

## **CURRICULUM VITAE**

### **RITU AGARWAL**

Robert H. Smith School of Business  
University of Maryland  
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## **EMPLOYMENT**

Professor and Robert H. Smith Dean's Chair of Information Systems  
Robert H. Smith School of Business  
The University of Maryland, College Park

Ralph J. Tyser Professor of Information Systems (2002-2004)  
Robert H. Smith School of Business  
The University of Maryland, College Park

Associate Professor of Management Information Systems (1999-2002)  
Robert H. Smith School of Business  
The University of Maryland, College Park

Associate Professor of Management Information Systems (1996-1999)  
Department of Information and Management Sciences  
College of Business, The Florida State University

Associate Professor of Management Information Systems (1992-1996)  
Department of Management Information Systems and Decision Sciences  
The University of Dayton

Visiting Associate Professor of Information Systems (1993-94)  
Stern School of Business, New York University, New York, NY (on leave from Dayton)

Assistant Professor of Management Information Systems (1988-1992)  
Department of Management Information Systems and Decision Sciences  
The University of Dayton

## **OTHER APPOINTMENTS**

Director, Center for Health Information and Decision Systems, Robert H. Smith School of Business, University of Maryland (Since 2005)

Visiting Scholar, Center for Information Systems Research, Sloan School of Management, MIT, 2006.

Visiting Professor, National University of Singapore, Summer 2002.

## EDUCATION

### **Ph.D. Management Information Systems (1988)**

Whitman School of Management  
Syracuse University, Syracuse, N.Y.

### **M.S. Computer Science (1988)**

L.C. Smith College of Engineering and Computer Science  
Syracuse University, Syracuse, N.Y.

### **M.B.A. (1984)**

Indian Institute of Management, Calcutta

### **B.A. (Honors) Mathematics (1982)**

St. Stephen's College, Delhi University

## RESEARCH INTERESTS

Health information technologies and health informatics.  
Electronic markets.  
Technology adoption, diffusion, use, and innovation.

## SCHOLARLY ACTIVITIES

### PUBLICATIONS --REFEREED JOURNALS

1. G Gao, J. McCullough, R. Agarwal, and A.K. Jha, "Online Physician Ratings by Patients: The First Look at a Changing National Landscape," *Journal of Medical Internet Research*, in press.
2. C.M. Angst, R. Agarwal, G. Gao, J. Khuntia, and J. McCullough, "Information Technology and Voluntary Quality Disclosure by Hospitals," *Decision Support Systems*, in press.
3. X. Xu, H-H. Teo, B. Tan, and R. Agarwal, "Effects of Individual Self-Protection, Industry Self-Regulation, and Government Regulation on Privacy Concerns: A Study of Location-Based Services", *Information Systems Research*, in press.
4. A. Mishra, R. Agarwal, C. L. Anderson, C.M. Angst, "Digitizing Healthcare: The Ability and Motivation of Physician Practices and Their Adoption of Electronic Health Record Systems", *Information Systems Research*, in press.
5. C. L. Anderson, R. Agarwal, "The Digitization of Healthcare: Boundary Risks, Emotion, and Consumer Willingness to Disclose Personal Health Information", *Information Systems Research*, Vol. 22, No. 3, 469-410, September 2011.

6. T. Zhang, R. Agarwal, and H. Lucas, "The Value of IT-Enabled Retailer Learning: Personalized Product Recommendations and Customer Store Loyalty in Electronic Markets," *MIS Quarterly*, Vol. 35 No. 4 pp. 859-881, December 2011.
7. J.M. Goh, G. Gao, and R. Agarwal, "Evolving Work Routines: The Adaptive Routinization of Technology in Healthcare," *Information Systems Research*, Vol. 22, No. 3, 565-585, September 2011.
8. C. DesRoches, R. Agarwal, C.M. Angst and M. Fisher, "Differences Between Integrated and Stand-Alone E-Prescribing Systems Have Implications for Future Use," *Health Affairs*, December 2010 29:122268-2277.
9. R. Agarwal, G. Gao, C. DesRoches and A.K. Jha, "The Digital Transformation of Healthcare: Current Status and the Road Ahead," *Information Systems Research*, Dec 2010, Vol. 21 Issue 4, p796-809.
10. J. Kuruzovich, S. Viswanathan, and R. Agarwal, "Seller Search and Market Outcomes in Online Auctions," *Management Science*, October 2010; 56: 1702 - 1717.
11. A. Animesh, S. Viswanathan, and R. Agarwal, "Competing 'Creatively' in Sponsored Search Markets: The Effect of Rank, Differentiation Strategy, and Competition on Performance," *Information Systems Research*, March 2011, Vol. 22, No. 1, 153-169.
12. C.M. Angst, R. Agarwal, V. Sambamurthy, and K. Kelley, "Social Contagion and Information Technology Diffusion: The Adoption of Electronic Medical Records in US Hospitals", *Management Science*, Vol. 56, No. 10, August 2010, 1219-1241.
13. C. L. Anderson and R. Agarwal, "Practicing Safe Computing: A Multi-Method Empirical Examination of Home Computer Use Security Intentions," *MIS Quarterly*, Vol. 34, No. 3, September 2010, 613-643.
14. R. Agarwal, D.Z. Sands, and J. Diaz-Schneider, "Quantifying the Economic Impact of Communication Inefficiencies in US Hospitals", *Journal of Healthcare Management*, August 2010.
15. R. Agarwal, C.M. Angst, C. DesRoches, M. Fisher, "Technological Viewpoints (Frames) about Electronic Prescribing in Physician Practices," *Journal of the American Medical Informatics Association (JAMIA)*, Vol. 17, 2010, 425-431.
16. G. Gao, A. Gopal, and R. Agarwal, "The Contingent Effects of Quality Signaling: Evidence from the Indian Offshore IT Services Industry," *Management Science*, Vol. 56, No. 6, 2010, 1012-1029.
17. A.N. Mishra and R. Agarwal, "Technological Frames, Organizational Capabilities and Post-Adoption IT Use: An Empirical Investigation of Electronic Procurement," *Information Systems Research*, Vol. 21, No. 2, 249-270, 2010.
18. H. Xu, H., H. Teo, B.C.. Tan, and R. Agarwal, R. "The Role of Push-Pull Technology in Privacy Calculus: The Case of Location-Based Services," *Journal of Management Information Systems (JMIS)*, Vol. 26, No. 3, pp. 137-176, 2010.

19. R. Agarwal, A. Animesh, and K. Prasad, "Social Interactions and the Digital Divide: Explaining Variations in Internet Use," *Information Systems Research*, Vol. 20, No. 2, June 2009, 277-294.
20. C.M. Angst and R. Agarwal, "Adoption of Electronic Health Records in the Presence of Privacy Concerns: The Elaboration Likelihood Model and Individual Persuasion," *MIS Quarterly*, Vol. 33, No. 2, June 2009, 339-370.
21. L. Maruping, V. Venkatesh, and R. Agarwal, "Control, Agile Methodology Use, and Changing User Requirements: A Field Study," *Information Systems Research*, Vol. 20, No. 3, 2009, 377-399.
22. R. Agarwal, C.M. Angst, and M. Magni, "The Performance Effects of Coaching: A Multi-level Investigation using Hierarchical Linear Modeling," *International Journal of Human Resource Management*, Vol. 20, No. 10, 2110-2134, 2009.
23. C.M. Angst, R. Agarwal, and J. Kuruzovich, "Bid or Buy? Individual Differences as Predictors of Strategic Exit in Online Auctions," *International Journal of Electronic Commerce*, Vol. 13, No. 1, Fall 2008, 59-84.
24. J. Kuruzovich, S. Faraj, C.M. Angst, and R. Agarwal, "The Role of Communication in Patient Service Level: A Study of Wireless VoIP and the Integration with a Nurse Call System," *Computers, Informatics, Nursing (CIN)*, Vol. 26, No. 3, May-June 2008.
25. S. Gosain, J. Kuruzovich, S. Viswanathan, and R. Agarwal, "Marketspace or Marketplace? Online Information Search and Channel Outcomes in Auto Retailing," *Information Systems Research*, Vol. 19, No. 2, 2008, 182-201.
26. A. Rai, V. Sambamurthy, and R. Agarwal, "How CIOs can Enable Governance of Value Nets," *MIS Quarterly Executive*, Vol. 7, No. 4, December 2008, 193-204.
27. R. Agarwal, T.W. Ferratt, and P. De., "An Experimental Investigation of Turnover Intentions Among New Entrants in IT," *The Database, for Advances in Information Systems*, Vol. 38, No. 1, 8-28, 2007.
28. M. Ma and R. Agarwal, "Through a Glass Darkly: Information Technology Design, Identity Verification and Knowledge Contribution in Technology-Mediated Communities," *Information Systems Research*, Vol. 18, No. 1, 2007, 42-67.
29. S. Viswanathan, J. Kuruzovich, S. Gosain, R. Agarwal, and S. Weitzmann, "Online Infomediaries and Price Discrimination," *Journal of Marketing*, Vol. 71, No. 3, July 2007, 89-107.
30. R. Agarwal, C.V. Brown, T.W. Ferratt, and J.E. Moore, "Five Mindsets for Retaining IT Professionals," *MISQ Executive*, December 2006, 137-150.
31. E. Karahanna, R. Agarwal, and C. M. Angst, "Reconceptualizing Compatibility Beliefs in Technology Acceptance Research," *MIS Quarterly*, Vol. 30, No. 4, December 2006, 781-804.

