

Susan A. Sherer
Kenan Professor of Information Technology Management
Lehigh University
College of Business and Economics
621 Taylor Street
Bethlehem, Pa. 18015
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sas6@lehigh.edu

EDUCATION

Ph.D., Decision Sciences, 1988, Wharton School, University of Pennsylvania
Dissertation: "Methodology for the Assessment of Software Risk"

Master of Science, Operations Research, 1986, Wharton School, University of Pennsylvania

Master of Science, Industrial Engineering, 1975, State University of New York at Buffalo

Bachelor of Science, Summa Cum Laude, 1973, Mathematics/Physics/Education, State
University of New York at Albany

ACADEMIC EXPERIENCE

Chair, Department of Management, College of Business and Economics, Lehigh University,
2005-2011

Fulbright Scholar, Universidade Católica Portuguesa, 2005

Kenan Professor of Information Technology Management, Lehigh University 2002-2007;
reappointed 2007-2012

Professor of Information Systems, Lehigh University, 2000-2002

Associate Professor, Lehigh University, 1994-2000

Assistant Professor, Lehigh University, 1988-1994

Instructor, Lehigh University, 1987-1988

Teaching Assistant, University of Pennsylvania, 1984-1986

Adjunct Lecturer, Temple University, 1982-1984

CLASSES TAUGHT

Undergraduate: e-Business Enterprise Applications, Business Computing, Managing
Information Systems Development, Introduction to Business, Information Systems Practicum,
Operations Management

Graduate: e-Business Systems, Managing the IS Resource, Managing Information, Strategic Information Systems, Operations Management, Quantitative Methods

BOOKS

Sherer, Susan A. *Software Failure Risk: Measurement and Management*, Plenum Publishing, New York, 1992.

REFEREED JOURNAL ARTICLES

Yao, Y., Kohli, R., Sherer, S, Cederlund, J. “Learning Curves in Collaborative Planning, Forecasting, and Replenishment: Empirical Analysis from a Mobile Phone Manufacturer,” Forthcoming *Journal of Operations Management*.

Sherer, Susan A., Kohli, Rajiv, Yao, Oliver, Cederlund, Jerold (2011). “Do Cultural Differences Matter in IT Implementation?” *Journal of Global Information Management*, 19(4), Oct.-Dec., 1-17.

Sherer, Susan A. (2010). “An Institutional Theory Perspective on Physician Adoption of Electronic Health Records.” *Communications AIS*, 26.

Sherer, Susan A. (2010). “Enterprise Applications for Supply Chain Management”, *International Journal of Information Systems and Supply Chain Management* 3(3), July-September 2010, 18-28, reprinted in *Information Technologies, Methods, and Techniques of Supply Chain Management*, IGI Global, spring 2012.

Sherer, Susan A. (2007). “Comparative Study of IT Investment Management Processes in U.S. and Portugal,” *Journal of Global Information Management* 15(3), July-September 2007, 43-68.

Sherer, Susan A. and Yao, Yuliang (2006). “Which Move to the Middle: Industry Consortia or Private Exchanges? ”*International Journal of Electronic Business Research* 2(2), April-June 2006, 22-37, reprinted in “*IT Outsourcing: Concepts, Methodologies, Tools, and Applications*, Kirk St. Amant (editor), Hershey, Pa: IGI Global, 2009.

Sherer, Susan A. (2005). “From Supply Chain Management to Value Network Advocacy: Implications for e-Supply Chains”, *Supply Chain Management* 10, 2, (April 2005), 77-83, reprinted in *Journal of Enterprise Resource Management*, published by Advanced Manufacturing Center, Sydney, Australia.

Alter, Steven and Sherer, Susan A. (2004). “A General, but Readily Adaptable Model of Information Systems Risk”, *Communications of AIS* 14, 1, (July 2004), 1-28.

Sherer, Susan A. and Alter, Steven (2004). "Information Systems Risks and Risks Factors, are they Mostly about Information Systems?" *Communications of AIS* 14, 1, (July 2004), 29-64.

