systems Research, Kristiansand, Norway, August 15, 1999.
  125. Toward a Theory of Systems Development Quality Management, Kristiansand International Workshop on Information Systems Research, Kristiansand, Norway, August 15, 1999.
  126. Rai, A., Ravichandran, T., and Samaddar, S., Modeling Internet Growth: Implications for National Policy, National INFORMS Meeting, Dallas, October 1997.

127. Towards a Theory of Systems Development Quality, Washington University, St. Louis, MO., May 1997.
128. Envisioning Information Technology Design for Student Learning, Southern Illinois University at Carbondale, Carbondale, IL, July 1997.
129. Managing a High Quality, High Productivity Research Agenda, Kent State University, Kent, OH, December 1996.
130. Developing and Proactively Managing a Research Agenda: From the Ph.D. Forward, Kent State University, Kent, OH, December 1996.

***Presentations at Conferences/Workshops (No Proceedings)***

1. Rai, A., Information Management in a Global Economy: Information Technology as a Lever for Coordination and Collaboration, Joint Conference between National Cheng-Kung University, Taiwan and SIU-C, Carbondale, IL, August 1993.
2. Rai, A., and Bajwa, D.S., Executive Support Systems: Understanding Usage Patterns and Implementation Processes, Comshare's EIS Mid-West Users Group Meeting, Chicago, IL, April 1993.
3. Rai, A., External Information Sources and Channel Effectiveness and the Diffusion of CASE Innovations: An Empirical Investigation, Diffusion Interest Group in Information Technology (DIGIT), Orlando, Florida, Dec. 1993.
4. Babbar, S. and Rai, A., Computer Integrated Flexible Manufacturing: Insights to Implementation, National ORSA/TIMS Meeting, New York, October 1989.
5. Ramaprasad, A., Rai, A., and Salach, D., Executive Information Systems, Panel Discussion, Information Resource Management Association, Memphis, May 1991.
6. Po-An Hsieh, JJ, Keil, M., and Rai, A., Leverage Points for Addressing Digital Inequalities: Comparing Under-Privileged Adopters and Non-Adopters of High Speed Internet TV paper presented by JJ Po-An Hsieh (co-author) at the MISRC/CRITO Symposium on the Digital Divide, Minneapolis, MN, August 26-27, 2004.
7. Rai, A., Sambamurthy, V., and Agarwal, R., Orchestrating Multi-organization Value Nets: Design, Coordination, and Governance, *Society for Information Management (SIM) Academic Workshop*, Las Vegas, Nevada, December 2005.
8. Lewis, M., and Rai, A., Six Steps To Go: Developing IT Readiness at UPS Supply Chain Solutions, *Americas Conference on Information Systems*, 2006.
9. Rai, A., Im, G., and Hornyak, R., Crossing the Chasm in Long-Term Relationships: From Price-Only to Value Co-Creation, *Society for Information Management (SIM) Academic Workshop*, Montreal, Canada 2007.
10. Arikan, I., and Rai, A., Orchestrating a Firm's Resource Base for Performance, *Strategic Management Society Annual Conference*, Madrid, October 2014.

## SPONSORED RESEARCH

### **Summary**

Arun's research has been financially supported by leading government agencies in the United States (Georgia Research Alliance), Australia (Australian Research Council) and Hong Kong (Hong Kong General Research Fund), by prestigious research councils (e.g., the Advanced Practices Council of the Society for Information Management), and by major corporations and their research labs and innovation centers (e.g., United Parcel Service, Intel, IBM, SAP, SunTrust, Georgia-Pacific, SunTrust). In addition, Arun has also received extensive research support in the form of access to high-quality and rare data and sites for longitudinal field studies from major corporations (e.g., Apollo Hospitals Group, China Mobile, Georgia-Pacific, IBM, Laureate Education, UPS). This support has been instrumental for his research program and for the research of several PhD students who are now tenured at research universities. Arun has also received research funding from competitive college and university sources.