32. D. Smaltz, V. Sambamurthy, and R. Agarwal, "The Antecedents of CIO Role Effectiveness in Organizations: An Empirical Study in the Healthcare Sector," *IEEE Transactions on Engineering Management*, Vol. 53, No. 2, May 2006, 207-222.
33. V. Venkatesh and R. Agarwal, "Turning Visitors Into Customers: A Usability Centric Perspective on Purchase Behavior," *Management Science*, Vol. 52, No. 3, March 2006, 367-382.
34. R. Agarwal and H. Lucas, "The IS Identity Crisis: Focusing on High Visibility and High Impact Research," *MIS Quarterly*, Vol. 29, No. 3, Sept. 2005, 381-398.
35. T.W. Ferratt, R. Agarwal, C. Brown, and J.E. Moore, "IT Human Resource Configurations and Turnover: Theoretical Synthesis and Empirical Analysis," *Information Systems Research*, Vol. 16, No. 3, Sept. 2005, 237-255.
36. L. Maruping and R. Agarwal, "Supporting Team Interactions with Technology: A Task-Technology Fit Perspective," *Journal of Applied Psychology*, Vol. 89, No. 6, 2004, 975-990.
37. R. Agarwal and A.P. Sinha, "The Unified Modeling Language: A Study of Developer Perceptions," *Communications of the ACM*, Volume 46, Issue 9, September 2003, 248-256.
38. W. Lewis, R. Agarwal, and V. Sambamurthy, "Spheres of Influence on Beliefs about Technology Use: An Empirical Study of Knowledge Workers," *MIS Quarterly*, Vol. 27, No. 4, 2003.
39. R. Agarwal and V. Venkatesh, "Assessing a Firm's Web Presence: A Heuristic Evaluation Procedure for the Measurement of Usability," *Information Systems Research*, Vol. 13, No. 2, 2002, 168-188.
40. R. Agarwal and V. Sambamurthy, "Principles and Models for Designing the IT Function," *MIS Quarterly Executive*, Vol. 1, No. 1, 2002, 1-16
41. E. Carmel and R. Agarwal, "The Maturation of Offshore Sourcing of Information Technology Work," *MIS Quarterly Executive*, Vol. 1, No. 2, 2002, 65-78.
42. R. Agarwal and T.W. Ferratt, "Enduring Practices for Managing IT Professionals," *Communications of the ACM*, Vol. 45, No. 9, 73-79, 2002.
43. M. R. Tanniru and R. Agarwal, "Applied Technology in Business Program—An Industry-Academia Partnership to Support Student Learning," *E-Service Journal*, Indiana University, Vol. 1, No. 2, Winter 2002, 5-19.
44. R. Agarwal and T.W. Ferratt, "Crafting an HR Strategy to Meet the Need for IT Workers," *Communications of the ACM*, Vol. 44, No. 7, July 2001, 59-64.
45. E. Carmel and R. Agarwal, "Tactical Approaches for Alleviating Distance in Global Software Development," *IEEE Software*, Vol. 18, No. 2, March/April 2001, 22-29.

46. F. Rodhain and R. Agarwal, "Le message électronique: une propriété privée? Perception des salariés quant a la propriété de leurs courriels et au respect de leur vie privée sur le lieu de travail," *Systemès d'Information et Management*. Vol. 4, No. 6, December 2001, 28-49.
47. R. Agarwal and E. Karahanna, "Time Flies When You're Having Fun: Cognitive Absorption and Beliefs about Information Technology Usage," *MIS Quarterly*, Vol. 24, No. 4, December 2000, 665-694.
48. R. Agarwal, V. Sambamurthy, and R. Stair, "The Evolving Relationship between General and Specific Computer Self-Efficacy: An Empirical Investigation," *Information Systems Research*, Vol. 11, No. 4, December 2000, 418-430.
49. R. Agarwal, J. Lynch, J. Prasad, and M. Tanniru, "Rapid Application Development: Are We Subverting Good Software Development Practices?" *Communications of the ACM*, Vol. 43, 11es, 177-188, 2000.
50. R. Agarwal and J. Prasad, "A Field Study of the Adoption of Software Process Innovations by Information Systems Professionals," *IEEE Transactions on Engineering Management*, Vol. 47, No. 3, August, 2000, 295-308.
51. R. Agarwal, R., P. De, A. Sinha, and M. Tanniru, "On The Usability of Object Oriented Representations," *Communications of the ACM*, Vol. 43, No. 10, October, 2000, 83-89.
52. R.P. Roepke, R. Agarwal and T.W. Ferratt, "Transforming the IT Organization: The Leadership Imperative at 3M," *MIS Quarterly*, Vol. 24, No. 2, June 2000.
53. S. Nambisan, R Agarwal, and M. Tanniru, "Organizational Mechanisms for Enhancing User Innovation in Information Technology," *MIS Quarterly*, Vol. 23, No. 3, September 1999, 365-395.
54. R. Agarwal, P. De, and A.P. Sinha, "Comprehending Object and Process Models: An Empirical Study," *IEEE Transactions on Software Engineering*, Vol. 25, No. 4, July/August 1999, 541-556.
55. R. Agarwal, R. and J. Prasad, "Are Individual Differences Germane to the Acceptance of New Information Technologies?" *Decision Sciences*, Vol. 30, No. 2, Spring 1999, 361-391.
56. R. Agarwal and J. Prasad, "A Conceptual and Operational Definition of Personal Innovativeness in the Domain of Information Technology," *Information Systems Research*, Vol. 9, No. 2, 1998, 204-215.
57. R. Agarwal and J. Prasad, "The Antecedents and Consequents of User Perceptions in Information Technology Acceptance," *Decision Support Systems*, Vol. 22, No. 1, 1998, 15-29.
58. D. P. Cardarelli, R. Agarwal, and M. Tanniru "Organizational Pitfalls of Reengineering," *Information Systems Management*, Vol. 15, No. 2, Spring 1998, 34-39.

