

LAKSHMI MOHAN

Information Technology Management Department, School of Business
University at Albany, State University of New York
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EDUCATION

Columbia University - New York, 1959-60
Ph.D., Mathematical Statistics

University of California - Berkeley, 1957-58
Doctoral studies at the Department of Statistics

4.0 GPA at both Berkeley and Columbia

University of Bombay - Bombay, 1955-57
M.A., Statistics
First Class with Honors; ranked first in the University with a record score

University of Bombay - Bombay, 1951-53
B.A., Mathematics
First Class with Honors; ranked first in the University

EMPLOYMENT HISTORY

School of Business, University at Albany, SUNY, 1974 - Present

Associate Professor of Information Technology Management

Member of the Ph.D. in Information Science Program Faculty

Director of MBA Subprogram in MIS, 1977-87

Visiting Professor, Fall 1970, Fall 1971, Spring 1972, Fall 1973

Sloan School of Management, M.I.T.

Visiting Assistant Professor, 1967-68

Indian Institute of Management, Calcutta

Assistant Professor, 1965-69

Hindustan Unilever Limited (Indian Subsidiary of Unilever)

Operations Research Manager, 1961-65

VISITING APPOINTMENTS

- **Visiting Professor, Nanyang Business School, Nanyang Technological University, Singapore, July 2002 – Present:** Teach MBA Courses on “Customer Relationship Management” and “Business Intelligence, Data Warehousing & Data Mining”

- **Visiting Professor, SP Jain Institute of Management & Research, Bombay (one of the Top 10 Business Schools in India), June 1999 – Present:** Teach MBA Courses on “Managing IT”, “Customer Relationship Management”, “Enterprise Systems” and “Business Intelligence”.
- **Visiting Professor, Universidad del Salvador, Buenos Aires, Argentina, October 2001 – 2002; October 2010;** Teach MBA Course on “Customer Relationship Management”.
- **Visiting Professor, Graduate School of Business Administration, Zurich, March 2003 – Present:** Teach two-day MBA Workshops on “Managing IT” & “Customer Relationship Management”.
- **Visiting Professor, Indian Institute of Management, Indore, January 2001 - January 2005 –** Taught MBA Course on “IT Strategy”.
- **Visiting Professor, Duxx Graduate School of Business Leadership, Monterrey, Mexico, 1996 – 2002:** Taught Executive MBA Course on “Managing IT”.
- **Visiting Professor, School of Management, Fudan University, Shanghai, May 1988:** Taught course on “Management Information Systems” for 50 professors from Chinese Universities.

INFORMATION SCIENCE DOCTORAL DISSERTATION COMMITTEES

Mark Nelson, “Integrating Information Services with Marketing: Key Indicators of Cross-Functional Integration in U.S. Retail Banking”, May 1998, Received the University’s 1998 Distinguished Dissertation Award, Chair of Dissertation Committee

Maurice Green, “Chief Information Officers in New York State Government Agencies: Critical Competencies and Organizational Factors which Influence the Role”, May 2000, Chair of Dissertation Committee

Colene Byrne “Impact of Prospective Clinical Decision Support Information and Targeted Assistance On Nursing Home Resident Outcomes”, May 2005, Chair of Dissertation Committee

David Adkins, “Knowledge Management – Online Communities of Practice”, May 2008, Chair of Dissertation Committee

Leslie, Wood, “Consumer Responses in Sales to Multiple Media Advertising Exposures – The Impact of Synergy Based on a Study of Project Apollo Single Source Data”, April 2010, Member of Dissertation Committee

SUPERVISION OF MBA FIELD PROJECTS IN ITM

The Field Project in the Second Year of the MBA Program is the equivalent of the Master's Thesis, and is the flagship of the MBA Program since it bridges classroom learning with real-world practice. I have supervised over 340 students out of the total enrollment of over 700 students in the ITM program during 1975-2010. The Field Project requires a team of two or three students to work on a substantive problem for the client. My role as project director included finding clients and securing grants, and ensuring the quality of the deliverables to the client.

Field Project Grants: Private Sector – Over \$700,000; Public Sector - Nearly \$400,000

REFEREED PAPERS

L.Mohan and D. Potnis, Catalytic Innovation in Microfinance for Inclusive Growth: Insights from SKS Microfinance, *Journal of Asia Pacific Business – Special Issue on Value Creation, Social Innovation and Entrepreneurship in Global Economies*, Forthcoming in September 2010.

