ARUN RAI

CURRICULUM VITAE

BIOGRAPHY

Arun Rai is permanent Regents' Professor, the highest academic honor in the University System of Georgia, and holds the Robinson and Harkins Chairs at the Robinson College of Business (RCB) at Georgia State University. He is the Director and co-founder of RCB's Center for Process Innovation (CEPRIN), an interdisciplinary research center on digital innovation that leverages industry-university collaborations. He has held visiting appointments at universities in Australia, France, Germany, Hong Kong, and Slovenia. He was named Fellow of the Association for Information Systems in 2010 and received the INFORMS Information Systems Society Distinguished Fellow Award in 2014 for outstanding intellectual contributions to the IS discipline.

Arun's research has examined how firms can leverage information technologies in their strategies, business models, and processes; how systems can be effectively developed and deployed; and how digital innovations can create business value and address societal problems such as digital inequality, poverty, health disparities, and infant mortality. His research has involved close engagement with organizations 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), and has been sponsored by government agencies, corporations and thought leadership forums. He has published 230+ peer-reviewed articles that include 110+ journal articles in prestigious journals in IS, operations, healthcare, and other disciplines. He is ranked among the top scholars for publications in elite IS journals. His work has received several best paper awards and has been extensively cited in the leading journals in IS and other disciplines (e.g., Accounting, Marketing, Operations, Strategic Management, Computer Science, Education, Healthcare, Psychology).

Arun has played leadership roles in developing interdisciplinary research initiatives and curricula at the interstice of IS with strategy, operations, and analytics. He has taught courses on digital strategy and innovation, intelligent systems, supply chains, technology and operations, theory development, and research methods, and his teaching has spanned the BS, MBA, EMBA, MS, Executive Doctorate, and Ph.D. programs. He has chaired 30 Ph.D. dissertations and served as a committee member for another thirty. Several of his former Ph.D. students hold chaired professorships, are in senior leadership positions at their institutions (e.g., doctoral program directors, department chairs, associate deans), and in the profession (e.g., editors, leadership roles for organizations). He has developed and delivered highly successful 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 digital transformation from transportation services to supply chain solutions) and workshops (e.g., theory development, research methods, digital innovation, AI) for academic audiences across the world.

In terms of internal service, Arun is Director and co-founder of CEPRIN and serves as its Ph.D. Director. CEPRIN has developed to be a leading interdisciplinary research center on digital innovation. He served three consecutive 3-year terms 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* (*MISQ*), widely regarded as the premier IS journal. He has designed and implemented workshops at major conferences (AMCIS, ICIS, PACIS) to develop authors and reviewers in the IS profession. He has served as Senior Editor for *MISQ, ISR*, and *Journal of Strategic Information System,* Associate Editor for several leading journals (*ISR, MISQ, Management Science, JMIS, JAIS, IEEE TEM, Decision Sciences*), Panelist for the National Science Foundation, Track Co-Chair for major conferences; chair, mentor and keynote speaker for doctoral/junior faculty/mid-career faculty consortia, and President of the Special Interest Group on the Adoption and Diffusion of Information Technology. He is serving on the US National Council on Innovation and Competitiveness Frontiers' working council on Developing and Deploying at Scale Disruptive Technologies.

ARUN RAI

CENTER FOR PROCESS INNOVATION & COMPUTER INFORMATION SYSTEMS DEPARTMENT
J. MACK ROBINSON COLLEGE OF BUSINESS
GEORGIA STATE UNIVERSITY
ATLANTA, GA 30303
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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 Appointments

- 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 4000+ members from 90 countries and is the largest IS academic organization.)
- Appointed *Robinson Chair of IT-enabled Supply Chains and Process Innovation* in 2015.
- Appointed *Regents' Professor of the University System of Georgia* (initial appointment: 2006; permanent appointment: 2013). Regents' Professor is the highest academic honor in the University System of Georgia. It is bestowed on Professors whose scholarly achievements are recognized nationally and internationally as innovative and renowned, and who have a record of sustained scholarly productivity, substantial contributions in service to their discipline and to Georgia State, and highly effective promotion of learning.
- Appointed *Harkins Chair of Information Systems* in 2002 for outstanding accomplishments in research, teaching and service.

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: AIS Research Rankings): *2nd for 2014 – 2018; 5th for 1999-2018*
- Ranked 2nd by a study published in the *Communications of the AIS* (2011) for publications in 2005-2009 in the top three Information Systems scholarly journals (*Information Systems Research*, *MIS*

Quarterly, and Journal of Management Information Systems)

- Ranked 5th 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

- Best Conference Paper Nominee, *36th Annual International Conference on Information Systems*, Dublin, Ireland: Sambhara, C., Rai, A., and Xu, X., Enterprise System Implementations: Role of Information Risk, Internal Controls and Environmental Uncertainty.
- 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 Arikan).
- 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 Appointments at Elite Journals
- Editor-in-Chief, *MIS Quarterly*, initial 3-year appointment, 2016-2018; renewed until December 31, 2020.
- 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
- Ph.D. Commencement Speaker, Georgia State University, May 2012
- Executive Doctorate in Business Commencement Speaker, Georgia State University, May 2015
- 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, (initial 2006;permanent 2013)*
- *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, appointed 2002*
- *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

2015-2019	University of Ljubljana, Slovenia
2008-2012	Australian National University
2008-2019	Hong Kong University of Science and Technology
2011	City University of Hong Kong
2009	European Business School
2007, 2008, 2011	Goethe University, Frankfurt, Germany
2011	University of Cologne, Germany
2001- 2003	Institut d'Administration des Entreprises de Paris (I.A.E. de Paris)
	Sorbonne University (Université de Paris 1 - Panthéon Sorbonne)
1997- 2002	Graduate Adjunct Faculty – SIU, Carbondale

TEACHING

Summary

Arun has developed and taught courses related to IT and business strategy, digital innovation, supply chain management, intelligent systems, analytics, technology and operations, theory development, and research methods across the BS, MBA, EMBA, MS, Executive Doctorate, and Ph.D. programs.