59. R. Agarwal, M. Tanniru, and D. Wilomen, "Assimilating Information Technology Innovations: Strategies and Moderating Influences," *IEEE Transactions on Engineering Management*, Vol. 44, No. 4, 1997, 347-358.
60. R. Agarwal and J. Prasad, "The Role of Innovation Characteristics and Perceived Voluntariness in the Acceptance of Information Technologies," *Decision Sciences*, Vol. 28, No. 3, 1997, 557-582.
61. R. Agarwal and J. Prasad, "Targeting COBOL Programmers for C Training: The Role of Job Insecurity and Organizational Tenure," *Journal of Systems and Software*, Vol. 37, No. 1, 1997, 5-17.
62. R. Agarwal, G. Krudys, and M. Tanniru, "Infusing Learning into the Information Systems Organization," *European Journal of Information Systems*, Vol. 6, 1997, 25-40.
63. R. Agarwal, A. Sinha, and M. Tanniru, "The Role of Prior Experience and Task Characteristics in Object-Oriented Modeling: An Empirical Study," *International Journal of Human-Computer Studies*, Vol. 45, 1996, 639-637.
64. R. Agarwal, A. Sinha, and M. Tanniru, "Cognitive Fit in Requirements Modeling -- A Study of Object- and Process-Oriented Methodologies," *Journal of Management Information Systems*, Vol., 13, No. 2, Fall 1996, 137-162.
65. R. Agarwal, J. Prasad, and M. Zanino, "Training Experiences and Usage Intentions: A Field Study of a Graphical User Interface," *International Journal of Human-Computer Studies*, Vol. 45, No. 2, August, 1996, 215-242.
66. J. Heatley, R. Agarwal, and M. Tanniru, "An Evaluation of an Innovative Information Technology: The Case of Carrier EXPERT," *Journal of Strategic Information Systems*, Vol. 4, No. 3, 1995, 255-277.
67. R. Agarwal, M. Tanniru, and Y. Zhang, "Knowledge-Based Model Validation Support for End-User Computing Environments," *Decision Support Systems*, Vol. 15, No. 1, 1995, 1-18.
68. R. Agarwal and K. Prasad, "A Blackboard Framework for the Design of Group Decision Support Systems," *Behaviour and Information Technology*, Vol. 13, No. 4, 1994, 277-284.
69. T. W. Ferratt and R. Agarwal, "Guided Self-Development: An Innovative Approach to Management Education and Development Applied to Information System Supervisors," *Computer Personnel*, Vol. 15, No. 3, 1994, 3-15.
70. R. Agarwal, S. Brown, and M. Tanniru, "Assessing the Impacts of Expert Systems -- The Experiences of a Small Firm," *Expert Systems with Applications*, Vol. 7, No. 2, 1994, 249-257.
71. R. Agarwal, L. Roberge, and M. Tanniru, "Qualitative Factors in MIS Planning: A Multi-Dimensional Methodology for Systems Prioritization," *Information and Management*, Vol.

- 27, 1994, 261-274.
72. T.W. Ferratt, L. Short, and R. Agarwal, "Measuring the Information Systems Supervisor's Work-Unit Environment and Demonstrated Skill at Supervising," *Journal of Management Information Systems*, Vol. 9, 1993, 121-144.
73. R. Agarwal, R. Kannan, and M. Tanniru, "Formal Validation of a Knowledge-Based System Using a Variation of the Turing Test," *Expert Systems with Applications*, Vol. 6, 1993, 181-192.
74. R. Agarwal, S. Sakthivel, and M. Tanniru, "Knowledge-Based Approach to Structural Integrity Verification in Requirements Analysis and Logical System Specification," *Knowledge-Based Systems*, Vol. 6, No. 3, 1993, 165-173.
75. R. Agarwal and D. Ghosh, "Issues in The Design and Administration of Model Bases in Distributed Environments," *Journal of Information Technology*, Vol. 7, 1992, 87-94.
76. R. Agarwal and M. Tanniru, "Assessing the Organizational Impacts of Information Technology," *International Journal of Technology Management*, Vol. 7, 1992, 627-643.
77. R. Agarwal and M. Tanniru, "A Structured Methodology for Developing Production Systems," *Decision Support Systems*, Vol. 8, 1992, 483-499.
78. R. Agarwal, R. Kannan, and M. Tanniru, "Knowledge-Based Support for the Design of Information System Controls," *Accounting Systems Journal*, Vol. 2, Fall 1992, 1-20.
79. S. Sakthivel and R. Agarwal, "Knowledge-Based Model Construction for Simulating Information Systems," *Simulation*, Vol. 59, No. 4, October 1992, 223-236.
80. R. Agarwal, M. Tanniru, and M. DaCruz, "Knowledge-Based Support for Combining Qualitative and Quantitative Judgments in Resource Allocation Decisions," *Journal of Management Information Systems*, Vol. 9, No. 1, Summer 1992, 165-184.
81. R. Agarwal and M. Tanniru, "A Petri-Net Based Approach for Verifying the Integrity of Production Systems," *International Journal of Man-Machine Studies*, Vol. 36, 1992, 447-468.
82. R. Agarwal and M. Tanniru, "Knowledge Extraction Using Content Analysis," *Knowledge Acquisition*, Vol. 3, 1991, 421-441.
83. D. Ghosh and R. Agarwal, "Model Selection and Sequencing in Decision Support Systems," *Omega: The International Journal of Management Science*, Vol. 19, No. 2/3, 1991, 157-167.
84. R. Agarwal, R. Linck, and M. Tanniru, "Knowledge Base Maintenance," *Expert Systems: Planning/ Implementation/ Integration*, Vol. 3, No. 2, 1991, 6-14.
85. R. Agarwal, C. Higgins, and M. Tanniru, "Technology Diffusion in a Centralized MIS Environment: Experiences at Carrier," *Information and Management*, Vol. 20, 1991, 61-70.

86. R. Agarwal and M. Tanniru, "Knowledge Acquisition Using Structured Interviewing: An Empirical Investigation," *Journal of Management Information Systems*, Vol. 7, No. 1, Summer 1990, 123-140.
87. R. Agarwal and M. Tanniru, "A Systems Development Cycle for Expert Systems," *Knowledge-Based Systems*, Vol. 3, No. 3, 1990, 170-180.
88. J.P. Moily, T.J. Murray, and R. Agarwal, "A Preliminary Specification of an On-Line Expert Help System," *Information and Management*, Vol. 7, No. 1, 1987, 191-196.

#### REFEREED CONFERENCE PROCEEDINGS

1. G. Gao, B. Greenwood, J. McCullough, and R. Agarwal, "The Digital Soapbox: The Information Value of Online Physician Ratings," *Conference on Information Systems and Technology*, INFORMS, Charlotte, NC, November 11-12, 2011.
2. J. Khuntia, R. Agarwal, S. Mithas, and O. Lin, "How Economic and Institutional Factors Affect Electronic Medical Records Adoption," *Conference on Information Systems and Technology*, INFORMS, Austin, TX, November 6-7, 2010.
3. M. Lin, S. Viswanathan, and R. Agarwal, "An Empirical Study of Contractual Relations in Online Software Outsourcing," *The Sixth Symposium on Statistical Challenges in Ecommerce (SCECR 2010)*, Austin, TX, June 2010.
4. P. E. Manicone, Z. Waldman, R. J. Kern, M. Sharron, S. Basu, J. Goh, G. Gao, R. Agarwal, B. Jacobs, "Physician Documentation Quality: A Comparison of the Electronic and Paper Medical Records for Completeness and Readability in a Tertiary Care Pediatric Medical Center", *Pediatrics Academic Societies' Annual Meeting*, Vancouver, May 1-4, 2010.
5. G. Gao, J. McCullough, R. Agarwal and C. Angst, "Unpacking the Health IT adoption paradox", *Workshop on Information Systems Economics (WISE)*, 2009.
6. G. Gao, J. McCullough, and R. Agarwal, "Online doctor ratings: meaning and application," *International Health Economics Association Conference (iHEA)*, 2009.
7. J.M. Goh, G. Gao, and R. Agarwal, "Health IT's impact on hospital efficiency and quality", *International Health Economics Association Conference (iHEA)*, 2009.
8. C. Anderson and R. Agarwal, "Genetic Information Altruists: How Far and To Whom Does Their Generosity Extend?" *30<sup>th</sup> International Conference on Information Systems*, Phoenix, AZ, 2009.
9. J. Khuntia, S. Mithas, and R. Agarwal, "Information Technology and Life Expectancy: A Country Level Analysis," *30<sup>th</sup> International Conference on Information Systems*, Phoenix, AZ, 2009.