S.Rai and L. Mohan, Business Continuity Management in Banks – The Indian Experience, *Journal of Internet Banking and Commerce*, Vol.11, #2, August 2006 (<http://www.arraydev.com/commerce/jibc/>), 9 pages in the web version

S.Rai and L. Mohan, Business Continuity Model: A Reality Check for Banks in India, *Journal of Internet Banking and Commerce*, Vol.11, #2, August 2006 (<http://www.arraydev.com/commerce/jibc/>), 7 pages in the web version

L.Mohan, L.Muse and C. McInerey, “Managing Smarter: A Decision Support System for Mental Health Providers,” -- based on the work done under the grant from New York State Office of Mental Health, *The Journal of Behavioral Health Services and Research*, Vol.25, No. 8, 1998.

L. Mohan and W.K. Holstein, "Marketing Decision Support Systems in Transition", in R. Blattberg, G. Day, R. Glazer and J.D.C. Little (eds.) *The Information Revolution in Marketing*, Harvard Business School Press, Boston, MA, 1994.

L. Mohan, W.K. Holstein and R.B. Adams, "EIS: It Can Work in the Public Sector", *MIS Quarterly*, Vol. 14, No 4, 1990.

D.P. Ballou and L. Mohan, "Application of a Fare Policy Evaluation Software Package to Assess the Impact of Transit Pricing Policies", *Transportation Quarterly*, Vol. 37, 1983.

D.P. Ballou and L. Mohan, "A Decision Model for Evaluating Transit Pricing Policies", *Transportation Research, Series A* , Vol. 15A, 1981.

L. Mohan and A.S. Bean, "Introducing OR/MS into Organizations: Normative Applications of Selected Indian Experience", *Decision Sciences*, Vol. 10, 1979.

L. Mohan and A.S. Bean, "Operational Research Practice in India: An Evaluation of the Current State of the Art vis-a-vis Potential," *Operational Research Quarterly*, Vol. 27, 1976.

REFEREED PROCEEDINGS

L. Mohan and J. Crnkovic, "IT is Thriving in Yugoslavia: Case Study of Delta Holding", Proceedings of the 2003 IRMA International Conference, Philadelphia, May 2003.

L. Mohan and M. Nelson, "Performance Measurement Systems and Academic Planning", Annual Conference of the Society for College & University Planning, Denver, July 2000.

L. Mohan and M. Pelish, "Identification of Best Practices in Infomediary Management", Proceedings of the 11th IRMA International Conference, Anchorage, Alaska, May 2000.

L. Mohan and D. P. Ballou, “Data Quality for Managerial Use -- Is the “Best” Worthwhile?”, Proceedings of the Conference of College of Information Systems, TIMS, Montreal, April 1998.

L. Mohan and W.K. Holstein, "EIS in the Public Sector: A Case History," in George R. Widmeyer (ed.) *DSS-89 Transactions*. Providence, RI, TIMS, 1989.

INVITED PAPERS

L. Mohan, S. Belardo and N. Bjorn-Andersen, "A Contingency Approach for Managing Information Technology in Developing Nations: Benefitting from Lessons Learned in Developed Nations," in S.C. Bhatnagar and N. Bjorn-Andersen (eds.) Information Technology in Developing Countries, Amsterdam, Netherlands; North Holland, 1990 (Presented in New Delhi).

L. Mohan, "Marketing Strategy for Yugoslavia's Tourism Industry: Can Information Systems Help?" in W.K. Holstein and M. Milisavljevic, (eds.) Strategic Management of Tourist Firm, Belgrade, University of Belgrade, 1989 (Presented in Brioni, Yugoslavia).

L. Mohan, and J. Crnkovic, "A PC-Based Information Support System for Yugoslavia's External Trade" in W.K. Holstein and M. Milisavljevic, (eds.) Management of the Firm under Conditions of Discontinuity, Belgrade, University of Belgrade, 1987 (Presented in Belgrade).

L. Mohan, "The Universality of Microcomputer Decision Support Systems" in Comparative Management Systems, Proceedings of the SUNY/Albany and University of Belgrade Joint Management Conference, 1986 (Presented in Belgrade).