Sherer, Susan A. (2003). "Critical Success Factors for Manufacturing Networks as Perceived by Network Coordinators," *Journal of Small Business Management* 41, 4, (October 2003), 325-345.

Sherer, Susan A; Kohli, Rajiv; and Baron, Ayelet (2003). "IT Investment Payoff and Complementary Changes: A Case Study in Managing Organizational Change at Cisco Systems," *Information Systems Frontiers* 5, 3, (July 2003), 321-333.

Kohli, Rajiv, Sherer, Susan A., and Baron, Ayelet (2003). IT Investment Payoff in eBusiness Environments: Research Issues, *Information Systems Frontiers* 5, 3, (July 2003), 239-247.

Serva, Mark; Sherer, Susan; and Sipior, Janice (2003). "When Do You ASP? The Software Life Cycle Control Model", *Information Systems Frontiers* 5, 2, (April 2003), 219-232.

Kohli, Rajiv, and Sherer, Susan A. (2002). "Measuring Payoff of Information Technology Investments: Research Issues and Guidelines," *Communications of AIS* 9, 14, (October 2002), 241-268.

Sherer, Susan (2002). "Academic Department of Information Systems Faculty in the U.S.," *Journal of Information Systems Education* 13, 2, (Summer 2002).

Chowdhury, Naser; Sherer, Susan A.; and Ray, Manash (2001). Realizing IT Value at Air Products and Chemicals," *Communications of AIS* 7, 5, 2 (December 2001).

Sherer, Susan A., and Adams, Bill (2001). "Collaborative Commerce: The Role of Intermediaries in e-Collaboration," *Journal of Electronic Commerce Research* 2,2 (May 2001).

Sherer, Susan A. (1999). "Information Systems in Manufacturing Networks," *International Journal of Electronic Commerce*, 4,1 (Fall 1999), 23-44.

Sherer, Susan A. (1999). "The Integration of Library, Telecommunications, and Computing Services in a University," *Annals of Cases on Information Technology Management in Organizations*, 1, 200-212.

Sherer, Susan A. (1997). "Using Risk Analysis to Manage Software Maintenance, *Software Maintenance: Research and Practice*, 9, 345-364.

Sherer, Susan A. (1996). "Statistical Software Testing using Economic Exposure Assessment," *Software Engineering Journal*, 11, 5 (Sep. 1996), 293-298.

Sherer, Susan A. (1995). "Software Fault Prediction," *Journal of Systems and Software*, 29, 97-105.

Sherer, Susan A. (1994). "Measuring Software Failure Risk: Methodology and an Example," *Journal of Systems and Software*, 25, 257-265.

Sherer, Susan A. and Paul, Jack W. (1993). "Focusing Audit Testing on High Risk Software Modules: A Methodology and an Application," *Journal of Information Systems*, 7, 2 (Fall 1993), 65-84.

Sherer, Susan A. (1993). "Purchasing Software Systems: Managing the Risk," *Information and Management*, 24, 257-266.

Sherer, Susan A. (1991). "A Cost-Effective Approach to Software Testing," *IEEE Software* (March 1991), 34-40.

EDITORIAL REVIEWED ARTICLES

Cederlund, Jerold P.; Kohli, Rajiv; Sherer, Susan A.; and Yuliang Yao (2007). "How Motorola put CPFR into Action", *Supply Chain Management Review* 11(7), October 2007, 28-35.

INVITED ARTICLES

Sherer, Susan A. (2002). "Consider the Consequences: Risk-Based Testing Strategies", *Cutter IT Journal* (August 2002), 12-16, reprinted as Chapter 7 of *The Politics of Software Testing*, Cutter Consortium, 2003.

Sherer, Susan A. and Clemons, Eric K. (1990). "The Use of Software Risk Assessment in Testing and Maintenance," in *Software Maintenance and Computers*, Longstreet, David H. (ed.), IEEE Computer Society Press, Los Alamitos California, 156-165.