10. P. Manicone, C. Corriveau, J. Goh, R. Agarwal, G. Gao, B. Jacobs, "Implementation of a Computerized Clinical Documentation System (CCDS) in a Tertiary Care Pediatric Medical Center: A Longitudinal Survey of Users.", *Pediatrics Academic Societies' Annual Meeting*, Baltimore, May 2-5, 2009.
11. R. Agarwal, B. Jacobs, J.M. Goh, G. Gao, P. Manicone, and C. Corriveau "The Impact of a Computerized Documentation System on Clinical Routines in a Pediatrics Hospital," *AMIA Spring Congress* 2009.
12. C. Corriveau, P. Manicone, B. Jacobs, R. Agarwal, G. Gao, J. Goh, "Time Motion Analysis of Consultations in a Pediatric Tertiary Care Medical Center Before and After Implementation of a Computerized Clinical Documentation System (CCDS).", *Pediatrics Academic Societies' Annual Meeting*, Baltimore, May 2-5, 2009.
13. J.M. Goh, G. Gao, and R. Agarwal, "Impact of On-line Health Communities on Patient's with Rare Disease," *Annual Conference on Statistical Challenges in E-Commerce*, Carnegie-Mellon University, May 2009.
14. C. Anderson, R. Agarwal, and G. Westerman, "IT is Risky Business: Routine and Mindful Behavior in Achieving IT Infrastructure Reliability," *Academy of Management Annual Meeting*, August 2007.
15. Y. Qiu, S. Viswanathan, and R. Agarwal., "Deal or No Deal? Understanding the Value of Online Deal Forums," *Annual Conference on Statistical Challenges in E-Commerce*, New York University, May 2008.
16. C.M. Angst, R. Agarwal, and J. Dowling, "An Empirical Examination of the Importance of Defining the PHR for Research and for Practice," *Proceedings of the 41<sup>st</sup> Hawaii International Conference on System Sciences*, Waikaloa, HI, January 7-10, 2008.
17. J.M. Goh and R. Agarwal, "Taking Charge of Your Health: The Drivers of Enrollment and Continued Participation in Online Health Intervention Programs," *Proceedings of the 41<sup>st</sup> Hawaii International Conference on System Sciences*, Waikaloa, HI, January 7-10, 2008.
18. C. Anderson, A. Mishra, R. Agarwal, and C. Angst, "Digitizing Healthcare: The Ability and Motivation of Physician Practices and their Adoption of Electronic Health Records," *Proceedings of the International Conference on Information Systems*, Montreal, CA, December 9-12, 2007.
19. A. Animesh, S. Viswanathan, and R. Agarwal, "Online Sponsored Search Advertising as a Quality Signal and its Impact on Consumer Behavior," *Proceedings of the International Conference on Information Systems*, Montreal, CA, December 9-12, 2007.
20. M. Magni, C. Angst, and R. Agarwal, "A Multi-level Investigation of Normative and Informational Influences on Extensiveness of Individual Technology Use," *Proceedings of the International Conference on Information Systems*, Montreal, CA, December 9-12, 2007.

21. R. Agarwal, G. Gao, C. Angst, and J. Khuntia, "Revealing Yourself Online: Quality Disclosures in California Hospitals," *Proceedings of the Workshop on Information Systems and Economics*, Montreal, CA, Dec. 8-9, 2007.
22. C. Angst and R. Agarwal, "Digital Health Records and Privacy Concerns: Overcoming Key Barriers to Adoption," *Proceedings of the International Conference on Information Systems*, Milwaukee, WI, Dec 9-12, 2006, 1331-1339.
23. S. Daniel, R. Agarwal, and K. Stewart, "An Absorptive Capacity Perspective on Open Source Software Development Group Performance," *Proceedings of the International Conference on Information Systems*, Milwaukee, WI, Dec 9-12, 2006, 927-936.
24. C. Anderson and R. Agarwal, "Practicing Safe Computing: Message Framing, Self-View, and Home Computer User Security Behavior Intentions," *Proceedings of the International Conference on Information Systems*, Milwaukee, WI, Dec 9-12, 2006, 1543-1561.
25. F. Ye and R. Agarwal, "Social Capital and IT Outsourcing: An Empirical Study," *Proceedings of the First International Conference on Management of Globally Distributed Work*, Bangalore, India, Dec 26-28, 2005.
26. R. Agarwal, C.M. Angst, C. M., & V. Sambamurthy, "It's Not To Whom You Go, It's Who You Know: Social Referents and Normative and Informational Influence in Technology Acceptance Attitudes and Behaviors." *Proceedings of the Conference on Information Systems and Technology*, INFORMS, Denver, CO, October 23-27, 2004.
27. C.M. Angst and R. Agarwal, "Central and Peripheral Routes to Faithful Technology Usage." *Proceedings of DIGIT 2004*, International Conference on Information Systems, December 12, 2004.
28. F. Ye and R. Agarwal, "Strategic Partnerships in IT Outsourcing: A Social Capital Perspective," *Proceedings of the International Conference on Information Systems*, Seattle, WA, December 2003, 304-315.
29. R. Agarwal and T. W. Ferratt, "Toward understanding the relationship between IT human resource management systems and retention: an empirical analysis based on multiple theoretical and measurement approaches," *Proceedings of the ACM Special Interest Group on Computer Personnel Research*, ACM Press, May, 2002, 126-138.
30. R. Agarwal, P. De, and T.W. Ferratt, "Explaining an IT professional's preferred employment duration: empirical tests of a causal model of antecedents," *Proceedings of the ACM Special Interest Group on Computer Personnel Research*, ACM Press, May, 2002, 14-24.
31. F. Rodhain and R. Agarwal, "Mine or Ours? Email Privacy Expectations, Employee Attitudes, and Perceived Work Environment Characteristics," *Proceedings of the 25<sup>th</sup> Hawaii International Conference on System Sciences*, Hawaii, January 2002.
32. R. Agarwal, P. De, and T.W. Ferratt, "How Long Will they Stay? Predicting an IT Professional's Preferred Employment Duration," *Proceedings of the ACM Special*

*Interest Group on Computer Personnel Research*, ACM Press, April, 2001, 132-138.

33. A. Carswell, R. Agarwal, and V. Sambamurthy, "Development and Validation of Media Property Perception Measures," *7<sup>th</sup> Americas Conference on Information Systems*, 2001, 176-181.
34. R. Agarwal and T.W. Ferratt, "Retention and the Career Motives of IT Professionals," *Proceedings of the ACM Special Interest Group on Computer Personnel Research*, ACM Press, March, 2000, 158-166.
35. R. Agarwal and M. Tanniru, "A Different Model at a Different Time for a Different Client: Privatization of Education Through Engagement and Partnership," *6<sup>th</sup> Americas Conference on Information Systems*, 2000, 1848-1854.
36. T.W. Ferratt, R. Agarwal, J.E. Moore, and C.V. Brown, "Observations from 'The Front: IT Executives on Practices to Recruit and Retain IT Professionals,'" *Proceedings of the ACM Special Interest Group on Computer Personnel Research*, ACM Press, April, 1999, 102-112.
37. P. Carter, R. Agarwal, and V. Sambamurthy, "Organizational Innovation with Information Technologies: The Cycle of Adoption, Adaptation, and Use," *5<sup>th</sup> Americas Conference on Information Systems*, 1999, 585-587.
38. S. Nambisan and R. Agarwal, "The Adoption and Use of National Information Infrastructure: A Social Network and Stakeholder Perspective," *International Conference on Information Systems*, 1998, 313-318.
39. R. Agarwal and T. Ferratt, "Recruiting, Retaining, and Developing IT Professionals" An Empirically Derived Taxonomy of Human Resource Practices," *Proceedings of the ACM Special Interest Group on Computer Personnel Research*, ACM Press, March, 1998, 292-301.
40. R. Agarwal, V. Sambamurthy, and R. Stair, "Cognitive Absorption and the Adoption of Information Technologies," *Proceedings of the Academy of Management Best Papers*, 1997.
41. R. Agarwal and J. Prasad, "Targeting COBOL Programmers for C Training," *Proceedings of the ACM Special Interest Group on Computer Personnel Research*, ACM Press, 1997, 117-126.
42. R. Agarwal and M. Tanniru, "Organizational Receptivity to Change and Success in Business Process Reengineering," *Proceedings of the International Conference on Information Systems*, 1996, 133-144.
43. T.W. Ferratt and R. Agarwal, "Toward Managing Information Systems People Better," *Proceedings of the Special Interest Group on Computer Personnel Research*, ACM Press, 1996, 268-276.
44. R. Agarwal, J. Prasad, and M. Zanino, "From Needs Assessment to Outcomes: Managing the Training of IS Professionals," *Proceedings of the Special Interest Group*

*on Computer Personnel Research*, ACM Press, 1996, 259-267.