J.D.C. Little, L. Mohan and A. Hatoun, "Applications of Decision Support Systems in Industrial Market Analysis", Data Acquisition and Analysis, Published by the Chemical Marketing Research Association, Staten Island, NY, 1981 (Presented in Hyannis, MA).

PUBLISHED REPORTS FOR GRANTS RECEIVED

L. Mohan, "The Data Odyssey of HIMS", in Putting Information Together: Building Integrated Data Repositories, Summary Report, Published by the Center for Technology in Government, University at Albany, May 2000.

L. Mohan, "Design of Homeless Information Management System for Bureau of Housing Services," prepared for the Using Information in Government Program of the Center for Technology in Government, University at Albany, June 1999.

L. Mohan and S. Bajjaly, Executive Summary Report and Full Report of the Feasibility Study for the SUNY Computerized Employer Access System, 1991.

L. Mohan, Commissioned Reports for the International Advisory Panel of the U.S. National Academy of Sciences and the Review Commission of the Chinese State Education Commission on curriculum development, setting up of MIS research goals, faculty development and other related issues on the basis of my experience and observations as a visiting foreign professor in the Chinese University Development Project, 1988.

L. Mohan and P. Ladd, "An Evaluation of the Current Information System and Management Information Needs for the Bureau of Program Analysis & Utilization Review" published under a contractual agreement between the State of New York Department of Social Services and the Continuing Education Program, School of Social Welfare, University at Albany, 1982.

D.P. Ballou and L. Mohan, "Evaluation of Ridership, Revenue and Equity Implications of Distance-Based Fares for Transit Systems" Report No. PB 80-148695, published by the National Technical Information Service, Springfield, VA, 1980.

L. Mohan and J.L. Hartigan, "Campus-Based Management Analysis" submitted to the National Association of College and University Business Officers (NACUBO) and U.S. Steel Foundation Cost Reduction Incentive Awards Program Competition, 1979.

INVITED PRESENTATIONS

- Management Briefing for 70 Senior Executives of the Bajaj Group, a large Indian conglomerate, on “Managing in Turbulent Times: Where are the Hidden Opportunities”, Bombay, March 2009
- Invited Seminar at the Rady School of Management, University of California at San Diego, on “Getting Value from Enterprise Systems: Observations from Practice”, San Diego, May 2007
- Public Lecture on “Wal-Mart: A Retrospective on Its Growth & A Perspective on Its Future”, Indo-American Society, Bombay, February 2007
- Keynote Speaker at Conference on “BhavITva – “Who is the Next Big Customer of IT” organized by the S.P. Jain Institute of Management & Research, Bombay, January 2007
- Public Lecture on “Human Capital Management – A Real Challenge: How Can IT Help?”, 14th Zurich MBA Forum, Switzerland, March 2005
- Public Lecture on “IT Can Drive Innovative Strategy – Insights from Success Stories”, 14th Zurich MBA Congress, Switzerland, October 2004
- Public Lecture on “Who is Responsible for IT Decisions? – Management Imperatives to make IT Business-Smart”, 13th Zurich MBA Congress, Switzerland, October 2003
- Public Lecture on “Re-thinking the Net: Where is the Value?”, 12th Zurich MBA Forum, Switzerland, March 2003
- Keynote Speech on “Where is the IT Payoff?”, Conference on Information Systems organized by Technologica de Monterrey, TEC, Monterrey, Mexico, October 2001
- Presentation on “The Data Odyssey of HIMS”, Seminar on “Putting Information Together: Building Integrated Data Repositories” Seminar organized by Center for Technology in Government, University at Albany, February 2000
- Presentation on “Decision Support Systems: An Impetrative for Public Sector Management”, Korean Executive Program in Information Policy & Strategy organized by the Rockefeller College of Public Affairs & Policy, University at Albany, September 2001 & May 2000
- Presentation on “E-Commerce” at Process Community Event of Andersen Consulting, New York, October 1999
- Presentations on “Analysis of Executive Information Requirements”, in April 1996 and “Prototype EIS System and Implementation Plan” in January 1997 to the President and top University Administrators of a major public university (Institut Teknologi Mara) in Malaysia

