

JIBAN KHUNTIA

4360 Van Munching Hall
Department of Decision, Operations & Information Technologies
Robert H. Smith School of Business, University of Maryland, College Park, MD 20742, USA
Phone: +1 (301) 789-5167, Fax: +1 (301) 405-8655
Email: jiban@umd.edu

EDUCATION

- **PhD Candidate (Business & Management)** (2007- expected 2012), Robert H. Smith School of Business, University of Maryland, College Park; Major: Information Systems, Minor: Institutional Economics and Management.
 - Dissertation Title: IT Enabled Service Innovation: Strategies for Firm Performance (proposal defended on 17 May 2011).
 - Dissertation Committee Members: Prof. Ritu Agarwal (Chair), Prof. Sunil Mithas (Co-chair), Prof. Gordon Gao, Prof. P.K. Kannan (Marketing), Prof. Alan Neustadt (Sociology).
- **Bachelor in Engineering** (1995) University College of Engineering, Sambalpur University, Orissa, India, Major: Mechanical Engineering.

RESEARCH INTERESTS

- Information technology enabled service innovation
- Information technology in healthcare

MANUSCRIPTS SUBMITTED/UNDER REVIEW

1. Khuntia, J., Mithas, S., and Agarwal, R. "How Do Business Models Influence the Sustainability of Entrepreneurial Firms? The Case of Health Information Exchanges", *Manuscript submitted to MIS Quarterly*.
2. Agarwal, R., and Khuntia, J. "Research on Personal Health Information Management: A Systematic Review", *Manuscript submitted to the Journal of the American Medical Informatics Association (JAMIA)*.
3. Agarwal, R., Angst, C., Gao, G., Khuntia, J., McCullough, J., "Revealing Yourself Online: Quality Disclosure in California Hospitals", *Manuscript submitted to Decision Support Systems (DSS)*.

MANUSCRIPTS UNDER PREPARATION

1. Khuntia, J., Mithas, S., and Agarwal, R. "Information Technology, Service Augmentation and Customer Satisfaction: A Cross Country Analysis of Cell Phone Services, *Manuscript under preparation for submission to MIS Quarterly*.
4. Khuntia, J., Whitaker, J., Mithas, S., Kaushik, A., "How Organizational Practices Influence Service Performance". *Manuscript under preparation*.

5. Mithas, S., Khuntia, J., Sambamurthy, V., and Roy, P.K. "Green Information Technology, Energy Efficiency, and Profits: Evidence from an Emerging Economy". *Manuscript under preparation*.

REFEREED CONFERENCE PUBLICATIONS

1. Khuntia, J., Mithas, S., and Agarwal, R. "What Determines the Sustainability and Maturity of Health Information Exchanges?" *Proceedings of the 71st Annual Meeting of Academy of Management (OCIS Division)*, San Antonio, Texas, 2011.
2. Khuntia, J., Mithas, S., Agarwal, R., Lin, O., "How Economic and Institutional Factors Influence Electronic Medical Records Adoption", *Proceedings of the 15th Annual INFORMS Conference on Information Systems and Technology (CIST)*, Information Systems Society, Austin, Texas, 2010.
3. Mithas, S., Khuntia, J., and Roy, P.K. "Green Information Technology, Energy Efficiency, and Profits: Evidence from an Emerging Economy," *Proceedings of the 30th International Conference on Information Systems*, Association for Information Systems, Saint Louis, Missouri, 2010.
4. Mithas, S., Khuntia, J., and Agarwal, R. "Information Technology and Life Expectancy: A Country-level Analysis," *Proceedings of the 30th International Conference on Information Systems*, Association for Information Systems, Phoenix, Arizona, 2009.