At GSU, Arun has played a leadership role in the development of innovative interdisciplinary programs and courses at the interstice of IS with strategy, operations, and analytics as well as doctoral courses in digital strategy and innovation, theory development and engaged scholarship:

- Business Process Innovation (Ph.D. program in Computer Information Systems)
- Digital Innovation (core course for MBA students)
- Knowledge Management (Master's concentration in CIS and Managerial Sciences)
- Supply Chain Management/Technology and Operations (courses introduced in the EMBA, Global eCommerce Masters (GeM), and MS programs)
- Information Technology and Decision Making (courses for the MBA and MS programs)
- Theory Development (college-wide Ph.D. course focused on problem formulation, theory development, different types of process and variance models, research design). This course is now showcased at the *Academy of Management Review* site as an exemplar resource for a Theory Development course: http://aom.org/Publications/AMR/Teaching-Resources.aspx
- 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 played a leadership role in the development and obtaining the University and Board of Regents' approval for the Executive Doctorate in Business Administration (EDBA) (a 3-year professional degree program for senior executives), which admitted its tenth cohort in 2018. GSU's EDBA program has become a model for many subsequent executive doctorate programs in the U.S. and other countries.

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 30 doctoral dissertations and served as committee member for another 31. His doctoral students are making significant contributions through key roles 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 positions in professional societies, conference chairs, etc.,). He has developed and delivered non-degree executive education programs (e.g., the Global Supply Chain Solutions Program for UPS's senior and middle management during the company's digital transformation from providing transportation services to supply chain solutions).

Doctoral and Post-Doctoral Student Supervision

<u>Dissertation Supervision: Chair or Co-chair</u>

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, Siebel Systems.

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: Distinguished University Professor and Associate 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: Professor and Associate Dean, 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: Professor, Endowed Chair and Department Chair, 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 Position: Professor, Professorship Holder and Associate Dean, 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, Georgia State 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
    Current 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 Position: Associate 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 Position: 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 Position: Assistant Professor, Georgia Gwinnet College
    Current Position: Assistant Professor, 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: Assistant Professor, Duquesne University
    Current Position: Assistant Professor, Georgia Gwinnet College

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: Assistant Professor, Miami University (Oxford, OH)

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Current Position: Assistant Professor, University of Texas at Arlington

27. *Liwei Chen*, Essays on Health IT Innovations for Physician-Patient Collaboration and Patient Empowerment, dissertation defended (May 2016).
    Initial Placement: Assistant Professor, University of Cincinnati

28. *Jessica Pye,* IT Capabilities and Governance: Investigations in the Healthcare and SmartGrid Contexts, dissertation defended (December 2017).
    Initial Placement: Assistant Professor, Arizona State University

29. *Vitali Mindel:* Polycentric Information Commons, proposal defended (November 2016) (Co-chair with Lars Mathiassen).
    Initial Placement: Assistant Professor, Virginia Polytechnic Institute and State University

30. *Zhitao Yin,* Essays on The Impacts of Digital Technology on Innovation, Entrepreneurship, and Productivity, dissertation defended (April 2019)
    Initial Placement: Assistant Professor, Hong Kong University of Science and Technology.

31. *Yanran Liu:* Complexity Perspectives for Digital Innovation Strategy, Proposal in development.

Dissertation Supervision: Committee Member

@ SIU Carbondale

Sunhat Al-Otaibi Completed: 1993 Placement: King Saud University	Jennifer Williams Completed: 1993 Placement: Indiana State University	William Rayburn Completed: 1995 Placement: Austin Peay University
Ganesh Bhatt Completed: 1996 Placement: Morgan State University	Adel Al-Adwani Completed: 1996 Placement: Kuwait University	David Vance Completed: 1999 Placement: Mississippi State University

@ Georgia State University

Sameer Verma Completed: 1999 Placement: San Diego State University	Rustam Vahidov Completed: 2000 Placement: Concordia University	Lei Jin Completed: 2001 Placement: San Francisco State University
Taedong Han Completed: 2002 Placement: University of Nevada, Las Vegas	Kannan Mohan Completed: 2003 Placement: Baruch College	Peng Xu Completed: 2005 Placement: University of Massachusetts, Boston
Andrew Burton-Jones Completed: 2005 Placement: University of British Columbia	Savitha Kadiyala Completed: 2006	ChongWoo Park Completed: 2008 Placement: Gwinnet University
Vijay Kasi Completed: 2007 Placement: Georgia-Pacific	Ricardo Checci Completed: 2008 Placement: University of Massachusetts, Boston	Anthony Vance Completed: 2009 Placement: Brigham Young University
Robert Sainsbury Completed: 2008 Placement: Univ. of Mississippi	Yide Shen Completed: 2009 Placement: Rowan University	Jennifer Smith Completed: 2011 Placement: University of Alabama, Birmingham
Hung Nguen Completed: 2011	Olga Petriciveic Completed: 2013 Placement: University of Calgary	Jong Seok Lee Completed: 2013 Placement: University of Memphis
Hongyoung Choi In- process		