### **External Funding**

*Australian Research Council Discovery Grant, 2015-2017 (600 K)*

Towards Engineering Behavioral Research Design Systems (Guy Gable Queensland University of Technology (Chief Investigator); co-investigators: Kai Riemer, University of Sydney; Mary Tate, Victoria University of Wellington, New Zealand; Wasana Bandara, Queensland University of Technology).

*Advanced Practices Council, Society for Information Management (\$5 K)*

Leveraging IT to Create Value from External Relationships

*Hong Kong General Research Fund, 2013 (50 K USD)*

Understanding the Temporal Progress of Knowledge Transfer and Its Impact on Users' Evaluations of Analytical Customer Relationship Management Systems: A Cognitive Dissonance Perspective and Latent Growth Modeling Approach (Co-investigators: J.J. Po-An Hsieh, Hong Kong Polytechnic University; Xixi Li, Georgia State University/Tsinghua University)

*Hong Kong General Research Fund, 2013 (~28 K USD)*

IT Assets and Firm Innovation Output: An Empirical Examination (PI: Prasanna Karhade, co-investigators: Arun Rai, Jeevan Jaisingh, Jinyu He)

*Australian Research Council Discovery Grant, 2012-2014 (375 K AUD; ~385 K USD)*

Reconceptualizing the Information Systems as a Service, (Co-Investigators: Guy Gable Queensland University of Technology (chief investigator); Mao Huang Xi'ian Jiatong University; Ji-Yie Mao, RenMin University; and Mary Tate, Victoria University of Wellington, New Zealand).

*Hong Kong General Research Fund, Summer 2010 (50 K USD)*

Understanding Post-Acceptance Routine Use, Extended Use, and Innovative Use: Their Differential Performance Impacts and their Motivational Drivers. (Co-principal investigator: JJ. Po-An Hsieh)

*Hong Kong General Research Fund, Summer 2009 (50 K USD)*

The Antecedents, Contingencies, and Consequences of Post-Adoptive Extended Use of CRM Technology (Co-principal investigators: JJ. Po-An Hsieh and Sean Xu)

*SunTrust Corporation, Spring 2009 (\$ 12.5 K)*

Project: Business Value of Process Standardization

*Georgia-Pacific, Inc., Fall 2007 (\$15K)*

Project: Business Value of Procure-to-Pay Innovation Initiative

*Open Systems, Inc.*, Spring 2007 (\$ 20K)

Project: Technology Adoption Patterns in a Minority Business Network. (Co-principal investigator: Lars Mathiassen)

*Intel Corporation (Intel Labs)*, Fall 2007 (\$25K)

Project: Measuring the Business Value of IT (Co-principal investigators: Lars Mathiassen and Richard Welke)

*Intel Corporation (Intel Labs)*, Fall 2006 (\$25K)

Project: Measuring the Business Value of IT (Co-principal investigators: Lars Mathiassen and Richard Welke)

*Intel Corporation (Intel Labs)*, Fall 2005 (\$ 25K)

Project: Investigations On IT Business Value and Value Chain Operations Reference Models (Co-principal Investigators: Lars Mathiassen and Richard Welke)

*Gartner, Inc.* Fall 2003 (\$112 K)

Project: Researching Gartner's Research Process (Co-principal Investigators: Lars Mathiassen and Richard Welke).

*United Parcel Services*, 2003 (\$ 12K)

Project: A Case Study of Capabilities for Sustained Value Creation in Long-Term Inter-Firm Supply Chain Relationships

*SAP AG*, 2002 (\$ 40 K)

Project: Adaptive Supply Chain Capabilities

*Advanced Practices Council*, Fall 2001 (\$ 50K)

Project: Unleashing IT-Enabled Value Networks: Organizing Logic and Governance Architectures, (Co-principal Investigators: Ritu Agarwal & V. Sambamurthy)

*Georgia Research Alliance*, Spring 2001 (\$ 190K)

Project: e-Business Models for the Digital Economy, (Co-principal Investigator: Richard J. Welke)

*IBM Faculty Award*, Fall 2000 (\$ 40K)

Project: eBusiness & Supply Chain Management.

