

## INDUSHOBHA N. CHENGALUR-SMITH

Information Systems & Business Analytics  
School of Business  
Massry Center for Business, BB 303C  
University at Albany, SUNY  
Albany, NY 12222

(518) 956-8315  
shobha@albany.edu

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### EDUCATIONAL HISTORY

1989                    **Ph.D.**, Statistics, Virginia Tech  
                              “*Variable Sampling in Multiparameter Shewhart Charts*”  
1984                    **M.Sc.**, Statistics, University of Poona, India

### ACADEMIC EMPLOYMENT

2019-present        **Professor** of Information Systems & Business Analytics  
1998-2019           **Associate Professor** of Information Systems & Business Analytics  
                              (previously known as Information Technology Management)  
                              School of Business, University at Albany, SUNY  
2005-present        **Affiliate Faculty**, Informatics Department  
                              University at Albany, SUNY  
1991-1998           **Assistant Professor** of Management Science & Information Systems  
                              School of Business, University at Albany, SUNY  
1989-1990           **Visiting Assistant Professor** of Management Science & Information  
                              Systems  
                              School of Business, University at Albany, SUNY  
1989                   **Visiting Assistant Professor** of Statistics  
                              Virginia Tech  
1984-1988           **Consultant**, Statistical Consulting Center  
                              Virginia Tech

### HONORS AND AWARDS

1994-1995        Dr. Nuala McGann Drescher Award (SUNY Research Leave Award)  
2011                School of Business Research Award

### RESEARCH

#### **Manuscripts Published in Refereed Journals** **(\*) Student Co-Authors**

**Chengalur-Smith I. N.**, Nevo, S. & Fitzgerald, B. “Enhancing Hybrid OSS Development Through Agile Methods and High Media Synchronicity”, *The Database for Advances in Information Systems* (Forthcoming)

- \*Abraham, S. & **Chengalur-Smith, I. N.** (2019) "Evaluating the Effectiveness of Learner Controlled Information Security Training," *Computers & Security*, Vol. 87.
- \*Huang, K-Y. & **Chengalur-Smith, I. N.** & Pinsonneault, A. (2019) "Sharing is Caring: Social Support Provision and Companionship Activities in Healthcare Virtual Support Communities," *MIS Quarterly*, Vol. 43, Iss. 2, pp. 395-423.
- Nevo, S. & **Chengalur-Smith, I. N.** (2017) "Examining Organizations' Continued Use of Open Source Technologies: An Institutional Perspective," *Information Technology & People*, Vol. 30, Iss. 1, pp. 24-46.
- \*Choi, N. & **Chengalur-Smith, I. N.** (2016) "Characteristics of Open Source Software Projects for the General Population: Reciprocity and Network Effects," *Journal of Computer Information Systems*, Vol. 56, Iss. 1, pp. 22-30.
- \*Chen, Y-H. & **Chengalur-Smith, I.N.** (2015) "Factors influencing students' Use of a Library Web Portal: Applying Course-integrated Information Literacy Instruction as an Intervention," *The Internet and Higher Education*, Vol. 26, July 2015, pp.42-55.
- \*Choi, N., **Chengalur-Smith I. N.** & Nevo, S. (2015) "Loyalty, Ideology, and Identification: An Empirical Study of the Attitudes and Behaviors of Passive Users of Open Source Software," *Journal of the Association for Information Systems*, Vol. 16, Iss. 8, Article 2.
- Chengalur-Smith, I. N.** & Duchessi, P. (2014) "An Empirical Investigation of Extensible Information Sharing in Supply Chains: Going Beyond Dyadic," *Information Resources Management Journal*, Vol. 27, Iss. 1, pp. 1-22.
- \*Huang, K-Y., **Chengalur-Smith, I. N.** & \*Ran, W. (2014) "Not Just for Support: Companionship Activities in Healthcare Virtual Support Communities," *Communications of the AIS*, Vol. 34, Article 29.
- Duchessi, P., Nevo, S. & **Chengalur-Smith, I. N.** (2012) "Coping Strategies for Turbulent Times: A Survey of IT Executives," *IEEE IT Professional*, Vol. 14, No. 2, pp. 43-53.
- Chengalur-Smith, I. N.**, Duchessi, P. & Gil-Garcia, R. J. (2012) "Information Sharing and Business Systems Leveraging in Supply Chains: An Empirical Investigation of One Web-based Application," *Information & Management*, Vol. 49, Iss. 1, pp. 58-67.
- Goel, S. & **Chengalur-Smith, I. N.** (2010) "Metrics for Characterizing Security Policies: Perceptions and Algorithms," *Journal of Strategic Information Systems*, Vol. 19, Iss. 4, pp. 281-295.
- Chengalur-Smith, I. N.**, Nevo, S. & Demertzoglou, P. (2010) "The Business Value of Open Source Databases: An Empirical Study of the Antecedents of Adoption of

Infrastructure IT,” *Journal of the Association for Information Systems*, Vol. 11 Iss. 11, Article 3.

**Chengalur-Smith, I. N.**, Sidorova, A. & Daniel, S. (2010) “Sustainability of Open-Source Projects: A Longitudinal Study,” *Journal of the Association for Information Systems*, Vol. 11, Iss. 11, Article 5.

\*Abraham, S. & **Chengalur-Smith, I. N.** (2010) “An Overview of Social Engineering Malware: Trends, Tactics, and Implications,” *Technology in Society*, Vol. 32, Iss. 3, pp. 183-196.

\*Choi, N., **Chengalur-Smith, I. N.** & \*Whitmore, A. (2010) “Managing First Impressions of New Open Source Software Projects,” *IEEE Software*, Vol. 27, No. 6, pp. 73-77.