@ Other Universities

Hillol Bala *Completed*: 2008, University of Arkansas *Placement*: Indiana University	Vikas Jain *Completed*: 2008, George Washington University *Placement*: University of Miami	Tracy Ann Sykes *Completed*: 2009, University of Arkansas *Placement*: Australian National University
Niu Yuan *Completed*: 2010, UNC Charlotte *Placement*: UNC Charlotte	Meng Zhang *Completed*: 2014, Queensland University of Technology *Placement*: Queensland University of Technology	Ruba Aljafari *Completed*: 2017 University of Arkansas *Placement*: University of Pittsburgh

Post-Doctoral Student Supervisor

1. Jing Tian, AI Augmented Systems, in process, Fall 2019 – Summer 2022.
2. Weifang Wu, Business Model Innovation, January 2016 – August 2018.
    Initial placement: Assistant Professor, Copenhagen Business School.
3. Xixi Li: Telemedicine in Developing Countries, January 2012 - July 2013.
    Initial placement: Assistant Professor, Tsinghua University, Beijing, China.

Courses Taught and Student Evaluations

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

Program		Instructor	Course
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.		

Directed Readings Courses for Ph.D. Students at Georgia State University:

- *25 courses*: Risk Management for the Digital Enterprise, Complexity Perspectives for Digital Strategy, Digital Innovation, Machine Learning, Synergies Between Big Data and Theory, Multi-Channel Coordination, Online Randomized Experiments, Network Analysis, User Generated Content Analysis, Data Science, Multidisciplinary Study of Innovation, IT Strategy, Social Networks Theory and Analysis, Business Intelligence/Analytics, Process Mining, IT Services, IT Strategy, IT Governance and Business Value, Digital Innovation in the Utility Industry, IT-enabled Process Innovation, Reverse Auctions, Process Engineering, Interfirm Governance, B2B Relationships, Digital Business Strategy

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.

Non-Degree Executive Education

- *Certified Professional Innovator,* Participated in the curriculum development, 2011-2012.
- *2004 - 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 <u>excellent</u>.
- *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 <u>excellent</u>.
- *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 <u>excellent</u>. Dr. Richard Welke was involved in the development of the simulation, and Vijay Kasi (PhD student) assisted in the delivery.

Research Workshops

- Designed and offered workshop on Theory Development, Research Methods, Synergies Between Big Data Analytics and Theory, Digital Innovation, and AI Behavior. These workshops have been offered in Germany, US, China, Hong Kong, Australia and Slovenia.

Summary

Arun's research has examined how firms can leverage information technologies in their strategies, business models, and processes; how systems can be effectively developed and deployed; and how digital innovations can create business value and address societal problems such as digital inequality, poverty, health disparities, and infant mortality. 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 230+ refereed articles that include 110+ refereed journal articles in prestigious journals such as: *MIS Quarterly* (17) and *Information Systems Research* (11), widely regarded as the top two scholarly journals in the Information Systems discipline; *Journal of Management Information Systems* (7), typically ranked third among IS journals; *Management Science* (3), top multidisciplinary journal in business; *Decision Sciences* (6), *Journal of Operations Management* (2), and *Production and Operations Management* (1), premier Operations/Supply Chain Management journals; and *Journal of the American Medical Informatics Association* (1) and *International Journal of Medical Informatics* (1), premier field journals 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) (Google Scholar: 18.2 K citations; h-index: 58).

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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 (with contributions from Andrew Burton-Jones, Hsinchun Chen, Alok Gupta, Alan Hevner, Wolfgang Ketter, Jeffrey Parsons, H. Raghav Rao, Sumit Sarkar, and Youngjin Yoo).
6. Avoiding Type III Errors: Formulating IS Research Problems that Matter, 41(2), 2017, iii-vii.
7. The *MIS Quarterly* as a Platform for Engagement, 41(3), 2017, iii-vii.
8. Seeing the Forest For the Trees, 41(4), 2017, iii – vii.
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11. MISQ Research Curations: Bundling for Impact, 42(3), 2018, iii – vi. (with Ashley Bush).
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13. Next-Generation Digital Platforms: Toward Human-AI Hybrids (with Constantinides, P., Sarker, S.), 43(1), iii – ix.
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Invited Presentations

How Will the AI Genie Behave
1. University of Georgia, September 2019
2. **Keynote** -- IS Summer Workshop, City University of Hong Kong, June 2019
3. **Keynote** – Pacific-Asia Conference on Information Systems, July 2019
4. Hong Kong Polytechnic University, June 2019

AI Behavior: Development, Mechanisms, Utility and Evolution
5. Summer Workshop on Big Data and Analytics, Harbin, China, July 2019

6. From Doctoral Student to Faculty: Proactively Managing Your Journey — **Keynote**, Doctoral Consortium, International Conference on Information Systems, December 2018.

7. Avoiding Type III Errors: Overcoming Competency Traps, Seizing New Opportunities — **Keynote,** *Workshop on Information Technologies and Systems*, December 2018.

Getting Behind Closed Doors: Developing Fan Engagement in Subscription-Based Crowdfunding (work with Yu-Kai Lin and Yukun Yang)
8. College of William and Mary, September 2019
9. Emory University, September 2019
10. Queensland University of Technology, June 2019
11. Xidian University, May 2019
12. University of Texas at Austin, March 2019
13. Arizona State University, November 2018

Virtuous Reviewing
14. Queensland University of Technology, June 2019

15. From Doctoral Student to Faculty: Proactively Managing Your Journey — **Keynote**, Doctoral Consortium, Americas Conference on Information Systems, August 2018.