*Comdisco Inc.*, November 1995 (\$ 50K)

Project: Establish a Point of Reference for Business Discontinuities Due to Information Systems. (Ramaprasad, A., Rai, A., and S. Bhattacharyya).

*IBM Corporation*, November 1995 (\$ 30K)

Project: Design of a Semantic Interface for Complex Data Manipulation. (Ramaprasad, A., Bhattacharyya, S., and Rai, A.). The project focused on the automated discovery of knowledge from very large databases and presentation of information.

*Bozell Worldwide Inc*, April 1993 (\$ 10K).

Project: Design of an intelligent media management system. (Co-principal investigator : A. Ramaprasad).

*Chrysler Corporation*, August 1992 (\$112K).

Project: Design and test of an intelligent decision support system. Included integration of several corporate databases, and selection of predictive technologies (statistical analysis, expert systems, and neural networks). (Co-principal investigator : A. Ramaprasad).

*A.T. Kearney*, December 1991 (\$2.5K).

Project: Critical Success Factors for Strategic Alliances in the Information Technology Industry. (Co-investigators: A. Ramaprasad and S. Borah).

*SIU-C Foundation, August 1995 (\$ 30K).*

Project: Ongoing reengineering project since 1993 for this organization (Investigators: Rai, A. and Ramaprasad, A.).

*SIU-C Foundation, August 1994 (\$ 30K).*

Project: Reengineer core processes and assist in the evaluation and implementation of an enabling information technology infrastructure. (Investigators: Rai, A., and Ramaprasad, A.).

*SIU-C Foundation, August 1993 (\$ 33K).*

Project: Reengineering the processes and recommending an enabling information technology infrastructure. (Investigators: Rai, A., and Ramaprasad, A.).

### ***Internal Funding: University***

Next Generation Faculty Grant, Georgia State University, Spring 2016 (\$270K/year for 2 faculty hires)

Project: Unstructured Data Analytics in Business

Partners: CEPRIN, Institute for Insight, CIS Department, Computer Science

Award: 2 faculty lines, one in CIS and one in Computer Science, received in Spring 2016.

Second Century (2CI) Initiative Grant, Faculty Hire in Big Data Analytics, Georgia State University, 2013 (initial support received for one senior hire, converted to two junior hires)

At the request of the President and Provost, I played a leadership role in consolidating three proposals from different academic units (one from the RCB). The consolidated proposal was funded for three senior faculty hires (one each in business, geovisualization, disease modeling). The senior faculty line in business was subsequently converted to two assistant professor lines for RCB's Institute for Insight.

Research Initiation Grant: Georgia State University, Spring 2006 (\$10K)

Project: The Efficiency and Real-Options Perspective for Inter-Firm Relationship Portfolio Management

Team Grant, Georgia State University, Fall 2002. (\$ 15K)

Project: Towards A Dynamic Theory of ICT-enabled Collaboration in Unpredictable Demand and Supply Environments (co-Principal Investigators: R. Welke, S. Purao, J. Wareham, S. Zahra).

Summer Research Grant, Office of Research and Development, SIU-C, Summer 1994.

Project: Comparing the Diffusion of Two Unstructured Process Innovations.

University Priorities & Interdisciplinary Initiative Program, Office of Research and Development, SIU-C, October 1993 (\$ 6K)

Project: Hybrid Techniques for Pattern Induction in Data Mining: A Theoretical and Empirical Investigation Using Artificial Neural Networks, Artificial Intelligence, and Statistical Techniques. (Investigators: Rai, A., and A. Ramaprasad).

University Priorities and Interdisciplinary Initiative Program, Office of Research and Development, SIU-C, April 1993. (\$ 2.6K)

Project: Hybrid Techniques for Pattern Induction in Data Mining: An Investigation Using Artificial Neural Networks, Artificial Intelligence, and Statistical Techniques. (Investigators: Rai, A., and Ramaprasad, A.).