45. R. Agarwal, G. Krudys, and M. Tanniru, "Creating a Learning Information Systems Organization," *Proceedings of the Special Interest Group on Computer Personnel Research*, ACM Press, 1995, 237-238.
46. R. Agarwal, P. De, and C.E. Wells, "Cooperative Distributed Problem Solving: An Investigation in the Domain of Job-shop Scheduling," *Proceedings of the 28th Hawaii International Conference on Systems Sciences*, 1995.
47. R. Agarwal, J. Prasad, and M. Zanino, "Graphical User Interfaces and Ease of Use: Some Myths Examined," *Proceedings of the Special Interest Group on Computer Personnel Research*, ACM Press, 1994, 142-154.
48. M. Albers, R. Agarwal, and M. Tanniru, "The Practice of Business Process Reengineering: Radical Planning and Incremental Implementation in an IS Organization," *Proceedings of the Special Interest Group on Computer Personnel Research*, ACM Press, 1994, 87-95.
49. R. Agarwal, A. Sinha, and M. Tanniru, "An Empirical Investigation of the Effects of Experience and Task Characteristics on Object-Oriented Modeling," *Workshop on Information Technologies and Systems (WITS)*, 1992, 225-234.
50. R. Agarwal and M. Tanniru, "Assimilating a New Information Technology: A Strategy and Its Assessment," *Proceedings of the Special Interest Group on Computer Personnel Research*, ACM Press, 1992, 196-203.
51. T. Ferratt, L. Short, and R. Agarwal, "Measuring Work Unit Environment and Demonstrated Skill at Supervising: Instrument Development, Validation, and Scoring with Information Systems Supervisors," *Proceedings of the Special Interest Group on Computer Personnel Research*, ACM Press, 1992, 187-308.
52. R. Agarwal and M. Tanniru, "Technological Support for Conflict Resolution in Multiple Expert Teams," *Proceedings of the National Decision Sciences Institute Meeting*, Miami, 1991, 565-567.
53. R. Agarwal, S. Myaeng, and M. Tanniru, "Modularizing Rule-Based Systems Using Factorization," *Proceedings of the World Congress on Expert Systems*, Orlando, 1991.
54. R. Agarwal, S. Brown, and M. Tanniru, "Alternate Acquisition and Representation Formalisms for Expert Systems: A Case Study," *Proceedings of the Indian Computing Congress*, Hyderabad, India, 1991, 193-202.
55. R. Agarwal and M. Tanniru, "Structured Tools for Rule-Based Systems," *Proceedings of the 24th Hawaii International Conference on Systems Sciences*, 1991.
56. R. Agarwal and M. Tanniru, "Organizational Management of Expert Systems Development," *Proceedings of the First International Conference on AI in Industry and Government*, Hyderabad, India, 1989, 1002-1023.

57. R. Agarwal and M. Tanniru, "Knowledge View Integration in a Disjoint Problem Processing System: A Case of Requirement Analysis and Design Specification," *Proceedings of the 1990 International Society for Decision Support Systems Conference*, 1990, 549-551.
58. R. Agarwal and K. Prasad, "Organizational Knowledge and the Design of Decision Support Systems," *Proceedings of the 1990 International Society for Decision Support Systems Conference*, 1990, 225-240.
59. R. Agarwal and K. Prasad, "Enhancing the Group Decision Making Process -- An Intelligent Systems Architecture," *Proceedings of the 22nd Hawaii International Conference on Systems Sciences*, HI, January 3-6 1989, 273-279.
60. R. Agarwal and M. Tanniru, "Technological Support for Decision Making in the Presence of Uncertainty and Equivocality," *Proceedings of the 10th International Conference on Information Systems*, 1989, 19-30.
61. R. Agarwal and S. Sakthivel, "Verifying the Correctness of Information Systems using PROLOG Interpreted Petri-Nets," *Proceedings of the National Decision Sciences Institute Meeting*, Boston, November 1987.
62. R. Agarwal and K. Prasad, "Logic Programs and Strategic Reasoning," in J.L. Roos (ed.), *Economics and Artificial Intelligence*, International Conference, Aix-en-Provence, France, September 1986.

#### **ARTICLES REPRINTED IN EDITED VOLUMES**

R. Agarwal and M. Tanniru, "Organizational Management of Expert Systems Development," in *Expert Systems in Management and Engineering*, Ellis Horwood, 1990, 21-35.

#### **BOOKS, REPORTS, AND CHAPTERS IN BOOKS**

R. Agarwal and J. Khuntia, "Personal Health Information Management and the Design of Consumer Health Information Technology," Technical Report, *Agency for Healthcare Research and Quality*, Publication No. 09-0075-EF, June 2009.

R. Agarwal, & C.M. Angst, "Technology-Enabled Transformations in Health Care: Early Findings on Personal Health Records and Individual Use," in D. Galletta and P. Zhang (eds.) *Human-Computer Interaction in Management Information Systems: Advances in Management Information Series*, 2006, 357-378.

R. Agarwal and T.W. Ferratt, "Validation of Human Resource Strategies in Information Technology," *IT Workers*, F. Neiderman and T.W. Ferratt (eds.), Idea Group Publishing, 2006, 3-44.

R. Agarwal and A. Bharadwaj, "Considering Risk," in F. Hoque, V. Sambamurthy, R.W. Zmud, T. Trainer, C. Wilson (eds.) *Winning the 3-Legged Race: When Business and Technology Run Together*, Prentice-Hall, 2006, 157-180.

R. Agarwal and C.M Beath, "Grooming the 2010 CIO," SIM International, 2006.

R. Agarwal, "Teamwork in the Netcentric Organization, in D. Tjosvold, K. Smith, and M. West (eds.)," *International Handbook of Organizational Teamwork and Cooperative Working*," Wiley, 2003.

R. Agarwal, A. Rai, and V. Sambamurthy, "Unleashing Enterprise Value Nets," SIM International, 2004.

R. Agarwal and V. Sambamurthy, "Organizing the IT Function for Business Innovation Leadership," SIM International, 2002.

E. Carmel and R. Agarwal, *The Globalization of America's Information Technology Work*, 2000.

R. Agarwal and V. Sambamurthy, "Organizing For Hypercompetition: A Guidebook of Practice for the IT Function," SIM International, 2000.

R. Agarwal and T.W. Ferratt, *Coping with IT Labor Scarcity: Strategies and Practices for Effective Recruitment and Retention*, Pinnaflex Publishing, 1999.

R. Agarwal, "Individual Adoption of New Information Technology," in *Framing the Domains of IT Management Research: Glimpsing the Future through the Past*, R.W. Zmud (ed.), Pinnaflex, 2000.

R. Agarwal and T.W. Ferratt, "Recruiting, Retaining, and Developing a World-Class IT Staff: A Study of Innovative and Effective Practices," SIM International, 1997.

R. Agarwal and T.W. Ferratt, "Recruiting, Developing, And Retaining A World-Class IT Staff: An Analysis Of IT Human Resource Strategies," SIM International, 1998.

## **PRESENTATIONS/PANELS AT CONFERENCES**

Keynote Panel, "Leadership in the Information Systems Discipline," Doctoral Consortium, *International Conference on Information Systems*, Shanghai, China, December 2011.

Panel Participant, "Nurturing a Thriving Information Systems Discipline: A Call to Action," *International Conference on Information Systems*, Shanghai, China, December 2011.

Faculty Advisor, Doctoral Consortium, *Pacific Asia Conference on Information Systems*, Taipei, Taiwan, July 2010.

Faculty Advisor, Doctoral Consortium, *Pacific Asia Conference on Information Systems*, Hyderabad, India, July 2009.

"Human Capital Development in the IT/ITES Sector," Panel Participant, *Third International Symposium of Information Systems*," Hyderabad, India, December 2008.

“Theorizing about IT, Strategy, and Emerging Technologies,” Panel Participant, *Journal of Strategic Information Systems Workshop*, ICIS, Montreal, CA, December 2007.

“Isolating the Effects of Health IT on Performance,” *INFORMS Annual Meeting*, Seattle, WA, November 2007.

“Social Interactions and the Digital Divide,” *INFORMS Annual Meeting*, Seattle, WA, November 2007.

“Transforming the Practice and Delivery of Healthcare Through Information Technology,” Panel Chair and Presenter, *Academy of Management Annual Symposium*, August 2007.

“The Science (Art) of Publishing in the Top IS Journals,” Panel Participant, *European Conference on Information Systems*, St Gallen, Switzerland, June 2007.

“Offshoring Services,” Panel Chair and Presenter, *CIBER Conference on Offshoring*, Duke University, April 2007.

“Information Technology Enabled Transformations: Research that Bridges the Functional Divide,” Panel Participant, *International Conference on Information Systems*, Las Vegas, NV, December 2005.