The Discipline at an Inflection Point: Overcoming Competency Traps, Seizing New Opportunities

16. **Keynote** -- IS Summer Workshop, City University of Hong Kong, May 2017
17. **Keynote** – IS Summer Workshop, National University of Singapore, June 2017

18. Insights on Digital Innovation for Healthcare, *International Conference on Smart Health*, Hong Kong, June 2017 – **Keynote**.

Avoiding Type III Errors: Formulating IS Research Problems that Matter

19. Queensland University of Technology, June 2019
20. **Keynote** -- IS Summer Workshop, City University of Hong Kong, May 2017
21. **Keynote** – IS Summer Workshop, National University of Singapore, June 2017
22. **Keynote** – Taiwan Summer Workshop on Information Management, June 2017
23. Queensland University of Technology, June 2017
24. Hong Kong Polytechnic University, June 2017

Proactively Managing Early Stages of an IS Academic Career

25. Hong Kong University of Science and Technology, June 2019
26. **Keynote** -- *Junior Faculty Consortium, International Conference on Information Systems*, Seoul, South Korea, December 2017.
27. **Keynote** -- *Junior Faculty Consortium, International Conference on Information Systems*, Dublin, Ireland, December 2016.

How Does Third-Party Developers' Adoption of a Platform's APIs Influence Their Continued New App Development? A Competing Risk Analysis (work with Ling Xue, Peijian Song, Chen Zhang)

28. Case Western Reserve University, October 2018
29. Warwick Business School, March 2018

Reducing Capital Market Anomaly: The Role of Information Technology Using an Information Uncertainty Lens (work with Ning Jia and Sean Xu)

30. Hong Kong University of Science and Technology, June 2017
31. Queensland University of Technology, June 2017
32. Copenhagen Business School, April 2017
33. University of Groningen, April 2017
34. University of Dayton, February 2017
35. Baruch College, February 2017
36. University of Georgia, February 2017
37. University of Washington, Seattle, January 2017
38. Texas Tech University, January 2017
39. Georgia Tech, October 2016
40. University of Oklahoma, October 2016
41. Iowa State University, September 2016
42. University of Delaware, September 2016

43. Engaging Practice for Impactful Scholarly Outcomes, **Keynote**, Doctoral Consortium, Pacific-Asia Conference on Information Systems, Chiyai, Taiwan, June 27 - July 1, 2016.

Achieving Big Data – Theory Synergies Through Research Design and Methods
44. Summer Workshop on Big Data and Analytics, Harbin, China, July 2016.
45. Summer Workshop on Big Data and Analytics, Harbin, China, July 2017.
46. Summer Workshop on Big Data and Analytics, Harbin, China, July 2018.

The Road Ahead for IS Research
47. **Keynote** -- Workshop on eBusiness, Dublin, Ireland, December 2016.
48. **Keynote** -- China Workshop on Information Management, Dalian, China, June 25-26, 2016
49. **Keynote** -- City University of Hong Kong IS Workshop, Hong Kong, June 22-24, 2016
50. **Keynote** -- Pacific-Asia Conference on Information Systems, Chiyai, Taiwan, June 27 - July 1, 2016
51. **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)
52. Washington State University, August 2018
53. Hong Kong University of Science and Technology, June 2018
54. Indiana University, November 2017
55. Purdue University, September 2017
56. Memorial University of New Foundland, September 2017
57. Fudan University, June 2016.
58. University of Minnesota, May 2016.
59. **Keynote**: Inaugural Virginia IS Seminar Series (hosted collaboratively by University of Virginia, Virginia Commonwealth University, College of William & Mary, and Virginia Tech) April 2016.
60. Temple University, March 2016.
61. University of British Columbia, February 2016.
62. Arizona State University, February 2016
63. University of Maryland, September 2015
64. Michigan State University, April 2015
65. University of Arizona, March 2015

66. A Synergistic Approach to Research, Teaching and Service—The Journey of the Center for Process Innovation, Mid-Career Faculty Workshop Panel, International Conference on Information Systems, December 2015.

67. IS Research—Looking Forward: A Vision for the MIS Quarterly, *IS Leadership Conference*, University of Arizona, November 2015.

Engaged Scholarship—What, Why, How
68. Executive Doctorate in Business Orientation, *Georgia State University*, August 2019
69. Executive Doctorate in Business Orientation, *Georgia State University*, August 2018
70. Executive Doctorate in Business Orientation, *Georgia State University*, August 2017
71. Executive Doctorate in Business Orientation, *Georgia State University*, August 2016
72. Executive Doctorate in Business Orientation, *Georgia State University*, August 2015

73. *Executive Doctorate in Business Orientation, Georgia State University*, August 2014.

74. 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.

75. Big Data and Analytics: Emergent Trends and Opportunities for IS Research, *Workshop on eBusiness*, Auckland, New Zealand, December 2014, **Keynote.**

76. Panel on Research, Managing Your Research Journey and Publications Portfolio, Junior Faculty Consortium, *International Conference on Information Systems*, Auckland, New Zealand, December 2014.

77. Panel on Innovative Practices in Research and Teaching in the Information Systems Discipline, *MIS Leadership Workshop, University of Texas at Austin*, September 2014.

78. Charting Your Research Journey, *Americas Conference on Information Systems Doctoral Consortium*, Savannah, GA, August 2014.

79. Systems of Engagement: The Next Frontier of IT Business Value, IBM Advisory Council, *IBM Insurance Advisory Council*, Atlanta, GA, April 2014.