### ***Internal Funding: College***

Course Release Grant for Research, J. Mack Robinson College of Business, Georgia State University, Summer 2016

Course Release Grant for Research, J. Mack Robinson College of Business, Georgia State University,

Summer 2015

Course Release Grant for Research, J. Mack Robinson College of Business, Georgia State University, Summer 2014

Course Release Grant for Research, J. Mack Robinson College of Business, Georgia State University, Summer 2013

Course Release Grant for Research, J. Mack Robinson College of Business, Georgia State University, Summer 2012

Course Release Grant for Research, J. Mack Robinson College of Business, Georgia State University, Summer 2011

Course Release Grant for Research, J. Mack Robinson College of Business, Georgia State University, Summer 2010

Course Release Grant, J. Mack Robinson College of Business, Georgia State University, Summer 2007  
Project: The Role of Relational Structures and Espoused Cultural Characteristics of Project Leaders in Offshore Information Systems Development

Course Release Grant, J. Mack Robinson College of Business, Georgia State University, Summer 2006  
Project: A Dual Efficiency Real-Options Perspective for Supplier Relationship Management

Course Release Grant, J. Mack Robinson College of Business, Georgia State University, Summer 2005.  
Project: Digitally-enabled Permeability of Knowledge Boundaries in Long-Term Inter-Firm Relationships

Course Release Grant, J. Mack Robinson College of Business, Georgia State University, Summer 2004.  
Project: Explorative and Exploitative Information Sharing in Inter-Firm Relationships

Course Release Grant, J. Mack Robinson College of Business, Georgia State University, Summer 2003.  
Project: Business Impacts of Partner Specific IT Resources and Information Sharing

Course Release Grant, J. Mack Robinson College of Business, Georgia State University, Summer 2002.  
Project: Digitally Enabled Responsive Logistics Networks

Course Release Grant, J. Mack Robinson College of Business, Georgia State University, Summer 2001.  
Project: Reconfiguring Supply Chains for the Digital Economy

Course Release Grant, J. Mack Robinson College of Business, Georgia State University, Summer 2000.  
Project: Supply Chain Resource Integration: Infrastructure Capabilities and Consequences

Course Release Grant, J. Mack Robinson College of Business, Georgia State University, Summer 1999.  
Project: Measurement Systems for e-Learning and Knowledge Management Environments.

Course Release Grant, J. Mack Robinson College of Business, Georgia State University, Summer 1999.  
Project: Infusion of Development Technology Innovations: A Knowledge Management Perspective.

Course Release Grant, College of Business Administration, Georgia State University, Summer 1998.  
Project: The Effects of Information Technology Infrastructure on Inter-organizational Business Process Flexibility.

Course Release Grant, College of Business Administration, Georgia State University, Spring 1998  
Project: The Effects of Software Development Process Modeling and Task Uncertainty on Development Outcomes.



Summer research fellowship, COBA, SIU-C, Summer 1996.

Project: Understanding the Relationships between Elements of User Context and IS Service Quality.

Summer research fellowship, COBA, SIU-C, Summer 1994.

Project: Develop a grant proposal for funding.

Summer research fellowship, COBA, SIU-C, Summer 1993.

Project: Develop a grant proposal for external funding. Grant proposal submitted to the Advanced Practices Council of the Society for Information Management. (co-principal investigator: A. Ramaprasad).

Proposal title: Envisioning Management of Information. Ranked excellent but rejected as it was too theoretical.

Pontikes Center for the Management of Information, SIU-C, Summer 1993 (\$ 2.5K).

Project: TQM Practices for Systems Development (co-principal investigator: T. Ravichandaran).

Pontikes Center for the Management of Information, SIU-C, Summer 1993 (\$ 2K).

Project: Design of a multimedia system for the core course in computer information systems.