Deng, X. and Agarwal, R. “Knowledge Transfer in Outsourced Software Development: A Contingency Perspective”. Paper presented at the *Academy of Management Annual Meeting*, New Orleans, LA, USA. OCIS Division, 2004.

“IT as a Platform for Competitive Agility, *IFIP 8.6 Meeting*, Ireland, May, 2004.

“IT Strategy and Firm Value,” Panel Participant, *Academy of Management Annual Meeting*, August 2003.

“Moving Beyond the Individual in Innovation Adoption Research: Multiple Levels of Analysis,” Invited Panelist, *Workshop of the Special Interest Group on Diffusion, Transfer, and Implementation of IT*, Barcelona, Spain, December 2002.

“Networking of Organizational Behavior and Information Systems Researchers,” Workshop Participant, *Academy of Management Annual Meeting*, Denver, August 2002.

“Supply Chain Management in The Automotive Sector: An Investigation Using Control Theory,” *SAP Innovation Congress*, Tampa, FL, February 2002.

“For Whom Do We Toil?” Panel Participant, *Kristiansand International Workshop on Information Systems*, Kristiansand, Norway, August 2001.

“Strategic Imperatives in the Digital Age” Symposium Participant, *Academy of Management Annual Meeting*, Washington DC, August 2001.

“Balancing Rigor and Relevance in IS Research: Strategies, Tactics, and Recommendations,” Panel Participant, *European Conference on Information Systems*, Vienna, Austria, July, 2000.

“A New Model for the IT Organization,” Symposium Participant, *Academy of Management Annual Meeting*, Toronto, August 2000.

“Getting Grant Dollars,” Panel Participant, *International Conference on Information Systems*, Charlotte, NC, December 1999.

“Crafting a Strategy for Electronic Commerce,” *Conference on Managing Advanced Information Technologies*, Oakland University, October 1999.

“Human Resource Strategies for Information Technology Professionals,” *Information Technology in the Workplace Conference*, Creighton University, September 1999.

“Sustaining Innovation Through IT-Competent Organizations: Insights from Practice,” Panel Participant, *IFIP 8.2, 8.6, Joint Working Conference*, Helsinki, December 1998.

“The Leadership Initiative at 3M,” *Society for Information Management International Conference*, Seattle, December 1988.

“Are Existing Systems Analysis and Design Methods Obsolete for Web-based Application?” Panel Participant, *Workshop on Information Technologies and Systems (WITS)*, Atlanta, December 1997.

“Adopting Software Process Innovations,” *Conference on Managing Advanced Information Technologies*, Syracuse University, October 1996.

“Radical Planning and Incremental Implementation of Business Process Reengineering,” *Conference on Managing Advanced Information Technologies*, Syracuse University, October 1995.

“Experimental Research in Systems Analysis and Design Methodologies: Opportunities and Challenges,” Panel Participant, *15th International Conference on Information Systems*, Vancouver, BC, 1994.

“Achieving Success in Business Process Reengineering,” *Conference on Managing Advanced Information Technologies*, Syracuse University October 1994.

“User Acceptance of Information Technology Innovations,” *Conference on Managing Advanced Information Technologies*, Syracuse University October 1993.

“The Effects of Prior Biases on Object Oriented Modeling,” *Conference on Expert Systems in Management*, Syracuse University October 1992.

“Continuous Verification and Validation of Expert Systems,” *National Meeting of TIMS/ORSA*, San Francisco, October 1992.

“Structured Tools for Rule-Based Systems,” *Conference on Expert Systems in Management*, Syracuse University October 1991.

“Distributed Operational Control of Flexible Job-Shops,” *National Meeting of ORSA/TIMS*,

Nashville, May 1991.

“Group Decision Support for Multiple Expert Teams,” *National Meeting of ORSA/TIMS*, Las Vegas, May 1990.

“The Role of Expert Systems in Systems Development,” Conference on *Expert Systems in Management*, Syracuse University, October 1990.

“An Expert System for Project Selection,” *National Meeting of the Association for Intelligent Systems Technology*, Syracuse, October 1989.

“Ensuring Integrity in Rule-Based Systems,” Conference on *Expert Systems in Management*, Syracuse University, October 1989.

“The Use of Non-Monotonic Reasoning in the Determination of Payees,” *National Meeting of the Association for Intelligent Systems Technology*, September 1988.

“Implementation Issues in Expert Systems,” *National Meeting of ORSA/TIMS*, Denver, October 1988.

“Implementing Belief Revision in the Regular Benefits Consultant,” *Teknowledge Users' Group Meeting at AAAI 1987*, Seattle, July 1987.

## MANUSCRIPTS

J. Khuntia, S. Mithas, and R. Agarwal, “How do Business Models Influence the Sustainability to Entrepreneurial Firms? The Case of Health Information Exchanges,” under review, *MIS Quarterly*.

S.L. Daniel, R. Agarwal, and K. Stewart, “The Effects of Diversity in Global, Distributed Collectives: A Study of User Participation in Open Source Projects,” under review, *Information Systems Research*.

V. Ramachandran, R. Agarwal, and A. Mishra, “Business Strategy and IT-Enabled Business Capabilities: Fits, Misfits, and Firm Performance,” working paper.

F. Ye and R. Agarwal, “Managing in Times of Crisis: Information Systems and Disease Prevention and Control in China,” working paper.

A. Animesh, S. Viswanathan, and R. Agarwal, “Advertising or Price? The Efficacy of Quality Informational Cues in Online Sponsored Search Markets,” working paper.

M. Ma and R. Agarwal, “With a Little Help from Strangers: Social Support and Smoking Cessation in Online Communities,” working paper

X. Deng, and R. Agarwal, “Knowledge Sharing in Software Development and Software Defects: A Field Study”, working paper.

R. Agarwal and T.W. Ferratt, "Retaining IT Professionals: A Competency-Driven Framework Integrating Individual and Organizational Perspectives."

R. Agarwal and M. Ahuja, "Network Characteristics, Media Choices, and Performance of Self-Managed Teams."

## SELECTED INVITED PRESENTATIONS

Keynote Speaker "Bits, Bytes, and Potions: The Digital Transformation of Health and Medicine," *Management and Economics of ICT Conference*, Munich, Germany, March 2012.

"A Digital Soapbox? The Information Value of Online Doctor Ratings," Seminar, Tepper School of Management, Carnegie-Mellon University, September 2011.

"A Digital Soapbox? The Information Value of Online Doctor Ratings," Seminar, Fogelman School of Business, University of Memphis, September 2011.

"The Digitization of Healthcare and Online Doctor Ratings," Seminar, University of British Columbia, April 2011.

"Physician Identity and Electronic Health Records," Seminar, Krannert School of Business, Purdue University, November 2010.

Smith School Thought Leadership Series, "Digital Transformation of Healthcare," October 2009.

"Privacy and Digital Health Information," Seminar, Arizona State University, November 2008.

"The Digitization of Healthcare," Seminar, Katz School of Business, University of Pittsburgh, February 2008.

"Propensity, Susceptibility, Infectiousness, and Spatial Proximity Contagion: Electronic Medical Record Diffusion in US Hospitals," Seminar, Emory University, Atlanta, GA, November 2007.

"The Diffusion of Electronic Medical Records," Seminar, University of Washington, Seattle, April 2007.

"Online-Infomediaries and Price Discrimination," Seminar, Stern School of Business, New York University, October 2006.

"But Does IT Add Value?" Panel Participant, Partner's Health Care Telemedicine Symposium, Harvard Medical School, October 2006.

"Using IT to Improve Outcomes in Healthcare Delivery, "PHRs, EHRs, EMRs: Research Opportunities and Challenges," Invited Talk, Workshop on Healthcare and IT, Boston College, October 2006.

“Identity in Virtual Communities,” Seminar Speaker, University of Texas at Arlington, April 2006.

“Informing Health Care: Electronic Health Records and Individual and Institutional Use,” Graduate School of Business Administration Congress, Zurich, Switzerland, October 2005.

“Online Infomediaries in Auto-Retailing,” Seminar Speaker, University of Texas at Dallas, October 2005.

“Informing Health Care Through IT,” Keynote Speaker, Economic and Social Research Council Seminar, University of Nottingham, July 2005.

“Reflections on MBA and E-MBA Teaching,” Gordon Davis Symposium, Carlson School of Business, University of Minnesota, May 2005.