- Keynote Presentation on “An EIS That is Not Used is Useless” at the Executive Information Systems Conference, Kuala Lumpur, Malaysia, April 1995
- ”Decision Support Systems: From Theory to Practice -- The Provider DSS developed for the Ulster County Mental Health Department” at the Fourth Annual Institute on Mental Health Management Information, Poughkeepsie, NY, November 1994
- Keynote Presentation at the Marketing Decision Support Systems Conference, Johannesburg, South Africa, April 1994
- Keynote Speech at the Third Annual Institute on Mental Health Management Information, Poughkeepsie, NY, September 1993
- Keynote Speech at the Second Annual Institute on Mental Health Management Information, Poughkeepsie, NY, October 1992
- "Empowering the Sales Function with Information Technology," Unilever Executives' Sales Seminar, London, October 1992
- "Information Systems Priorities in the 1990s," Data Processing Managers Association, Singapore, May 1992
- Two one-day programs on Marketing Decision Support Systems, one for Developers and the other for Marketing Managers, for Singapore Airlines in Singapore, January 1992
- "Empowering the Sales Function with Information Technology," Unilever Asian Regional Sales Management Conference, Bombay, October 1991
- "State of the Art in Marketing Decision Support Systems," Conference organized by the Marketing Science Institute, Cambridge, MA, September 1991
- "Executive Information Systems," 1991 New York State Data Processing Conference, Empire State Plaza, Albany, June 1991
- "Executive Information Systems," Eastern Region Government Technology Conference (GTC '90), Empire State Plaza, Albany, September 1990
- "EIS in the Public Sector: A Case History," Selected through a referee process for presentation at the DSS-89 Conference in San Diego, June 1989
- "Potential for DSS in Developing Countries," Hangchow Institute of Commerce, Hangchow, People's Republic of China, May 1988
- "Launching New Products -- Can Computers Help," All-India Advertising Conference, Bombay, October 1986
- "A Microcomputer Performance Analysis System for Managing Human Resources," 1985 International Personnel Management Association Eastern Region Conference, Baltimore, July 1985 and the XXVI International Meeting of TIMS, Copenhagen, June 1984

- A one-day seminar on Decision Support Systems for the senior consulting staff of Arthur Young, October 1982, and the Information Services Department of Pepsi-Cola Company, April 1982
- "Research on Distance-Based Fares," Transit Pricing Innovations Forum, Woods Hole, MA, September 1980
- "Impact of Data-Model-User Interaction on the Development of Decision Support Systems," XXIV International Meeting of TIMS, Honolulu, July 1979
- "Management Science Practice in India," XX International Meeting of TIMS, Tel Aviv, Israel, June 1973

TEACHING MATERIALS

Developed "living cases" on: Wal-Mart, Amazon, Cisco, Cemex (the most profitable multinational Mexican cement company), Asian Paints (the largest paint company in India), Harrah's Entertainment (a model for using customer information for competitive advantage), FedEx vs. UPS (a first-mover in using IT vs. a follower strategy), Capital One (a pioneer in "Information Based Strategy"), USAA (a model of world-class customer service using predictive analytics), Southwest Airlines (using Human Resources as a competitive advantage) and Pfizer Pharmaceuticals (a model for strategic IT systems for succession planning and career development) for presentation in graduate MBA courses on "Managing IT", "e-Business", "Customer Relationship Management" and "Human Capital Management".

L. Mohan and W.K. Holstein, "EIS in the Public Sector: A Case Study," November 1989.

L. Mohan and J.F. Snyder "Can the Effectiveness of the Personnel Function be Evaluated? -- An Approach to Provide Information Support" - the Pfizer Project Case Study, May 1985.

L. Mohan and M. Sterling, "TELEX -- Building a DSS for Trade Deal Analysis" - the General Foods Project Case Study, December 1984.

L. Mohan, Notes on Bayesian Decision Theory, Revised by J.P. Seagle, published internally by the School of Business for the MBA Program, 1980.

L. Mohan, Notes on Forecasting, published internally by the School of Business for the MBA Program, 1977.

GRANTS RECEIVED

1. Grants received from Private Sector Firms (Accenture, Deutsche Bank, Colgate-Palmolive, Pfizer, Dannon, Four Winds Hospitals, Albany International, New York Business Development Corporation, Sumitomo Mitsui Banking Corporation, Kaplan Educational Centers (a subsidiary of The Washington Post Company), Simmons, and Anheuser-Busch - Over \$200,000.