Pontikes Center for Management of Information, SIU-C, Summer 1992 (\$2.5K)

Project: An Innovation Based Perspective for EDI Implementation. (Co-principal investigator: David Paper).

CIBER, SIU-C & Memphis State University, Summer, 1991 (\$5K)

Project: Enhancing U.S. Competitiveness in the Global Software Industry.

COBA Scholars Award, College of Business and Administration, SIU-C, Summer 1991 (\$3K).

Project: Integrating AHP & Expert Systems for the File Design Selection Problem.

## SERVICE

### **Summary**

Arun has served, or serves, in a variety of key internal and external service roles at Georgia State University. He co-founded the Robinson College of Business' Center for Process Innovation (CEPRIN) and has served as its Ph.D. Coordinator and a member of the RCB Doctoral Committee since 2001. CEPRIN has developed to become a renowned interdisciplinary research center focused on addressing business and societal "wicked" problems with the effective use of IT in combination with other resources, capabilities, and governance mechanisms. Doctoral students associated with CEPRIN have been placed at major research universities (e.g., Clemson University, University of South Carolina, Florida State University, Arizona State University); research conducted within CEPRIN has been consistently placed in the most competitive journals contributing significantly to the research rankings of the top-ranked CIS Department and the Robinson College of Business; and leading corporations and government agencies, both within the United States and internationally, have actively collaborated in CEPRIN's research activities. Arun is currently serving a third three-year term as Chair of the RCB Promotion and Tenure Committee and has served on various key university, college and departmental committees.

Arun is serving as the Editor-in-Chief of *MIS Quarterly*, widely regarded as the premier journal in information systems. He has served as Senior Editor for *MIS Quarterly* and *Information Systems Research*. (*Information Systems Research* and *MIS Quarterly* are widely regarded as the top two journals in the Information Systems field). He has also served as Associate Editor for both *Information Systems Research* and *MIS Quarterly*. In addition, he has served in editorial roles for several highly prestigious journals including Senior Editor for *Journal of Strategic Information Systems*, Associate Editor for *Decision Sciences*, *Journal of Management Information Systems*, and *Management Science*, and editorial board member for *IEEE Transactions on Engineering Management* and *Journal of the Association for Information Systems*. He has served as Guest Editor for journal special issues, including the *Information Systems Research* 2007 Special Issue on the Digitally Enabled Extended Enterprise. He has also served as a Panelist for the National Science Foundation, Track Co-Chair for the International Conference on Information Systems and Pacific-Asia Conference on Information Systems, counselor for several junior faculty and doctoral consortia, and President of the Special Interest Group on the Adoption and Diffusion of Information Technology.

### **University**

- Next Generation Faculty Proposal Review Committee, 2016, 2017.
- Regents' Professor Selection and Reappointment Committee, 2015
- Co-Chair, University Search Committee, Senior Scholars in Big Data, 2013 -2015
- Member, Second Century Initiative (2CI) Proposal Evaluation Committee, 2014
- University Distinguished Professor Review Committee, 2013, 2014
- University Promotion and Tenure Document Committee, 2012- 2016
- President Triennial Evaluation Committee, 2011
- Administrator Triennial Evaluation Procedures Review Committee, 2008-2009
- Chair, Regents' Professor Advisory Committee, 2008
- Member, Regents' Professor Advisory Committee, 2007, 2008, 2009
- Provost Triennial Evaluation Committee, 2006
- Mentor for Dr. Karynne Turner, Faculty Member in the Managerial Sciences Department; Part of the University Minority Mentoring Program, GSU.
- Member, Triennial Evaluation Committee for the Associate VP for Information Technology, GSU, Spring 2002.
- Member, Quality Improvement Fund Research Grant Evaluation Committee, GSU, Spring 2000.
- Masters Program Committee, College of Business Administration, SIU-C (95-97). Led the development of the cross-functional information management concentration for the MBA program.

The program was successfully developed and implemented. Innovative cross-functional courses (Management of Financial Information and Management of Marketing Information) were developed.