REFEREED INTERNATIONAL AND NATIONAL PROCEEDINGS

Sherer, Susan A., Meyerhoefer, Chad, Chou, Shin-Yi, Deily, Mary, Levick, Donald, Sheinberg, Michael, "Organizational Challenges in the Implementation and Integration of Vendor-Supplied Electronic Health Record Systems", Workshop on Health IT and Economics, October 2011.

Sherer, Susan A., "Value Realization from Adoption of Integrated Electronic Health Records," *Proceedings of 44th International Conference on System Sciences*, January 2011.

Sherer, Susan A., Kohli, Rajiv, Yao, Yuliang. (2009) "Impact of Cultural Differences on Organizational Learning for CPFR Implementation", *Proceedings of the Fifteenth Americas Conference on Information Systems*, San Francisco, CA, August 2009.

Yao, Yuliang; Kohli, Rajiv; Sherer, Susan A; Cederlund, Jerold P. (2008) "Inside the Blackbox of Collaborative Planning, Forecasting, and Replenishment (CPFR): An Empirical Analysis of

the Learning Process in a Dynamic Business Environment”, *Proceedings of MSOM conference*, Maryland, June 2008.

Yao, Yuliang; Kohli, Rajiv; Sherer, Susan A; Cederlund, Jerold P. (2007) “Inside the Blackbox of Collaborative Planning, Forecasting, and Replenishment (CPFR): An Empirical Analysis of the Learning Process in a Dynamic Business Environment”, *Proceedings of INFORMS Annual Conference*, Seattle, November 2007.

Sherer, Susan A. and Manzo, Joseph M. (2007). “Differences in National IT Investment: What Really Matters?” *Proceedings of the Thirteenth Americas Conference on Information Systems*, Keystone, Colorado, August 2007.

Kohli, Rajiv; and Sherer, Susan (2006). “Deriving Value from Information Technology: Role of Concordance Investments”, *Proceedings of the Twelfth Americas Conference on Information Systems*, Acapulco, Mexico, August 2006.

Sherer, Susan A. (2005) “Managing the IT Investment Process for Organizational Transformation, Proceedings of the International Business Information Management Conference, Lisbon, Portugal, July 2005, published in *Information Management in Modern Enterprise: Issues and Solutions*, Soliman, K. (ed)., p. 1-3.

Sherer, Susan A. (2004) “Impact of National Culture on IT Investment Management Processes”, 12th Annual Cross-Cultural Meeting on Research in Information Systems (CCRIS), December 2004.

Kohli, Rajiv, and Sherer, Susan A. (2004) “*Coordination Begins at Home: Measuring Coordination Complementarities in Supply Chain Environments*”, *Proceedings of the Tenth Americas Conference on Information Systems*, New York, New York, August 2004, 885-890.

Sherer, Susan A (2004). “IS Project Selection: the Role of Strategic Vision and IT Governance,” *Proceedings of 37th International Conference on Systems Sciences*, January 2004.

Sherer, Susan A. (2004). “Managing Risk Beyond the Control of IS Managers: The Role of Business Management,” *Proceedings of 37th International Conference on Systems Sciences*, January 2004.

Sherer, Susan A; Ray, Manash R.; and Chowdhury, Naser M. (2002). “Assessing Information Technology Investments with an Integrative Process Framework,” *Proceedings of 35th International Conference on Systems Sciences*, January 2002.

Roberts, Timothy; Kohli, Rajiv; Sherer, Susan A. (2001). “Measuring Collaborative Planning, Forecasting and Replenishment (CPFR) Systems Payoff: A Case Study,” *Proceedings of AMCIS 2001*.

Sherer, Susan A. (2000). “Information Systems in Academia: Where are the Faculty?” *Proceedings of AMCIS 2000*.

Sherer, Susan A. (1998). Manufacturing Networking: The Role of Trust Intermediaries and Interorganizational Information Systems,” *Effective Utilization and Management of Emerging Information Technologies*, Khosrowpour, M. (ed.), Proceedings of 1998 Information Resources Management Association International Conference, Idea Group Publishing, Pennsylvania, 1998, 32-40.