“Digital Re-Intermediation in the Automobile Value Chain,” Seminar, Heinz School of Public Policy, Carnegie-Mellon University, March 2005.

“Digital Re-Intermediation in the Automobile Value Chain,” Seminar, College of Business, Ohio State University, March 2005.

“In Search of Superior Performance: The Alignment of IT Capabilities and Firm Strategy,” 30<sup>th</sup> Anniversary Celebration, Eller College of Business and Public Policy, University of Arizona, November 2004.

“Theories of Diffusion of Innovation in IT,” Seminar Leader, INFWEST.IT Program, Jyvaskyla, Finland, August 2004.

“Generating Value from IT: Triangulating on Assimilation Behaviors in Organizations,” Distinguished Speaker Series, McGill University, Faculty of Management, May 2004.

“Turning Visitors Into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels,” Seminar, School of Business, Case Western Reserve University, February 2004.

“Turning Visitors Into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels,” Seminar, School of Business, Michigan State University, September 2003.

“Turning Visitors Into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels,” Seminar, College of Business, Georgia Tech University, May 2003.

“Individual Adoption of New Technologies,” CIO Seminar, Center for Information Management Studies, Babson College, May 2003.

“Turning Visitors Into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels,” Seminar, McCombs School of Business, University of Texas At Austin, April 2003.

“Turning Visitors Into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels,” Seminar, School of Business, University of Houston, April 2003.

“Turning Visitors Into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels,” Seminar, Michael F. Price College of Business, University of Oklahoma, April 2003.

## GRANTS AND CONTRACTS

Co-Investigator, “Modeling and Optimizing Intensive-Care Unit Performance,” research grant, Lockheed Martin, 2011-2012.

Principal Investigator, Air Force Medical System/CTSA Collaboration Workshop, AFMS, 2011.

Co-Investigator, Office of the National Coordinator for Health IT HIE Challenge Grant, Department of Health and Human Services, 2011-2012.

Co-Investigator, Economic Modeling of ICU Operations, Lockheed Martin Corporation, 2011.

Co-Investigator, University of Maryland and NSF Advance Grant Program, 2011.

Co-Investigator, “Development Methods from Other Industries to Inform the Development of Consumer Health IT,” AHRQ, 2010-2012.

Co-Investigator. “Usability Toolkit for Electronic Health Records,” AHRQ, 2010-2012.

Co-Investigator, “Development of a Model Electronic Health Record for Children,” AHRQ, 2010-2012.

Principal Investigator, “Documenting Public Private Partnership Value,” FDA, 2009-2011.

Principal Investigator, “Developing a Cardiology Specific Electronic Health Record,” Maryland Industrial Partnerships Grant, 2009-2010.

Principal Investigator, “Evaluation of the District of Columbia Regional Health Information Organization, DC Department of Health, 2009-2011.

Co-Investigator, “Personal Health Information Management and the Design of Consumer Health IT,” AHRQ/NIH, 2008-2009.

Co-Investigator, “Impact of an Electronic Prescribing System on Physician Practices,” AHRQ/NIH, 2007-2009.

Co-Investigator, “IT is Risky Business: Mindfulness, Routine, and Reliability in IT Infrastructure,” National Science Foundation, 2007-2008.

Principal Investigator, I/U CRC Planning Grant for Center for Health Information and

Decision Systems, National Science Foundation, 2006.

Co-Investigator, "Grooming the 2010 CIO," research contract with the Advanced Practices Council of the Society for Information Management, 2006-2007.

Co-Investigator, "Deriving IT Value Through Strategic Alignment of IT Human Capital," research grant, Center for Information Systems Research, MIT, 2004.

Co-Investigator, "Unleashing IT-Enabled Value Nets: Relational and Governance Architectures," research contract with the Advanced Practices Council of the Society for Information Management, 2001-2003.

Co-investigator, "DARPA Netcentricity Project," University of Maryland, 2000-2001.

Co-investigator, "The Globalization of America's Information Technology Work," research contract with US Department of Labor, 1999-2000.

Co-Investigator, "Organizational Logic for the IT Function: Realizing Business Value through Client Relationships, Sourcing Networks, and Expertise Leverage," research contract with the Advanced Practices Council of the Society for Information Management, 1999-2001.

Co-Investigator, "Recruiting, Developing, and Retaining a World-Class IT Staff: A Study of Innovative Practices," research contract with the Advanced Practices Council of the Society for Information Management, 1996-98.

Principal Coordinator, "Decision Support for Management Decision Making," executive education workshops, National Air Intelligence Center, Wright Patterson Air Force Base, Ohio, 1996.

Co-investigator, "Business Process Reengineering as Organizational Innovation: A Model for Predicting Success," research grant, Earl V. Snyder Innovation Management Center, Syracuse University, 1995-96.

Co-investigator, "Artificial Intelligence Applications in Logistics," research contract with the Intelligent Systems Application Center (ISAC). The ISAC is funded through Federal, State, and Department of Defense monies with the mission of exploring the potential of Artificial Intelligence applications.

Co-investigator, "Intelligent Schedulers for Training Management Systems," research contract with ISAC, Summer 1992.

Principal Investigator, "Innovative Applications of Artificial Intelligence to Enhance Small Business Competitiveness and/or Productivity," research contract with ISAC, 1992-1993.

## HONORS AND AWARDS

Fellow of the Association of Information Systems, 2011.

University of Maryland Distinguished Scholar-Teacher Award, 2011-2012.

Best Paper Award, *Information Systems Research*, 2009.

Top 15% of Professorial Faculty in Teaching, Robert H. Smith School of Business, Fall 2009, Spring 2011.

*MISQ Executive*, Two articles in Top 10 articles published in the journal up to 2004.

Service Recognition Award, INFORMS, 2006.

University of Maryland, Robert H. Smith School of Business, Krowe Teaching Award for Excellence, 2004.

University of Maryland Graduate Research Board Research Grant, 2003.

University of Maryland, Outstanding Woman of Color Award, 2003.

Appreciation Award, University System of Maryland Human Resources and IT Staff, 2001.

Top 15% of Professorial Faculty in Teaching, Robert H. Smith School of Business, Fall 2000.

“Rookie of the Year Award,” MBA Student Association, University of Maryland, 2000.

1<sup>st</sup> Place, Most Valuable Mentor Award, The William R. Jones Foundation, 1999.

1<sup>st</sup> Place Award, Society for Information Management International Paper Competition, 1998.

Florida State University Research Grant, 1998.

Best Research Paper, Academy of Management OCIS Division, 1997.

Best Research Proposal, Academy of Management MED Division, 1990.

## SERVICE ACTIVITIES

### PROFESSIONAL SERVICE

**Standing Member**, AHRQ Study Section, Healthcare Quality and Effectiveness Research, 2010-2012.

#### Editorial Roles

Editor-in-Chief, *Information Systems Research* (January 2011-December 2013).

Senior Editor, *MIS Quarterly Executive*, since 2008.

Editorial Board, *Organization Science*, since 2007.

Senior Editor, *Information Systems Research*, 2005-2008.

Guest Editor, *Information Systems Research*, Special Issue on “The Interplay Between Digital and Social Networks,” 2006-2007.

Senior Editor, *MIS Quarterly*, 2001-.2004.

Associate Editor, *Management Science*, 2003-2006.

Editorial Board, *Journal of AIS*, 2002-2007.

Associate Editor, *Decision Support Systems*, since 1999.

Editorial Board, *Journal of Information Technology and Management*, since 1998.

Editorial Board, *IEEE Transactions on Engineering Management*, 2000-2004.

Associate Editor, *MIS Quarterly*, 1998-2001.

Associate Editor, *International Journal of Human-Computer Studies*, 1993-2003.

*Ad hoc* Reviewer for *ORSA Journal on Computing*, *Journal of Management Information Systems*, *IEEE Transactions on Software Engineering*, *Human Relations*, *Communications of the ACM*, *IEEE Transactions on Knowledge and Data Engineering*, *Journal of Organizational Computing*.

Reviewer for 11<sup>th</sup>, 12<sup>th</sup>, 13<sup>th</sup>, 14<sup>th</sup>, 15<sup>th</sup>, 17<sup>th</sup> International Conference on Information

Systems, 1990, 1991, 1992, 1993, 1994, 1997.