PAPERS IN CONFERENCE PROGRAMS

1. Khuntia, J., Mithas, S., and Agarwal, R. "How Do Business Models Influence the Sustainability of Health Information Exchanges?" *Accepted for 42nd Decision Sciences Institute Annual Meeting*, Boston, MA, 2011
2. Khuntia, J., Whitaker, J., Mithas, S., Kaushik, A., "How Organizational Practices Influence Service Performance". *INFORMS Annual Meeting*, Austin, TX, 2010.
3. Khuntia, J., Mithas, S., Agarwal, R., Lin, O., "How Economic and Institutional Factors Influence Electronic Medical Records Adoption", *First Annual Workshop on Health IT and Economics (WHITE)*, Washington DC, 2010.
4. Khuntia, J., Mithas, S., Agarwal, R., "On Sustainability of Health Information Exchanges: Effect of Funding and Patient Experience?" *First Annual Workshop on Health IT and Economics (WHITE)*, Washington DC, 2010.
5. Mithas, S., Khuntia, J., and Roy, P.K., "Green Information Technology, Energy Efficiency, and Profits: Evidence from an Emerging Economy," *The Pacific Asian Consortium for International Business Education and Research (PACIBER) Annual Meeting*, Hawaii, 2010.
6. Khuntia, J, Kumar, M., Agarwal, J., "Do Better Quality Hospitals Result in Better Patient Satisfaction Ratings?" *INFORMS Annual Meeting*, San Diego, CA, 2009.
7. Agarwal, R., Angst, C. M., Khuntia, J., McCullough, J., Gao, G., "Determinants of Willingness to Voluntarily Disclose Quality of Care Information Among California Hospitals", *International Health Economics Association Conference (iHEA)*, 2009.

8. Khuntia, J., Agarwal, R., Angst, C., Gao, G., "Determinants of Voluntary Disclosure of Quality of Care Information among California Hospitals," *INFORMS Annual Meeting*, Washington DC, 2008.
9. Mithas, S., Khuntia, J., and Agarwal, R. "IT and Health: Country Level Analysis", Presented at the *IS International Doctoral Consortium*, Foster School of Business, Washington University, Seattle, US, 2008.
10. Agarwal, R., Angst, C. M., Gao, G., & Khuntia, J., "Revealing Yourself Online: Quality Disclosure in California Hospitals," *Workshop on Information Systems Economics (WISE)*, Montreal, Canada, 2007.

DOCTORAL CONSORTIA

1. AMCIS Doctoral Consortium 2011, Detroit, Michigan.
2. Was selected for PACIS Doctoral Consortium 2011, Queensland, Australia.
3. IS International Doctoral Consortium 2008, Foster School of Business, Washington University, Seattle.

RESEARCH GRANTS AND CONTRACTS

1. Co-researcher, "The Systems Engineering and Integration in Health Care: Initial Research and Feasibility Study". Client: **Lockhead Martin**, 2011-continuing.
2. Co-researcher, "Health Information Exchanges' Survey and Evaluation". Client: **eHealth Initiative** (eHI), 2010-2011.
3. Co-researcher, "Health Information Exchanges, and DC-RHIO Evaluation". Client: **DC-Regional Health Information Organization**, 2009-2010.
4. Co-researcher, "Personal Health Information Management and Design of Consumer Health IT"; Client: **Agency for Healthcare Research and Quality (AHRQ)** of the U.S. Department of Health and Human Services (HHS), 2008-09, Grant: \$50,000.
5. Co-researcher, Assessing Success in Health IT Adoption: Metrics and Data, Client: **Westat**, USA, 2007-08.
6. Research Lead, "Health Information Infrastructure Landscape, Enablement, and Assessment", Client: **Capital Technology Information Services**. MD 2006-07, Grant: \$25,000.
7. Co-researcher, Mobile Devices and Health: The Promise of Information Technology for Improving Health Outcomes in Rural India", **CIBER**, Smith School of Business, 2007-08. Grant: \$4,000.
8. Research Lead, "National Health Information Network for India: Context, Positioning and Lessons Learned from Other Countries", Client: **National Knowledge Commission, India**. 2006-08.
9. Consultant, "Asia Initiative, National Research and Education Networks", Client: **Internet2**, USA, 2006-08, Grant: \$15,000.
10. Advisor on Strategy and Planning, ICT collaboration between India and South African Countries, Client: **Development Gateway Foundation**, 2007.