Sherer, Susan A. (1997). “The Risky Business of Managing Information Systems,” *Proceedings of Association for Information Systems 1997 Americas Conference*, August 1997, 18-20.

Sherer, Susan A. (1997). “Interorganizational Information Systems in Support of Manufacturing Networking,” *Proceedings of 30th Annual International Conference on Systems Sciences*, January 1997.

Sherer, Susan A. (1995). “Risk in Interorganizational Information Systems,” *Proceedings of the First Americas Conference on Information Systems*, August 1995, 14-16.

Sherer, Susan A. (1995). “The Three Dimensions of Software Risk: Technical, Organizational, and Environmental,” *Proceedings of the 28th Annual International Conference on System Sciences*, January 1995, 369-378.

Sherer, Susan A. (1992). “Cost Benefit Analysis and the Art of Software Maintenance,” *Proceedings of the 1992 IEEE Conference on Software Maintenance*, November 1992, IEEE Computer Society Press, 70-77.

Sherer, Susan A. (1992). “Assessing the Risk of Software Failure in a Funds Transfer Application,” *Proceedings of the International Conference on System Sciences*, January 1992, 602-611.

Sherer, Susan A. (1991). “Predicting Software Faults,” *Proceedings of the Decision Sciences Institute 22nd Annual Meeting*, November 1991, 733-735.

Sherer, Susan A. (1990). “Determining the Cost Effectiveness of Software Testing,” *Proceedings of the Decision Sciences Institute 21st Annual Meeting*, November 1990, 1106-1108.

Sherer, Susan A. (1989). “Measuring the Risk of Software Failure: A Financial Application,” *Proceedings of the 10th International Conference on Information Systems*, December 1989, 237-245.

Sherer, Susan A. and Clemons, Eric K. (1987). “Software Risk Assessment,” *AFIPS Conference Proceedings*, 56 (June 1987), 701-707.

REGIONAL PROCEEDINGS, ABSTRACTS, OTHER PUBLICATIONS

Sherer, Susan A and Ray, Manash (2003). "IT Benefits Realization," *Proceedings of IT Investment Workshop*, Temple University Irwin L. Gross eBusiness Institute, October 2003.

Sherer, Susan A. (1993). "Using Neural Networks to Predict Software Faults: A Preliminary Study," *Proceedings of the Northeast Decision Sciences Meeting*, April 1993, 197-199.

Sherer, Susan A. and Paul, Jack W. (1991). "Assessing the Risk and Financial Consequence of Failure in an Audit Engagement," *Proceedings of American Accounting Association 1991 Mid-Atlantic Regional Meeting*, April 1991, 1.

Sherer, Susan A. (1992). Book Review: Checkland, P. and Scholes, J. *Software Systems Methodology in Action* (1990), *Interfaces* (Jan-Feb. 1992), 181.

Sherer, Susan A. (1991). Book Review: Lucas, H., Ginzburg, M., and Schultz, R. *Information Systems Implementation: Testing a Structural Model* (1990), *Interfaces* (Sep.-Oct. 1991), 88-89.

SEMINARS/PRESENTATIONS

Seminar for St. Lukes Hospital and Health Network Emerging Leaders program, including creation of case study, Health Information Technology, February 2012.

"Impact of National Culture on IT Investment Management Processes", research seminar series Universidade Catolica Portuguesa, July 2005.

Tutorial on Measuring the Payoff from IT Investments, with Rajiv Kohli, AMCIS 2002.

"Can IT be Justified on Faith Alone?" Panel organizer and chair, Philadelphia chapter of Society of Information Management, October 2000.

"The Nature of the University in the Information Age," presentation at Lehigh University Presidential Inaugural Dinner, 1999.

"Does the IT Curriculum Meet Your Needs?" Panel presentation to Philadelphia chapter of Society of Information Management, 1999.

"The BIS Curriculum," Presentation at Career Services Luncheon, 1998.

"Research Issues in Knowledge Based Enterprises," Center for Innovation Management Studies Corporate Sponsor Meeting, 1998.