- Faculty Advisor and co-founder for *SIU.EDU*, a registered student organization at SIU-C (95-97). The organization focuses on learning about advanced internet-related technologies and their use in organizations.

### ***College***

- Chair, Bradford and Patricia Ferrer Professorship in Analytics, 2017.
- Co-Chair, Next Generation Faculty Search Committee, 2016-2017.
- Chair, Robinson College of Business Promotion and Tenure Committee (2007-2016; three terms)
- Chair, University Second Century Initiative (2CI) Senior Scholar (Big Data) Search Committee, 2013- 2015. This position was converted in 2016 to two Assistant Professor hires in the Institute for Insight.
- Member, RCB Dean Search Committee, 2013 - 2014
- Member, RCB Strategic Planning Task Force, 2009-2011
- Member, Faculty Advisory Committee, Executive Doctorate in Business, 2008 - 2010
- Member, Search Committees for Professorships in Risk, Management and Insurance, 2008
- Chair, RCB Dean Five Year Review, 2012
- Chair, RCB Dean Triennial Evaluation, 2007.
- Member, Search Committee for Professorships in Finance, 2007.
- Member, Instructional Technology Innovation Committee, 2006.
- Member, Committee to develop the Executive Doctoral in Business (EDB) program, 2005-2006. Assumed leadership role to work with various college and university committees that were responsible for program review and approval.
- Development of research partnerships with industry through the Center for Process Innovation, 2004- (ongoing discussions with companies that can be partners to investigate research problems related to process innovation).
- Co-developed (with Dr. Richard Welke and Dr. Lars Mathiassen) an interdisciplinary research center on Process Innovation. Concept developed through extensive interactions with university administrators, faculty, and industry executives. The Center was launched in January 2004, following approvals by the RCB Executive Committee and the RCB faculty in Fall 2003.
- Member, RCB task force for online education and online instructional support, 2006
- Member, Doctoral Program Committee, RCB, GSU, 2001-
- Member, Doctoral Program Strategy Committee, RCB, GSU 2003-2005.
- Member of ad-hoc promotion and tenure committee for the Institute of International Business and the Real Estate Department, 2005.
- Member, Promotion and Tenure Committee, RCB, GSU, 2001- 2004.
- Member, Graduate Program Council, Robinson College of Business, GSU, 2000- 2002.
- Member, GRA Eminent Scholar Selection Committee, RCB, GSU, Spring 2002.
- Member, Tull Professorship Selection Committee, RCB, GSU, Spring 2002.
- Member, Student Evaluation of Instructional Performance Instrument Reassessment Committee, RCB, Spring 2002.
- Member, Dean's e-commerce strategy steering committee, Fall 2000.
- Member, Dean's e-commerce curriculum task force, GSU, Spring 2000.
- Member, Dean's task force on Supply Chain Management, GSU, Spring 1999.
- Member, Selection Committee, Director of the eCommerce Institute, Robinson College of Business, Georgia State University, Spring 1999.
- Member, curriculum evaluation task force on Supply Chain Management, Robinson College of Business, Georgia State University, Spring 1999 - Summer 1999.

- Dean's Search Committee, College of Business Administration, SIU-C (92-94).
- Undergraduate Curriculum Committee, College of Business, SIU-C (91-92).
- IT infrastructure planning for the Pontikes Center & the Department of Management, SIU-C (1991-1997).
- Computer Utilization Committee, College of Business, SIU-C (92-93).