80. Rai, A., Leveraging IT to Create Value from External Relationships. *Advanced Practices Council, Society for Information Management*, Atlanta, GA, January 2014.

81. 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.

82. 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.

83. 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.

84. Demystifying the Research-Publication Process for Engaged Scholarship, Executive Doctorate in Business Orientation, *Georgia State University*, August 2013.

85. Perspectives on Collaboration with Industry for Scholarly Outcomes, **Keynote**—*Pacific Asia Conference on Information Systems Doctoral Consortium*, JeJu, South Korea, June 18, 2013.

86. 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.

87. IT-Enabled Management of Interfirm Relationships for Value Co-Creation, **Keynote** — *Twelfth Wuhan International Conference on International Business*, Wuhan, China, May 2013.

88. Reflective and Formative Measurement, University of Arkansas, Fayetteville, Arkansas, September 2012.

89. Demystifying the Research-Publication Process for Engaged Scholarship, Executive Doctorate in Business Orientation, Georgia State University, August 2012.

90. 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.

91. 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.

92. Physicians' Benefits Appraisal of Clinical Process Innovation Systems, National University of Singapore, June 2012. (based on work with Mark Keil.)

93. Dynamic Management of Relationship Portfolios, National Centre for Information Systems Research, Australian National University, May 2012.

94. Researching and Publishing Organizational IS Phenomena, Australian National University, May 2012.

95. 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.

96. 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.

97. 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.

98. 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.

99. Reflections on Scholarships for Publications, University of Mannheim, March 2012.

100. Physicians' Benefits Appraisal of Clinical Process Innovation Systems, University of Mannheim, March 2012. (Based on work with Mark Keil.)

101. Physicians' Benefits Appraisal of Clinical Process Innovation Systems, European Business School, March 2012. (Based on work with Mark Keil.)

102. Leveraging Industry-University Relationships for Scholarly Outcomes, Association for Information Systems Webinar, Hong Kong Polytechnic University, December 9, 2011.

103. Leveraging Industry-University Relationships for Scholarly Outcomes, Association for Information Systems Webinar, September 8, 2011.

104. 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.)

105. Physicians' Benefits Appraisal of Clinical Process Innovation Systems, National Sun Yat-Sen University, Kaohsiung, Taiwan, June 2011 (based on work with Mark Keil)

106. The Road Less Traveled: Transforming Healthcare through Meaningful Use of IT, Second International Conference on Transforming Healthcare with IT, Hyderabad, India, April 22, 2011.

107. 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).

108. The Changing Quests of Partnering and Integration Quests, IT/SCM Workshop, Decision Sciences Institute National Meeting, San Diego, November 2010.

109. IT-Enabled Innovation in Healthcare, *Apollo Hospitals Group*, Hyderabad, India, July 2010.

110. Rai, A., Multilevel Theory Development, *Australian National University*, June 2010.

111. Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management, *The University of Georgia*, Athens, GA, April 2010.

112. Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management, *The University of Maryland*, College Park, MD, November 2009.

113. Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management, *State University of New York*, Buffalo, NY, November 2009.

114. Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management, *Temple University*, Philadelphia, PA, October 2009.

115. Partial Least Squares and Covariance-based Analysis in Information Systems Research, *European Business School*, Wiesbaden, Germany, September 2009.

116. Covariance-based Structural Equation Modeling in Information Systems Research, *Australian National University*, Canberra, Australia, June 2009.

117. Multilevel Theories in Organizational and Information Systems Research, Hong Kong University of Science and Technology, June 2009.

118. The Role of Context in Theory Development, *City University of Hong Kong*, June 2009.

119. Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management, *University of Texas*, Austin, TX, April 2009.

120. Dynamic Management of Interorganizational Relationship Portfolios, *CIO Symposium at the 28th International Conference on Information Systems*, Paris, France, December 2008.

121. 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.

122. Why Are Papers Accepted and Rejected from Premier Scholarly Journals, *Australian National University, Canberra*, Australia, July 2008.

123. A Framework for Managing Research Projects and Scholarly Publications, *Australian National University*, Canberra, Australia, July 2008.

124. Why Are Papers Accepted and Rejected at Premier Journals, *City University of Hong Kong*, June 2008.

125. 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.

126. Balancing Exploration and Exploitation in Long-Term Inter-Organizational Relationships, *University of Southern California*, February 2008.

127. Governance of Business Process Outsourcing: From Landmines to Goldmines, Global Technology Operations Group, *Deutsche Bank*, Germany, September 2007.

128. "The Professoriate," presented to doctoral students at the Robinson College of Business, *Georgia State University*, August 2007.

129. 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.

130. 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.

131. 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.

132. 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

133. Strategic Information Sharing in Supply Chain Relationships, Distinguished Scholar Presentation Series, University of Arkansas, February 2006.

134. The Supply Chain Landscape: Opportunities and Challenges, Executive Leadership Seminar, United Parcel Services, October 2005.

135. Business Platform Innovation: A Services Integration Perspective, Services Innovation Workshop, Pennsylvania State University, June 2005.

136. Inter-Organizational Systems: A Network-Based Services Innovations Perspective, Gordon Davis Symposium, University of Minnesota, May 2005.

137. Adaptive Supply Chain Planning and Optimization, SAP-sponsored Thought Leadership Symposium, Atlanta, GA, March 2005.

138. Risk Management in Software Projects, Kent State University, October 2004.

139. The Supply Chain Landscape: Opportunities and Challenges, CRM group, United Parcel Services, June 2004.

140. Designing Intelligent Services Supply Chains, Smart Business Networks Workshop, Sponsored by Rotterdam School of Management and Cordys Corporation, Putten, The Netherlands, May 2004.