"Reinventing the Corporation for the 21st Century: Technology Issues," Moderator of Panel, Lehigh University Global Economy Conference, 1997.

"What is Information Systems?" Presentation to Business Department Faculty, 1996.

"Role of the TA in the Business College," Lehigh University Graduate Orientation, 1993, 1994.

"Software Testing," Martindale Center Faculty Workshop, 1991.

"Academic Research in Information Systems," Workshop for Philadelphia chapter of Society of Information Management, 1990.

"Software Failure Risk: Identification, Measurement, and Management," Wharton School Workshop on Strategic Information Systems Architectures, 1990; Air Products and Chemicals, 1990; Independence Resources, 1990.

"The Risk of Software Failure: How Can We Measure It?" Lehigh University Industrial Engineering Spring Seminar Series, 1989.

GRANTS AND AWARDS

Agency for Healthcare Research and Quality joint grant with Lehigh Valley Health Network 2011, \$1.2 million: Data Flow and Clinical Outcomes in the Perinatal Continuum of Care, with Chou, Deily, Meyerhoefer, Levick, Sheinberg

Faculty Cluster Development Grant 2011: \$7700: Integrated Healthcare Delivery: Policy, Management, Information, and Operations, with Meyerhoefer, Terlaky, Storer, and Korth

Faculty Innovation Grant, 2010, Optimizing Prenatal Care at LVHN, with Meyerhoefer, Chou, and Deily, \$23,190.

Lehigh Luminary 2004

Fulbright Award received 2003 for 2005: Information Management, Portugal

Kenan Professor of Information Technology, appointed July 1, 2002

PriceWaterhouseCoopers Consulting Professor, appointed July 1, 2001

SIM International Paper Award Competition, October 2001. Honorable Mention awarded to “IT Value Realization Process at Air Products and Chemicals, Inc.” by Chowdhury, N., Sherer, S., and Ray, M.

2000 Beidelman Research Award

1998 Christian R. and Mary F. Lindback Award for Distinguished Teaching

Kane Faculty Fellowship, 1993-1994

Beta Gamma Sigma, 1991

Service recognition award, Philadelphia Chapter, Society of Information Management, 1992.

Lehigh University Faculty Research Grants, 1997, 1990

Summer research grants, Lehigh University College of Business and Economics, 2001, 2000, 1998, 1991.

Research grant for proposal: “Measurement of Software Risk,” Association of Computing Machinery Special Interest Group in Business Data Processing, 1986.

Teaching Assistantship in Decision Sciences, University of Pennsylvania, 1984-1987

SUNY Graduate School Fellowship, 1974-1975

Teaching Assistantship in Statistics, State University of New York at Buffalo, 1974

Signum Laudis Academic Honorary, SUNY at Albany, 1973

Pi Mu Epsilon Mathematics Honorary, SUNY at Albany, 1973

New York State Regents Scholarship, 1969-1973.

SERVICE: UNIVERSITY

Faculty Cluster Hiring Proposal Committee: Healthcare Delivery, 2010-2011

FIG Grant Proposals Evaluation Committee, 2011

Participant, Strategic Planning Implementation Retreat, March 2010

Provost Search Committee 2008-2009

Chairs Executive Committee 2008-2011

Chair, University Faculty Awards Committee 2008-2010

Facilitator of session at Lehigh Board of Trustees Meeting, October 2007, Long Range Planning for Faculty

Senior Lindback Award Selection Committee, 2007

New Chairs Orientation Panel, 2006-2008

Presidential Search Committee, 2005-2006

Co-Director, Center for Value Chain Research, 2002-2006

Developed and established the center as a joint initiative with the Industrial and Systems Engineering Department.

Wrote grant proposals to establish center as part of the National Science Foundation Industry/University Collaborative Research Center program joining CELDi, with University of Arkansas, University of Florida, University of Oklahoma, Oklahoma State, and Louisville.

Marketed center and established partnerships with major corporate sponsors including Agere, HP, Boeing.

Developed research projects for faculty members in conjunction with industry partners.