### ***Department and Center for Process Innovation***

- Member, CIS Faculty Search Committee, 2015-2016.
- Co-chair, CIS Faculty Search Committee, 2013-2014 (Appointed by the Dean to strategically lead the recruiting of multiple faculty at the associate and senior assistant levels)
- Ph.D. Coordinator, Center for Process Innovation, Spring 2004 –
- Ph.D. Coordinator, Electronic Commerce Institute, Fall 2000-2003.
- Member, Strategic Planning Committee, 2010.
- Chair, Curriculum Committee, Information Systems Concentration in MBA Program, 2006-2007.
- Promotion and tenure committee, CIS Department, 2004, 2005.
- *EDGE* Research Seminar Series Coordinator, eCommerce Institute, Fall 1999 - 2003.
- Mentor for junior faculty and doctoral students.
- Research Seminar Series Coordinator, Decision Sciences Department, Robinson College of Business, Georgia State University (Spring 1998 - Summer 1999).
- Course Coordinator, MBA core course Information Technology and Decision Strategy, Georgia State University (Fall 1998-1999).
- Member, Steering Committee of the Department of Management, SIU-C (95-97)
- Curriculum design and review, Masters and Doctoral program in MIS, SIU-C (1992-1997).
- Undergraduate Curriculum Committee, Department of Management, SIU-C (91-93).
- Doctoral Admissions Committee, Department of Management, SIU-C (91-93).
- Coordinator, MIS Search Committee, Department of Management, SIU-C (92-93).

### ***Editorial Roles***

- Editor-in-Chief, *MIS Quarterly*, January 2016 –
- Senior Editor, *MIS Quarterly*, 2013-2015.
- Guest Senior Editor, *Information Systems Research*, 2010, 2011, 2013, 2014, 2015.
- Senior Editor, *Information Systems Research*, 2007- 2009.
- Guest Senior Editor, *MIS Quarterly*, 2007- 2009, 2012.
- Guest Editor, *Information Systems Research*, Special Issue on The Digitally-Enabled Extended Enterprise, in process; (co-editors; Mayuram Krishnan, U. of Michigan; Robert W. Zmud, U. of Oklahoma), 2005- 2007.
- Senior Editor, *Journal of Strategic Information Systems*, 2004 - 2006.
- Associate Editor, *MIS Quarterly* (Special Issue on Digital Business Strategy (2010-2011)).
- Associate Editor, *MIS Quarterly* (Special Issue on Value Co-Creation (2009-2010)).
- Associate Editor, *Management Science*, 2007 -2008.
- Associate Editor, *Journal of Management Information Systems*, 2008 - .
- Advisory Board, *Journal of Strategic Information Systems*, 2007 - .
- Senior Advisory Board, *Journal of Management Information Systems*, Special Issue on Services Science, 2008 - 2010.
- Editorial Board, *MIS Quarterly Executive*, 2006 -.
- Associate Editor, *Decision Sciences*, 2005 - 2006.
- Associate Editor, *Information Systems Research*, 2000 - 2005.
- Associate Editor, *Journal of the Association for Information Systems*, Summer 2002 - 2005.
- Guest Associate Editor, *MIS Quarterly*, 2001, 2002, 2003, 2004, 2009.

- Co-Editor, Special Issue on B2B e-Commerce, *e-Services Journal* (co-editors, Paul Ambrose and Mary Jones), published in 2003.
- Associate Editor, *MIS Quarterly* (January 1997- December 1999).
- Associate Editor, *e-Services Journal* (November 1999 - 2003).
- Associate Editor, *Information Resources Management Journal* (January 1997 – December 2001).
- Departmental Editor, *Data Base for Advances in Information Systems* (August 1997 – December 2001).
- Editorial Board Member, *IEEE Transactions on Engineering Management*, 2002- 2004.
- Editorial Board Member, *Computer Personnel* (Summer 1998 - 2000).
- Editorial Board Member, *Annals of Cases on IT Applications and Management in Organizations* (August 1998- December 2001).
- Editor, Special Issue on Diffusion of Information Technology, *Information Resources Management Journal*, Spring 1998.
- Ad-hoc reviewer for *Communications of the ACM*, *Computers and Operations Research*, *Decision Sciences*, *Data Base for Advances in Information Systems*, *International Journal of Operations and Production Management*, *MIS Quarterly*, *Journal of Strategic Information Systems*, *OMEGA The International Journal of Management Science*, *Organization Science*, *Information Systems Research*, *Journal of MIS*, and others.