141. 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).

142. The Supply Chain Landscape: Opportunities and Challenges, Executive Leadership Seminar, *United Parcel Services*, March 2004.

143. The State of Research on Digitally-enabled Networked Organizations, Department of Marketing Research Seminar, *Georgia State University*, February 2004.

144. Digital Platforms for Supply Network Agility, *INFORMS College of Information Systems & Technology*, Atlanta, GA, October 2003.

145. IT Platform Resources Impacts on Resource Flow Integration and Firm Performance, *Michigan State University*, March 2003.

146. Next Generation Research Issues in e-Business, Plenary Session, *Bled eCommerce Conference*, Bled, Slovenia, June 2002.

147. Architecting the Digitally Enabled Relational Firm, *University of Georgia*, Athens, GA, April 2002.

148. Recalibrating Digital Integration in Demand-Supply Networks, *INFORMS National Meeting*, Miami, FL, November 2001.

149. Digital Integration Strategies for Uncertain Demand-Supply Environments, I.*A.E. de Paris, Sorbonne*, June 2001.

150. Architecting Digital Supply Networks, *I.A.E. de Paris*, Sorbonne, June 2001.

151. Creating and Appropriating Value with Digital Value Networks, *National Chemical Specialties Manufacturing Council*, Atlanta, GA, May 2001.

152. Conceptual Foundations for Strategic Demand-Supply Digital Networks, *University of British Columbia*, Vancouver, CA, April, 2001.

153. Interdisciplinary Research in Digital Value Networks and e-Marketplaces, e-Business Research and Teaching Session hosted by IBM, AACSB Conference, New York, April, 2001.

154. Recalibrating Demand-Supply Chains for the Digital Economy, Netcentricity Symposium, Sponsored by Dell Corporation and University of Maryland, College Park, March, 2001.

155. How can Your Supply Chain Make and Save $$, Society for Entrepreneurs, Georgia State University, January, 2001.

156. e-Commerce Curriculum Innovation: The GEM Program, National Decision Sciences Institute, Panel on eCommerce Curriculum Innovation, November 2000.

157. e-Webs for Demand Fulfillment: Past, Present and Future, Sorbonne French Delegation, Institute of International Business, Georgia State University, Atlanta, GA, October 26, 2000.

158. Global eCommerce Masters Program, IBM eCommerce Education Conference, October 12, 2000.

159. Challenge, Incumbents and Startups: Is Your B2B e-Web Agile to Fulfill? Atlanta e-Business Forum, October 5, 2000.

160. 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.

161. 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.

162. 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.

163. Strategic Considerations in e-Supply Chain Management, Executive seminar hosted by Center for Business and Industrial Marketing, Georgia State University, Atlanta, GA, March 2000.

164. 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.

165. 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.

166. A Critical Look at the State of the Information Systems Field, Kristiansand International Workshop on Information Systems Research, Kristiansand, Norway, August 15, 1999.

167. Toward a Theory of Systems Development Quality Management, Kristiansand International Workshop on Information Systems Research, Kristiansand, Norway, August 15, 1999.

168. Rai, A., Ravichandran, T., and Samaddar, S., Modeling Internet Growth: Implications for National Policy, National INFORMS Meeting, Dallas, October 1997.

169. Towards a Theory of Systems Development Quality, Washington University, St. Louis, MO., May 1997.

170. Envisioning Information Technology Design for Student Learning, Southern Illinois University at Carbondale, Carbondale, IL, July 1997.

171. Managing a High Quality, High Productivity Research Agenda, Kent State University, Kent, OH, December 1996.

172. 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 data and research 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, including funding to establish interdisciplinary research excellence at GSU in big data analytics, unstructured data analytics, and AI augmented systems.

External Funding

Hong Kong General Research Fund, 2018 (~717K HKD)
Search for Innovation: Integrating the Behavioral Theory of the Firm with Agency-Theoretic Explanations
(PI: Prasanna Karhade. Co-Is: John Qi Dong, Arun Rai and Sean Xu Xin)

Hong Kong General Research Fund, 2017 (~40 K USD; 307K HKD)
Social Investment in Corporate IT Investment (Co-investigators: Zhuo (June) Cheng, Hong Kong Polytechnic University; Feng Tian, Hong Kong Polytechnic University; Sean Xu, Tsinghua University)

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 Garnter'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 implemention 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.).

University Funding

Competitive University Funding to Establish Interdisciplinary Areas of Research Excellence

Next Generation Faculty Program, Georgia State University, Spring 2019 ($350K/year for 2 faculty hires)
Initiative: Artificial Intelligence Augmented Systems: Design and Application; Co-PI with Bala Ramesh
Partnering Units: CEPRIN, CIS Department, Psychology, Philosophy, Computer Science

Next Generation Faculty Program, Georgia State University, Spring 2016 ($270K/year for 2 faculty hires)
Initiative: Unstructured Data Analytics in Business; Co-PI with Sanjay Srivastava
Partnering Units: CEPRIN, Computer Science, CIS Department, Institute for Insight
Award: 2 faculty lines, one in CIS/CEPRIN 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 including one from 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 (each line ~ 150 K/year provided by the University).

University Research Grants

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

College Grants

Course Release Grant for Research, RCB – GSU, 1998 – 2019.

Course Release Grant, 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.