TEACHING INTERESTS

- Health information technology
- Information systems and strategy
- Information technology and service management

TEACHING EXPERIENCE

1. Instructor, Introduction to Management Information Systems, Smith School of Business, 52 undergraduate business and management students, Spring 2010 (**Rating: 4.45/5.00**).
 - Student evaluation comments: *“enthusiastic professor”, “timely help, and prompt reply to emails (in 5 mins)”, “I learnt several practical implications on IT”, “I learnt about individual, organizational and social aspects of IT, which was very interesting”.*
2. Teaching Assistant, Competitive Advantage through an India Strategy, MBA Elective Course, Smith School of Business, Winter 2009, Winter 2010 and Winter 2011.
 - Comments from the director of study abroad course: *“Jiban was a key asset to the BUSI798G India class the past two January terms. He managed the group and group dynamics effectively and across the board students were appreciative of his contributions”.*
 - Student comments: *"I learned a lot of nuance about the culture from Jiban", "Great support", "Definitely keep it up ..!", "Jiban was an important part of the trip."*
3. Previous experience of teaching / visiting lectures and guide (on technology projects, products development, innovation development) to MS students in Indian Institute of technology, National Institute of Design and National Institutes of Technology, India 2001-2006, India.
4. Visiting and resource faculty for entrepreneurship development camps in engineering and management colleges in India, 20 camps and 15 lectures on entrepreneurship development and technology management, 2003-2006.

CASE STUDIES DEVELOPED FOR INSTRUCTIONAL PURPOSES

1. *“Information Technology, Strategy and Governance at Tata Steel”.* The case was prepared in collaboration with Professors Sunil Mithas and Hank Lucas, for class discussion, 2009-2010.
2. *“Raj Srinivasan at Avery Dennison India: Continuing the Marathon”.* A case study on the leadership of Avery Dennison, India. The case was prepared with Professor Sunil Mithas prepared this case as a basis for class discussion, 2009-2010.
3. *“B. Muthuraman: A Decade of Transformation at Tata Steel, 2001- 2009.”* A case study on the leadership of Tata Steel and how it changed the globalization strategy for Tata Steel, 2009-2010. The case was prepared with Professors Sunil Mithas and Hank Lucas, for class discussion.

PROFESSIONAL EXPERIENCE

1. **Research Fellow, Center for Health Information and Decision Systems, Robert H. Smith School of Business, University of Maryland, USA (August 2006-Present).**

- Involved in **leading several research projects**, groups, maintaining member relationships and in the strategic management of the center.
 - Involved in mutually beneficial, collaborative projects between HIT stakeholders and industry leaders.
2. Officer on Special Duty to Director General (CEO), and Member, Corporate, Center for Development of Advanced Computing (C-DAC), India (2003-2006).
- **Advisor to the CEO** on strategic issues, Supercomputing R & D activities, and corporate planning.
 - Was involved in **policy & strategy planning** at corporate level for various national & global knowledge-centric initiatives including open source software, supercomputing, high performance and GRID computing, internet broadband connectivity & communication, international relations.
3. National Coordinator-Research and Development, National Innovation Foundation, India (2001-2003).
- **Research and Development plan and program for grassroots innovations**; R&D and business development areas with focus on IP and technology transfer, pre business reports and analysis.
 - Coordination with public and private sector R & D institutions, academics, farmer's organization and farmer innovators themselves to add value to local innovations,
 - Setting up and coordination of Grassroots Innovation Augmentation Network (GIAN) in different states, building linkage between innovation, enterprise and investment, evaluation, appraisal for technical and commercial Incubation.
4. Senior Manager and Member Technical Staff, Hardware Technology Development Group, Center for Development of Advanced Computing (C-DAC), India (1997-2001).
- Was involved in **industrial design and engineering** of Supercomputers and other related products.
 - Have led the installation and commissioning of Supercomputers (PARAM) and other products of C-DAC for Man-Drappau Research Center, Singapore; ICAD, Russian Academy of Science, Moscow, Russia; Premier Institutes (IITs) of India; National Center for Medium Range Weather Forecasting, India; Indian Patent Office, National Informatics Center, India.
5. Workshop Manager; Kalinga Engineers Pvt. Ltd, India (1995-1997).
- Management of a 200 employee based company focused on manufacturing industrial cranes, conveyors for port transportation, and heavy industry based installation projects.