2. NY State & local Retirement Systems, Office of the State Comptroller, September 2001- Present: A series of projects including Evaluation of the Legacy Systems, Web-based Reporting and Business Process Re-engineering, Over \$100,000 to-date
3. Center for Technology in Government, University at Albany, for Design of the Homeless Information Management System, Spring 1999 -- \$12,000.
4. Office of the Provost, University at Albany, for Development and Installation of Version 1.0 and 1.1 Systems of the University Faculty Database Project, 1997-98, \$26,000.
5. New York State Office of Mental Health for Development of a Prototype Provider Decision Support Systems, from 11/1/93 to 6/30/95 -- \$80,000; from 7/1/95 to 6/30/96 -- \$40,000; from 4/1/96 to 6/30/97 -- \$40,000.
6. SUNY Central Office for Planning and Policy Analysis for Design and Development of the Enrollment Information System, from 9/1/93 to 5/31/95 -- \$10,000.
7. New York State Department of Social Services for Automated Claims System Project, from 9/1/95 to 5/31/96 -- \$12,000 and the Purchasing System Project, from 9/1/96 to 5/31/97 -- \$18,000.
8. New York State Office for the Aging for Design and Development of a Consolidated Spending Plan System, from 11/1/90 to 8/31/93 -- \$100,000.
9. New York State Banking Department for Design and Development of an Executive Information System for the Domestic Commercial Bank Division and Foreign Commercial Bank Division, from 4/1/92 to 8/31/93 -- \$95,000.
10. New York State Banking Department for Design and Development of an Executive Information System for the Thrift Division, from 10/1/90 to 3/31/92 -- \$71,000.
11. SUNY Central Office of the Vice Chancellor for Student Affairs for Feasibility Study for the SUNY Computerized Employer Access System, from 9/1/90 to 6/30/91 -- \$26,000.
12. New York State Office of General Services for Design and Development of a PC-based Executive Information System, from 1/1/87 to 8/31/87 -- \$5,000.
13. Veterans Administration, Office of the Regional Director, Northeast Region, for the Executive Information System Project, from 10/1/86 to 9/30/87 -- \$10,000.
14. New York State Department of Social Services for the MIS Project, from 6/1/82 to 5/31/84 -- \$43,600.
15. Urban Mass Transportation Administration for The Ulster County Distance-Based Fare Demonstration Project from 3/1/83 to 10/30/84 -- \$153,443 (with D.P. Ballou).
16. Urban Mass Transportation Administration for Identification of Implementable Distance-Based Fares for Three Urban Environments and Development of Supporting Software for Transit Pricing Evaluation, from 7/1/79 to 5/31/83 -- \$98,392 (with D.P. Ballou).
17. Urban Mass Transportation Administration for Evaluation of Ridership, Revenue and Equity Implications of Distance-Based Fares for Transit Systems in Medium Sized Urban Regions, from 9/1/77 to 4/3/79 -- \$49,099 (with D.P. Ballou).
18. New York State Health Research Council for Establishment of Equitable Reference Groups for Reimbursement of Hospitals in New York State, from 3/1/77 to 12/31/78 -- \$25,400.

Total Amount of Grants Received: Private Sector – \$200,000; Public Sector – Over \$1 M

CONSULTING EXPERIENCE

Consultant to several Fortune 100 firms and government organizations in the U.S., and top companies in South Africa, Singapore, Indonesia and India in the fields of decision support systems, executive information systems, information resource management, marketing research and operations research.

Selected Client List in the Private Sector

- Pepsi-Cola Company
- Colgate-Palmolive Company
- The Dannon Company
- Pfizer Pharmaceuticals
- Singapore Airlines
- Unilever
- GE Power Systems
- Deutsche Bank, New York
- General Electric Company
- Kendall Company (subsidiary of Colgate Palmolive)
- Hotel Millennium Group (in Mexico)
- Edgars (the leading retail store chain in South Africa)
- Dharmala Group (a large conglomerate in Indonesia)
- Sumitomo Mitsui Banking Corporation, New York