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 in a variety of key internal and external service roles at Georgia State University. He serves as Director and co-founded the Robinson College of Business' Center for Process Innovation (CEPRIN). CEPRIN has developed to become a renowned interdisciplinary research center focused on addressing business and societal problems through digital innovation. He has served as its Ph.D. Coordinator and a member of the RCB PhD Program Committee since 2001. Doctoral students from CEPRIN have been placed at major research universities (e.g., Arizona State University, Clemson University, University of South Carolina, Florida State University, Hong Kong University of Science and Technology, University of Oklahoma); research from 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 and sponsored CEPRIN's research activities. Arun served three consecutive three-year terms as Chair of the RCB Promotion and Tenure Committee and has served on various key university, college and departmental committees.

He is serving as the Editor-in-Chief of *MIS Quarterly*, widely regarded as the premier IS journal. He was initially appointed for a three-year term in January 2016, and his term was renewed until December 2020. In this role, he advanced and is enacting a trifecta vision: *Impact* of Work, *Range* in Scholarship, and *Speed* of Editorial Processes. He has designed and offered workshops, held in conjunction with major IS conferences (ICIS, AMCIS, PACIS, others), to develop authors and reviewers in the IS community. He has also launched other innovative initiatives (e.g., partnerships with complementary channels such as *Sloan Management Review*, *MISQ Research Curations*) to enhance the impact of scholarly work.

Arun has previously served as Senior Editor for the *MIS Quarterly* and *Information Systems Research* (*MISQ* and *ISR* are widely regarded as the top two IS journals). 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 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, chair and counselor for several junior faculty and doctoral consortia, and President of the Special Interest Group on the Adoption and Diffusion of Information Technology.

He was appointed in September 2019 to the US National Commission on Innovation and Competition Frontiers' working group on *Developing and Deploying at Scale Disruptive Technologies*. The commission will run through 2021 and the working group will advise the commission on policy and private sector actions to bolster America's investments in talent, technology, innovation and infrastructure.

Internal Service

University

- Next Generation Faculty Award Proposal Review Committee, 2016, 2017
- Regents' Professor Selection and Reappointment Committee, 2015
- Co-Chair, University Search Committee, Senior Scholars in Big Data, 2013 -2016 (On the request of the President and Provost, consolidated three Second Century Initiative (2CI) separate proposals on Big Data senior faculty hires. The consolidated proposal was funded by the University for three senior faculty hires – on in business, one in revisualization, and one in disease modeling.)
- 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.
- Master's 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

- Member, Promotion Committee, Department of Managerial Sciences, 2019
- Member, Promotion Committee, School of Accountancy, 2019
- Member, Pre-Tenure Review Committee, Institute for Insight, 2019
- Chair, RCB Dean Triennial Evaluation Committee, 2017
- Member, Search Committee, Director for the Institute for Insight, 2017
- Member, Department of Finance Ad Hoc Promotion Committee, 2017
- Member, Search Committee for the Director for the Institute for Insight, 2017
- 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 Committee, 2012

- Chair, RCB Dean Triennial Evaluation Committee, 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- ongoing
- 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

- Chair, Promotion to Professor Committee, CIS Department, 2019
- Chair, Post-Tenure Review Committee for CEPRIN, 2019
- Chair, P&T Committee, 2018
- 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)

Service to the Profession

Editorial

- Editor-in-Chief, *MIS Quarterly*, January 2016 – December 2020
- 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 -2009
- 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

Author and Reviewer Development Workshops

- Designed and offered *MISQ Author Development Workshops* at AMCIS and PACIS (San Diego [2016], Boston [2017], New Orleans [2018], Xi'an [2019], and Cancun [2019]). The workshops are designed to provide participants with (1) feedback from *MISQ* Senior Editors and Associate Editors on potential submissions to *MISQ* and (2) the opportunity to discuss with editors and other authors how to develop papers for submission and resubmission to *MISQ*.

- Designed and offered *Post-ICIS MISQ Reviewer Development Workshops* in Dublin (2016), Seoul (2017), and San Francisco (2018). The next workshop is scheduled for Munich in December 2019. The objective of these workshops is to coach participants who have reviewed, or are interested in reviewing, for *MISQ* or other outlets on how to develop a *virtuous review*. The workshop is designed to provide participants with (1) feedback from *MISQ* Senior Editors and Associate Editors on a review that the participants develop on a first-round submission to *MISQ* and (2) the opportunity to discuss with editors and other participants on how to develop a virtuous review. Following the Munich workshop, 200+ participants would have received training on virtuous reviewing since 2016.

Research Curations

- Launched *MISQ Research Curations* in 2016 to curate *MISQ* articles on selected topics of significant interest to the Information Systems and other disciplines. The curations present a short summary of the work published in *MISQ* on the topic and the progression of the work over time, include an infographic, and provide the bundle of *MISQ* articles on the topic. Working with Dr. Ashley Bush, Research Curations Editor, nine curations have been completed (Securing Digital Assets, Information Privacy, Trust, IS Use, Knowledge Management, Health IT, IS Sourcing, IS Strategic Alignment, IT Workforce) and others are in process.

Partnerships With Leading Complementary Practitioner Channels

- Developed a partnership between *MIS Quarterly* and *MIT Sloan Management Review (MIT-SMR)*, where selected *MISQ* articles are developed into versions for publication in *MIT-SMR*. *MISQ* and the IS scholarly community benefit by having its articles reach and impact business executives (80K practitioners) who are *MIT-SMR*'s primary audience, while *MIT-SMR* benefits by having a supply channel of excellent IS research. Established the role of *MISQ-SMR Liaison*, appointed Dr. Gerald Kane (Boston College) to the role. The partnership, launched in 2016, is working very well; several MISQ papers have been versioned for and published in *MIT-SMR*, thereby broadening the reach and influence of IS scholarship on practice.