### **Other Professional Service Roles**

- Doctoral Consortium Co-Chair, *Mediterranean Conference on Information Systems*, Paphos, Cyprus, September 2016.
- Doctoral Consortium Co-Chair, *Americas Conference on Information Systems*, San Diego, CA, August 2016,
- Doctoral Consortium Faculty Mentor, *Pacific-Asia Conference on Information Systems*, Chiyai, Taiwan, July 2016.
- Mid-Career Consortium Faculty Mentor, *International Conference on Information Systems*, Fort Worth, TX, December 2015.
- Doctoral Consortium Faculty Mentor, *Americas Conference on Information Systems*, Puerto Rico, August 2015.
- Junior Faculty Consortium Faculty Mentor, *International Conference on Information Systems*, Auckland, New Zealand, December 2014.
- Doctoral Consortium Faculty Mentor, *International Conference on Information Systems*, Auckland, New Zealand, December 2014.
- Doctoral Consortium Faculty Mentor, *Americas Conference on Information Systems*, Savannah, GA, August 2014.
- Junior Faculty Consortium Faculty Counselor, *Americas Conference on Information Systems*, Chicago, IL, August 2013.
- Doctoral Faculty Consortium Faculty Counselor, *Pacific-Asia Conference on Information Systems*, JeJu, S. Korea, June 2013.
- Track Chair, *International Conference on Information Systems*, Theme Track on Digital Innovation in a Service Economy, Orlando, FL, 2012.
- Track Chair (Research Methods), *Mediterranean Conference on Information Systems*, Cyprus, 2011.
- Doctoral Consortium Faculty Member, *Academy of Management Conference*, OCIS Division, 2009.
- Track Chair, *Pacific-Asia Conference on Information Systems*, Hyderabad, India, 2009.
- Track Chair, *International Conference on Information Systems*, Washington, D.C., 2004.
- Member, National Science Foundation Panelist, 2008-2012
- Junior faculty development workshop leader, *International Conference on Information Systems* meeting, 2003, 2004, 2010.

- Associate Editor, *International Conference on Information Systems*, 2002, 2003, 2006, 2007, 2008, 2009.
- Budget Chair, *International Conference on Information Systems*, Charlotte, NC, 1999.
- Program Committee Member, College of Information Systems and Technology, INFORMS, 2003, 2012, 2013, 2014
- Program Committee Member, *Workshop on Information Technology & Systems*, Brisbane, Australia, 2000.
- Program Committee Member, *International Federation on Information Processing Conference*, Working Groups 8.2 and 8.6, Helsinki, Finland, December 1998.
- Program Chair, *Diffusion Interest Group in Information Technology (DIGIT) Meeting*, Cleveland, Ohio, December 1996.
- Program Committee Member, *International Conference on Information Systems*, Charlotte, NC, 1999.
- President, Diffusion Interest Group in Information Technology (DIGIT) (1994-1998).
- Publications Committee, Decision Sciences Institute, 1998- 2000.
- Electronic publications subcommittee, Decision Sciences Institute, 1999-2001.
- Information Technology Infrastructure Committee, Decision Sciences Institute, 1998- 2001.
- *Decision Sciences Journal*, Best Paper Selection Committee, 2005-2006.
- *Decision Sciences Journal*, Reputation and Impact Enhancement Committee, 2006.
- External reviewer for promotion and tenure cases at several universities
- Session chair at national and international professional meetings.
- Discussant for several papers at conferences.
- Ad-hoc reviewer for papers submitted to national and internal conferences, including Association for Information Systems, Decision Sciences Institute National Meetings, International Conference on Information Systems, and Hawaii International Conference on Systems and Science.
- Ad-hoc reviewer for several books and book chapters.

***Independent Director of Corporate Boards***

- Indraprastha Apollo Hospitals, New Delhi
- Apollo Health and Lifestyle, Hyderabad