MEMBERSHIPS

- Association for Information Systems (AIS)
- Academy of Management (AOM)
- Healthcare Information and Management Systems Society (HIMSS)

- Institute of Electrical and Electronics Engineers (IEEE)
- Institute for Operations Research and the Management Sciences (INFORMS)
- Production and Operational Management Society (POMS)

OTHER AFFILIATIONS

- Member, Consortium and Working Group of World bank on India Innovation Strategy 2006-07
- Working Group Member for Health, National Knowledge Commission, India, 2007-08
- Hon. Trustee, Pragnya & Advisory Member, Srijan, Indian Non-profits, 2007-09
- Board Member, Ask Me Information Services, Aurangabad, India, 2007-09

FELLOWSHIPS, PRIZES AND AWARDS

- **Best Entrepreneurship Paper Award**, Dingman Center Entrepreneurship Research Competition, April 2011
- **Dingman Entrepreneurship Research Fellow**, Dingman Center for Entrepreneurship, Smith School of Business, University of Maryland, 2011
- International Travel Award, Graduate School, University of Maryland, 2011
- Goldhaber Award, Graduate School, University of Maryland, 2010
- Dean's Fellowship, Smith School of Business, 2007-2011
- CIBER grant for IS International Doctoral Consortium, Foster School of Business, Washington University, Seattle, 2008
- Representative scholarship to lead India at the International Youth Employment Summit Campaign, Mexico-2004 held from October 4-7, 2004
- Selected delegate to represent India in the **41st Ministerial Gathering on Science and Technology** at South Africa, 2002
- National Standard Examination Certificate in Physics in the Higher Secondary level, 1991
- National Prize due to 87th rank in State in High School Exams, 1989

ACADEMIC SERVICE

- **Mini track co-chair**, "Successful and Sustainable e-health Solutions" AMCIS 2011
- Reviewer for International Conference of Information Systems (ICIS) and Pacific Asia Conference on Information Systems (PACIS), Academy of Management Annual Meeting 2011
- Reviewer for IT Professional (IEEE Publication)

OTHER SERVICE

- Volunteer, Social Event Monitoring Committee, University of Maryland, College Park, 2007-09

REFERENCES

Prof. Ritu Agarwal

Professor and Dean's Chair of Information Systems
Department of Decision, Operations and Information Technologies
Robert H. Smith School of Business
4327 Van Munching Hall, University of Maryland, College Park, MD 20742
Phone: 301.405.3121
Email: ragarwal@rhsmith.umnd.edu

Prof. Sunil Mithas

Associate Professor and Associate Chair
Department of Decision, Operations and Information Technologies
Robert H. Smith School of Business
4357 Van Munching Hall, University of Maryland, College Park, MD 20742
Phone: 301.424.2283
Email: smithas@rhsmith.umd.edu

Prof. Gordon Gao

Assistant Professor
Department of Decision, Operations and Information Technologies
Robert H. Smith School of Business
4325 Van Munching Hall, University of Maryland, College Park, MD 20742
Phone: 301.405.2218
Email: ggao@rhsmith.umd.edu