### **Conference and Workshop Activities**

Conference Chair, *Annual Workshop on Health IT and Economics (WHITE)*, 2010, 2011.  
Track Chair, ICIS 2008.  
Faculty Participant, Junior Faculty Workshop, Academy of Management, 2005.  
Program Co-chair, ICIS 2004.  
Program Committee, ICIS 2000, 2001, 2002.  
Conference Chair, SIGCPR 1999.  
Program Committee, ICIS 1999.  
Program Committee, IFIP WG8.2 and WG8.6 Working Conference, 1998.  
Program Chair, SIGCPR 1998.  
Associate Program Chair, SIGCPR 1997.  
Conference Committee, SIGCPR 1996, 1997.  
Program Committee, Workshop on Information Technologies and Systems (WITS), 1993, 1994, 1999, 2000.  
Session Chair, ORSA/TIMS National Meeting, Detroit, October, 1994.  
Session Chair, ORSA/TIMS National Meeting, Nashville, May 1991.  
Session Chair, ORSA/TIMS National Meeting, Las Vegas, May 1990.  
Program Review Panel, SIGCPR Conference, 1990, 1991, 1992.

### **Professional Positions (Elected)**

Member, INFORMS Board, 2004-2006.  
Vice President, Subdivisions, INFORMS, 2004-2006.  
Chair, INFORMS Information Systems Society, 1999-2005.  
Member, Subdivisions Council, INFORMS, 2004-2006.  
Vice President, Member Services, Association for Information Systems, 2003-2006.  
Vice-Chair, ACM SIGCPR, 1999-2001.

### **SELECT CORPORATE OUTREACH ACTIVITIES**

Research collaboration with Children's National Medical Center, Washington, DC, 2007-ongoing.  
Research engagement with Johnson and Johnson, HCS, 2006-ongoing.  
Research engagement with Pfizer, Inc. 2006-2008.  
Presentation to SIM NY Chapter, November 2007.  
Expert Testimony, American Health Information Community, Department of Health and Human Services, Washington DC, August 2006.  
Expert Testimony, National Committee on Health and Vital Statistics, Department of Health and Human Services, Washington DC, January 2005.  
Briefing, Office of the National Coordinator for Health Information Technology, Department of Health and Human Services, Washington DC, July 2005.  
Advisor and Consultant, Astra Zeneca Corporation, Wilmington, DE, 2003-2005.  
Expert Advisor, The Nature Conservancy, Arlington, VA, 2002-2004. Advised the CIO and his leadership team on redesigning and restructuring the IT function.  
Presentation at SIM Webinar on Offshore Outsourcing, 2003.  
Presentation at IT Leadership Retreat, The Nature Conservancy, Arlington, VA, 2003.

Presentation to Industry Partner's Forum, Kristiansand, Norway, 2001.  
Presentation to Intel IT Leadership Forum, Sacramento, CA, 2000.  
Presentation to SIM Chapter, Washington DC, 2000.  
Presentation to University System of Maryland CIO Council, College Park, MD, 2000.  
Presentation to University of Maryland, Center for Knowledge and Information, CIO Forum, College Park, MD, 2000.  
Presentation to IT Management Team, Aon Corporation, Chicago, IL, 2000.

## **UNIVERSITY SERVICE**

### **University of Maryland**

Chair, Search Committee, Assistant/Associate Dean for Undergraduate Studies, Robert H. Smith School of Business.  
Member, Board of Regents University President Search Committee, 2010.  
Member, University Senate Pay Review Committee, 2009-2010.  
Member, Provost's Dean Search Committee, University of Maryland. 2007-08.  
Chair, Master's Design, Development, and Innovation Committee, Robert H. Smith School of Business, 2007-2008.  
Chair, Founder, and Organizer, CIO Forum, Center for Electronic Markets and Enterprises, Robert H. Smith School of Business, 2002-2009.  
Co-Chair, 3<sup>rd</sup>, 5<sup>th</sup> Annual Netcentricity Conference, Robert H. Smith School of Business, 2003, 2005.  
Member, Provost's Committee to Review Dean Frank, 2005-2006.  
Chair, MS Oversight Committee, Robert H. Smith School of Business, 2001-2002.  
Chair, IS Recruiting Committee, 2001-2002.  
Member, Ph.D. Committee, Department of Decision and Information Technologies, Robert H. Smith School of Business, .  
Member, Publication Policy Committee, Department of Decision and Information Technologies, Robert H. Smith School of Business, 2002.  
Advisor, MS IS Program, Robert H. Smith School of Business, 2001-.  
Member, MS Oversight Committee, Robert H. Smith School of Business, 2001-2002.  
Chair, IS Recruiting Committee, Department of Decision and Information Technologies, Robert H. Smith School of Business, 2001-2002.  
Member, Provost's Committee to Review Dean Howard Frank, 2001.  
Member, IS Recruiting Committee, 2000-2001.  
Member, Statistics Recruiting Committee, 2000-2001.  
Chair, Masters Program Committee, 2000-2001.  
Co-Chair, Netcentricity Research Committee, 2000-2001.  
Co-Chair, IS Recruiting Committee, 1999-2000.  
Member, Management of Technology Recruiting Committee, 1990-2000.

### **Florida State University**

MS IS Program Advisor, 1997-1999.  
Member, College of Business Promotion and Tenure Committee.  
Chair, IMS Department Promotion and Tenure Committee.

## STUDENT ACTIVITIES

Supervised several independent study projects.  
Faculty Advisor, Graduate Women in Business Club, Robert H. Smith School of Business, 2001-2006.  
Faculty Advisor, [Tech@Smith](mailto:Tech@Smith), 2002-2006.

## TEACHING EXPERIENCE

Taught required and elective Information Systems courses at the undergraduate, master's, and Ph.D. level at four academic institutions. Supervised student projects with industry as well as graduate student research projects.

### Undergraduate teaching

Systems analysis and design; Decision support and expert systems  
Artificial intelligence applications; Database management systems

### Masters teaching

Electronic commerce: Business models and technology  
Systems analysis and design  
Artificial intelligence and expert systems  
Database management systems  
Advanced software: C++ and UNIX  
Core MBA course  
Managing the information systems function  
Management of information resources  
Corporate transformation through IT

### Doctoral seminars

Philosophy of science and introduction to IS research  
IS research methods  
Strategic Management of IT: Adoption and Value Leverage

### Executive education

Florida State University, College of Business Executive Education Program  
National Air Intelligence Center, Wright-Patterson AirForce Base, Executive Education Program "Using Information for Decision Making"  
US Census Bureau, Executive Education Program, "Understanding the New Economy and Corporate Transformations"  
American Management Systems, Certificate Program in E-Business, "Crafting eStrategy"  
University of Maryland, "Assessing the Value of Information Technology."  
University of Maryland, Executive MBA Program, College Park, MD.  
University of Maryland, Executive MBA Program, Beijing, China.  
University of Maryland, Hughes Network Systems Program, College Park, MD.  
University of Maryland, Faculty Lead, "The Business of Practicing Medicine."

## **DOCTORAL ADVISING (Chair or Co-Chair)**

Jiban Khuntia, Dissertation in process.  
Jie-Mein Goh, Assistant Professor, IE Business School.  
Catherine Anderson, Visiting Assistant Professor, University of Maryland.  
Corey Angst, Assistant Professor, University of Notre Dame.  
Animesh Animesh, Assistant Professor, McGill University.  
Sherae Daniel, Assistant Professor, University of Pittsburgh.  
Jason Kuruzovich, Assistant Professor, Rensselaer Polytechnic University.  
Likoebe Maruping, Assistant Professor, University of Arkansas.  
Fei Ye, Assistant Professor, St. John's University.  
Jessie Ma, Assistant Professor, Appalachian State University.  
Catherine Zhang, Assistant Professor, University of Kentucky.  
Alan Carswell, Director, University of Maryland, University College.  
Pamela E. Carter, Assistant Professor, Florida State University  
John Galvin, Assistant Professor, Indiana University.  
William Lewis, Assistant Professor, University of Georgia.  
Detlev Smaltz, CIO, School of Informatics, Ohio State University.

## **AFFILIATIONS**

Academy of Management  
Association for Information Systems  
Society for Information Management  
Institute for Operations Research and Management Sciences (INFORMS)  
Healthcare Information Management Systems Society (HIMSS)

## **REFERENCES**

Available upon request.