SELECTED EXECUTIVE DEVELOPMENT PROGRAMS

- Conducted Two-Day Executive Program on “Orchestrating Business Transformation through IT” in Kuala Lumpur, Malaysia, March 2009
- Conducted Three-Day Executive Workshops on “Operational & Analytical CRM” in January 2008 in Dubai, Bangkok & Kuala Lumpur
- Conducted a Two-Day Executive Workshop on “Competing on Analytics: The New Power of Business Intelligence” in Kuala Lumpur (July 2007)
- Conducted Two-Day Executive Workshops on “Next Generation CRM ” in Kuala Lumpur (August 2006) and Bombay (January 2007)
- Conducted MBA Workshops (Weekend Workshops) on “Managing IT” (April 2004, August 2004, February 2005, August 2005): “Customer Relationship Management” (March 2005 & October 2004); and “From E-Commerce to E-Business” (March 2003) for the Graduate School of Business Administration, Zurich
- Conducted One-day Top Management Seminars on “Human Capital Management – Can IT Help?” in Bombay, February 2005 & July 2005.
- Conducted Two-day Executive Workshops on “Business Intelligence & Data Warehousing” in Kuala Lumpur, Malaysia, August 2005 & Bombay, July 2005.
- Conducted Executive Workshops on “Customer Loyalty and Retention” in Kuala Lumpur, Malaysia in January 2005, in Bombay, August 2004, in Shanghai and Bombay in February 2003 and in Hong Kong, Singapore, Kuala Lumpur and Bombay, July 2002.
- Conducted two Executive Development Programs on “A Primer for Managers and Information Systems Executives on How to Make EIS Work for Your Organization” in Kuala Lumpur and Jakarta (April 1995)
- Conducted six Executive Development Programs on "Executive Information Systems for Executives" sponsored by the Institute of System Science, National University of Singapore, 1991-93.
- Invited by the U.S. National Academy of Sciences and the State Education Commission of the People’s Republic of China to teach a 4-week course on MIS and DSS to a group of 50 faculty members selected from several Chinese Universities at Fudan University, Shanghai, May 1988.

- Executive Development Programs on Project Planning and Control for the United Nations Asian Institute for Economic Development in Bangkok, Taipei and Seoul.

AWARDS

Dean's Award for Outstanding Faculty Service, 1999

Dean Warren Haynes Memorial Award for Outstanding Graduate Teaching, 1986.

Best MBA Workshop Award, Graduate School of Business Administration, Zurich, 2003 & 2004.

President's Fellowship of Columbia University, 1959-1960.

Research Assistantships, University of California at Berkeley and Columbia University, 1957-1960.

Chancellor's Gold Medal of the University of Bombay and other University and College prizes and scholarships for ranking First in the First Class in both the Bachelor's and Master's examinations.

PROFESSIONAL RECOGNITION

L. Mohan, W.K. Holstein and R.B. Adams, "EIS: It Can Work in the Public Sector," Selected as a finalist in the 1990 Society for Information Management International Paper Awards Competition.

Invited by the U.S. National Academy of Sciences and the State Education Commission of the People's Republic of China to teach a 4-week course on MIS and DSS to a group of 50 faculty members selected from several Chinese Universities in Shanghai, May 1988.

Awarded the third place prize of \$5,000 in the nationwide NACUBO/USSF Cost Reduction Incentive Awards Program for submission on "Campus-Based Management Analysis" with John L. Hartigan, 1978.

Nominated by the Council of The Institute of Management Sciences (TIMS) to serve for a three-year term on the Standing Committee on Publications, 1977-1980.

UNIVERSITY & SCHOOL SERVICE

- Chair of Faculty Search Committee, ITM Department, School of Business, 2006-07
- Member of the Personnel Committee, School of Business, 2004-05, 1983-84, 1984-85, 1986-87.
- Member of the Undergraduate Affairs Committee, 2005-06 to 2008.
- Member of the School of Business Graduate Affairs Committee, 1980-81, 1981-82, 1982-83, 1986-87, 1991-92, 1999-2003.
- Member of the Search Committee for the Dean, School of Business, 1980-81, 1986-87, 1993-94, 1998-99.

- Member of the President's Task Force on the University Mission, 1991-92.
- Member of the President's Advisory Committee on Campus Priorities, 1990-91.
- Member of the University Search Committee for the Executive Vice President for Academic Affairs, 1980-81, 1987-88, 1990-91.
- Member of the Advisory Committee for the Presidential Search for the University, 1989-90.
- Member of Albany Coalition for a Just Community, 1989-90.
- Member of Task Force on Library Construction, 1988-90.
- Member of the University Search Committee for the Vice President for Research / Dean of Graduate Studies, 1977-78.
- Chairperson of the Research and Publications Committee of the School of Business, 1978-79.

MEMBERSHIPS

- The Institute for Management Sciences (TIMS)
- Society for Information Management