Obtained center funding from National Science Foundation: \$250,000 over five years; and industry participants: \$150,000 year 1: \$175,000 year 2.

Hired industrial liaison officer.

Developed and ran workshops for industry participants 2003, 2006.

Transitioned leadership of center.

Tenure and Promotion Subcommittee of the Faculty Personnel Committee, 2005.

Visiting Lecturers Committee, 2003-2006

Data Advisory Council, 2002-2005

Lehigh Workshop on Information Science and Technology Organizing Committee, 2000

Advisory Council on Information Systems, 1999-2000

Instructional Technology Faculty Search Committee, 1999-2000

Provost Academic Advisory Council, 1998-1999

Learning Innovations Program Committee, 1994-1998

Committee Chair, 1996-1997

Subcommittee Chair Information Technology Skill Development, 1995

Search Committee, Lehigh University Vice Provost for Information Resources, 1995

Computer Advisory Committee, 1994-1997

Academic Computing Committee, 1989-1991

SERVICE: COLLEGE

Chair, Department of Management, 2005-2011

Managed department growth from 14 to 21 faculty representing multiple disciplines: Business Information Systems, Organizational Behavior, Strategic Management, Entrepreneurship, and Supply Chain Management.

Developed and implemented strategic plan that integrated disciplines and promoted research culture, leading to increased quality and quantity of departmental research output.

Managed faculty transitions and mentored faculty: New faculty hires: 14; Tenured 4, Promotions 1, Retirements 3, Reappointments: 20.

Developed and continuously improved programs in all areas including 3 undergraduate majors (BIS, Management, SCM), two minors (BIS, SCM), core offerings at both the MBA and undergraduate levels, MBA concentration in SCM, and professional certificate programs (entrepreneurship, SCM, Project Management).

Managed budget and administered departmental operations.

Senior Open House Panel Member 2009
Business 1 Presentation on Majors 2009
Dean Search Committee, 2005, 2006
Promotion and Tenure Committee, 2006-2009
Undergraduate Curriculum Committee, 2003-2005
Freshman Advising 2005, 2006
Faculty Mentor Program, 2003-2005
Distance Learning Committee, 2002-2005
Director of Business Information Systems Program, 1997-2006
Faculty Advisor, Association of Information Technology Professionals, 1998-2005
Beidelman Research Award Selection Committee, 2003
Magee Professorship Selection Committee, 2002
MBA Core Curriculum Committee, 1998-2002
Chair IS Faculty Search Committee, 1999, 2000, 2001, 2002, 2003
Marketing Faculty Search Committee, 1999-2003
Accounting Faculty Search Committee, 1999
Supply Chain Faculty Search, 2002
Doctoral Committee, 1999-2000
Dean Search Committee, 1998-1999
Dean's Council, 1998-1999
Undergraduate Core Curriculum Committee, 1998-1999
College representative at AACSB Dean's Reception, 1998
Vice Chair of Business Department, 1997-1998
Promotion and Tenure Committee, 1995-1998
Information Systems Task Force, 1997; Chair: Developed new BIS major
Introduction to Business Task Force, 1995-1997
Computing Skills Task Force, 1995-1997
Candidates Day Panel, 1995, 1996, 1998
Undergraduate Curriculum Review Committee, 1993-1995
Undergraduate Math Review Task Force, 1993-1995
MBA Program Review Committee, 1993
Undergraduate Core Curriculum Review Committee, 1992
Dean Search Committee, 1991-1992
MBA Admissions Committee, 1991-1994
Undergraduate Curriculum Task Force on Information and Technology, 1990
Computer Facilities Committee, 1989-1990
MBA Advisor
Undergraduate Advisor

PROFESSIONAL EXPERIENCE

Management Consultant, 1978-1982
Leeds & Northrup Co., Communications Concepts, Inc.
Formulated business plans and developed computer based manufacturing and financial systems.

Manager of Material Forecasting, Leeds & Northrup Co., 1978
Responsible for forecasting material requirements to manage inventory in excess of \$30M.

Systems Design Manager, Leeds & Northrup Co., 1977-1978
Responsible for design, programming, and implementation of major financial computer systems.