Conference Keynotes

- Pacific-Asia Conference on Information Systems, July 2019 [How Will the AI Genie Behave]
- Pacific-Asia Conference on Information Systems, Chiyai, Taiwan, June 27 - July 1, 2016 [Road Ahead for IS Research]
- Mediterranean Conference on Information Systems, Paphos, Cyprus, September 4-6, 2016 [Road Ahead for IS Research]
- Twelfth Wuhan International Conference on International Business, Wuhan, China, May 2013 [IT-Enabled Management of Interfirm Relationships for Value Co-Creation]

Doctoral Consortium

- Keynote Speaker, International Conference on Information Systems, San Francisco, December 2018
- Keynote Speaker, Americas Conference on Information Systems, New Orleans, August 2018
- Co-Chair, Mediterranean Conference on Information Systems, Paphos, Cyprus, September 2016
- Co-Chair, Americas Conference on Information Systems, San Diego, CA, August 2016
- Keynote Speaker, Pacific-Asia Conference on Information Systems, Chiayi, Taiwan, June 2016
- Faculty Mentor, Pacific-Asia Conference on Information Systems, Chiayi, Taiwan, June 2016
- Faculty Mentor, *Americas Conference on Information Systems*, Puerto Rico, August 2015
- Faculty Mentor, International Conference on Information Systems, Auckland, New Zealand, December 2014
- Faculty Mentor, Americas Conference on Information Systems, Savannah, GA, August 2014
- Faculty Mentor, Pacific-Asia Conference on Information Systems, JeJu, S. Korea, June 2013
- Keynote Speaker, Pacific-Asia Conference on Information Systems, JeJu, S. Korea, June 2013
- Faculty Mentor, Academy of Management Conference, OCIS Division, 2009

Junior Faculty Consortium

- Panelist, International Conference on Information Systems, San Francisco, December 2018
- Keynote Speaker, International Conference on Information Systems, Dublin, Ireland, December 2017
- Faculty Mentor, Academy of Management, OCIS Division, Atlanta, GA, August 2017
- Keynote Speaker, International Conference on Information Systems, Dublin, Ireland, December 2016
- Faculty Mentor, International Conference on Information Systems, Auckland, New Zealand, December 2014
- Faculty Mentor, Americas Conference on Information Systems, Chicago, IL, August 2013
- Faculty Mentor, International Conference on Information Systems meeting, St. Louis, Missouri, 2010
- Faculty Mentor, International Conference on Information Systems meeting, Washington, D.C, 2004
- Faculty Mentor, International Conference on Information Systems meeting, Barcelona, Spain, 2003

Mid-Career Consortium

- Mid-Career Consortium Faculty Mentor, *International Conference on Information Systems*, Fort Worth, TX, December 2015
- Faculty Mentor, Academy of Management, OCIS Division, San Diego, CA, August 1998

Conference Programs

- 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
- Track Chair, Pacific-Asia Conference on Information Systems, Hyderabad, India, 2009
- Track Chair, International Conference on Information Systems, Washington, D.C., 2004
- Associate Editor, International Conference on Information Systems, 2002, 2003, 2006, 2007, 2008, 2009
- Program Committee Member, Workshop on Information Technology & Systems, Brisbane, Australia, 2000
- Program Committee Member, College of Information Systems and Technology, INFORMS, 2003, 2012, 2013, 2014,2015
- 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
- Ad-hoc reviewer for 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

Grant Agencies

- Panel Member, National Science Foundation, 2008-2011
- Ad-hoc Reviewer, National Science Foundation, Hong Kong Research Grants Council, Social Sciences and Humanities Research Council of Canada

External Reviewer

- External reviewer for several promotion & tenure cases per year
- External Review Committee, School of Business, Hong Kong University of Science and Technology (3-member committee to assess strategies for next-generation research excellence)

Other Leadership Roles and Committees

- Selection Committee, Distinguished Fellow, INFORMS Information System Society, 2016, 2017, 2018
- Best Paper Selection Committee, eBusiness, INFORMS, 2016
- Best Paper Selection Committee, College of Information Systems and Technology, INFORMS, 2016
- Co-Chair, *MIS Academic Leadership Conference*, Georgia State University, 2016
- Chair, Detmar Straub Career Celebration Conference, Georgia State University, 2015

- Best Paper Selection Committee, Decision Sciences Journal, 2005-2006
- Decision Sciences Journal, Reputation and Impact Enhancement Committee, 2006
- Budget Chair, International Conference on Information Systems, Charlotte, NC, 1999
- Electronic publications subcommittee, Decision Sciences Institute, 1999-2001
- Information Technology Infrastructure Committee, Decision Sciences Institute, 1998- 2001
- Publications Committee, Decision Sciences Institute, 1998- 2000
- President, Diffusion Interest Group in Information Technology (DIGIT), 1994-1998

Service in Advisory Roles

- External Director, Indraprastha Apollo Hospitals, New Delhi, since 2013
- External Director, Apollo Health and Lifestyle Limited, Hyderabad, since 2013
- Member, International Academic Advisory Board, Advanced Management Institute, Harbin Institute of Technology
- Member, Working Group on *Developing and Deploying at Scale Disruptive Technologies*, US National Commission on Innovation and Competition Frontiers (the commission will run through 2021 with the working group advising the commission on policy and private sector actions to bolster America's investments in talent, technology, innovation and infrastructure)