Cost Engineer, Union Carbide Corporation, 1975-1977
Responsible for cost estimation and control of major capital projects and development of estimation and forecasting techniques.

Management Consultant, Carborundum Company, 1974-1975
Performed financial, market, and feasibility analyses of R&D opportunities.

Operations Research Consultant, Ernst & Ernst, 1973
Formulated and solved management, production, and inventory problems.

PROFESSIONAL ACTIVITIES

Editorial Board, Special Issue *MIS Quarterly*, Co-creating IT Value: New Capabilities and Metrics for Multi-Firm Environments, 2009

External Evaluator University Illinois Chicago Review of IDES Department, 2009

Session Chair International Conference on Information Systems, Valuing IT Opportunities Track, 2006

Associate Editor for ICIS 06, Valuing IT Opportunities

Invited member of SOCOLNET, Society of Collaborative Networks

Session Chair, IBIMA conference, Lisbon, 2005.

Received NSF grants for establishment of Industry/University Collaborative Research Center for Center for Value Chain Research, 2003, 2004.

Founding member, Information Systems Academic Heads International

Listed in "Who's Who in Software Testing Research", STORM, Software Testing Online Resources site, <http://www.mtsu.edu/~storm/>

Co-editor with Rajiv Kohli and Ayelet Baron of 2003 special issue of *Information Systems Frontiers: Measuring Information Technology Payoff in eBusiness Environments*.

Information Systems Strategy and Implementation mini track chair, AMCIS conference, 2001

Attended PriceWaterhouseCoopers University Conference, 1999.

Attended SAP R/3 Academic Implementation Workshop, 1998.

Attended AACSB Global Forum on Management Education, 1998.

Attended AACSB Conference on Undergraduate Curriculum, 1995.

Information Systems Track Chairman, Northeast Decision sciences annual meeting, Spring 1993.

Session chair, Northeast Decision Sciences annual meeting, April 1993.

Participant in APICS POM Faculty Symposium, April 1992.

Session chair, National Decision Sciences annual meeting, Fall 1991.

Reviewer for *MIS Quarterly*, *Communications ACM*, *IS Journal*, *Journal Electronic Commerce Research*, *IEEE Transactions Software Engineering*, *Research Policy*, *IEEE Software*, *Journal Systems and Software*, *Interfaces*, *Data Base*, *Journal Software Maintenance*, *Annals of Cases on IT Management*, *Journal of Organizational Computing and Electronic Commerce*, *Journal of Global Information Management*, *IRMA Journal*,

Journal of Logistics Information Management, Software Maintenance Conference, Decision Sciences conferences, System Sciences conferences, IS conferences, and several books on information systems and operations management.

PROFESSIONAL SOCIETIES

Society of Information Management

Member Subcommittee, Academic membership 2005

Secretary, Philadelphia Chapter 1992

Membership Chairman 1992

Member Philadelphia Board of Directors 1991-1992

Member Philadelphia Academic Relations Committee 1990-1992

Association for Information Systems

Association for Information Technology Professionals

GRADUATE STUDENTS

Doctoral Committee, Sabrina Terrizzi, "Health care IT", 2011

Doctoral Committee, Minmin Han, Computer Science and Engineering, "Software Architecture for Web Applications", completed Fall 2006.

Chair, Doctoral Committee, Robert M. Ballenger, "Object-Oriented Programming Environments: The Effects on an Organizational Control System," completed Fall 1995.

Doctoral Committee, Mahmoud Hamaad, Industrial Engineering, "Design and Operation of a Class of Flexible Manufacturing Systems: Flexible Flow Lines with Finite Buffers," completed November 1991.

Supervised numerous MBA student projects including: IT Solutions for Small Businesses, IT Disaster Recovery, Achieving Value from IT Investments, Internet Based Clinical Software Development, IT Strategy for Fuller, IT Risk Advisory Services

Independent study, Mathematical Programming, Stelios Michaelides, Summer 1988.

PERSONAL

Married: two children

U.S. Citizen