Duchessi, P. & **Chengalur-Smith, I. N.** (2010) “Are you a Sophisticated Practitioner?” *Supply Chain Management Review*, Vol. 14, No. 3, pp. 36-43.

Duchessi, P. & **Chengalur-Smith, I. N.** (2008) “Enhancing Business Performance via Vendor Managed Inventory Applications,” *Communications of the ACM*, Vol. 51, Iss. 12, pp. 121-127.

Evangelopolous, N., Sidorova, A. Fotopoulos, S. & **Chengalur-Smith I. N.** (2008) “Determining Process Death based on Censored Activity Data,” *Communications in Statistics: Simulation and Computation*, Vol. 37, No. 8, pp. 1647-1662.

\*Gil-Garcia, R., **Chengalur-Smith I. N.** & Duchessi, P. (2007) “Collaborative E-Government: Impediments and Benefits of Information Sharing Projects in the Public Sector,” *European Journal of Information Systems*, Vol. 16, Iss. 2, pp. 121-133.

Ballou, D. P., **Chengalur-Smith, I. N.** & Wang, R. W. (2006) “Sample-Based Quality Estimation of Information Products in Relational Database Environments,” *IEEE Transactions on Knowledge and Data Engineering*, Vol. 18, No. 5, pp. 639-650.

\*Fisher, C. W., **Chengalur-Smith, I. N.** & Ballou, D. P. (2003) “The Impact of Experience and Time on the Use of Data Quality Information in Decision Making,” *Information Systems Research*, Vol. 14, No. 2, pp. 170-188.

Schurr, P. H., **Chengalur-Smith, I. N.** & Pazer H. L. (2002) “Information Quality and Online B2B Relationships,” *Journal of Customer Behaviour*, Vol. 1, No. 3, pp. 377-394.

**Chengalur-Smith, I. N.** & Duchessi, P. (2000) “Client-Server Implementation: Some Management Pointers,” *IEEE Transactions on Engineering Management*, Vol. 47, No. 1, pp. 127-145.

- Chengalur-Smith, I. N.**, Ballou, D. P. & Pazer, H. L. (1999) “The Impact of Data Quality Information on Decision Making: An Exploratory Analysis,” *IEEE Transactions on Knowledge and Data Engineering*, Vol. 11, No. 6, pp. 853-864.
- Chengalur-Smith, I. N.**, Belardo, S. & Pazer, H. L. (1999) “Adopting a Disaster Management Based Contingency Model to the Problem of Ad-Hoc Forecasting: Towards Information Technology Based Strategies,” *IEEE Transactions on Engineering Management*, Vol. 46, No. 2, pp. 1-11.
- Chengalur-Smith, I. N.** & Duchessi, P. (1999) “The Initiation and Adoption of Client-Server Technology in Organizations,” *Information & Management*, Vol. 35, No. 2, pp.77-88.
- Duchessi, P. & **Chengalur-Smith, I. N.** (1998) “Client/Server Benefits, Problems, Best Practices,” *Communications of the ACM*, Vol. 41, No. 5, pp. 87-94.
- Chengalur-Smith, I. N.** & Tayi, G. K. (1998) “Trade-off Analysis in the Assessment of Pollutant Concentrations: A Simulation Based Approach to Bioremediation,” *Socio-Economic Planning Sciences*, Vol. 32, No. 3, pp. 211-231.
- Chengalur-Smith, I. N.**, Ballou, D. P. & Pazer, H. L. (1997) “Modeling the Costs of Bridge Rehabilitation,” *Transportation Research Part A: Policy and Practice*, Vol. 31A, No. 4, pp. 281-293.
- Chengalur-Smith, I. N.**, Arnold, J. C. & Reynolds, Jr. M. R. (1993). “Multiple Means Shewhart Charts Using Variable Sampling Intervals,” *Journal of Statistical Computation and Simulation*, Vol. 45, pp. 1-21.
- Chengalur-Smith, I. N.**, Ballou, D. P. & Pazer, H. L. (1992). “Dynamically Determined Optimal Inspection Strategies for Serial Production Processes,” *International Journal of Production Research*, Vol. 30, No. 1, pp. 169-187.
- Good, I. J. & **Chengalur, I. N.** (1990). “A Generalization of Rissanen’s Distribution,” *Journal of Statistical Computation and Simulation*, Vol. 34, No. 2 & 3, pp. 155-158.
- Chengalur, I. N.**, Arnold, J. C. & Reynolds, Jr., M. R. (1989). “Variable Sampling Intervals for Multi-parameter Shewhart Charts,” *Communications in Statistics, Theory and Methods*, Vol. 18, No. 5, pp. 1769-1792.

**Manuscripts under Review, in Revision or in Preparation**  
 (\*) Student Co-Authors

- Dincelli, E. and **Chengalur-Smith I. N.** “Designing a gamified SETA intervention for improving information security and privacy” (Under third review at the *European Journal of Information Systems*)

**Chengalur-Smith I. N.**, Potnis, D. & Mishra, G. “Developing Voice-based Information Sharing Services to Bridge the Information Divide in Marginalized Communities: A Study of Farmers Using IBM’s Spoken Web in Rural India” (Under second review in the *International Journal of Information Management*).

### **Book, Refereed Book Chapters & Edited Proceedings**

Fisher, C. W., Lauria, E., **Chengalur-Smith, I. N.** & Wang, R. W. “*Introduction to Information Quality*,” Advances in Information Quality Book Series, MIT Information Quality Program Publications, Cambridge, MA, 2006, 2008, 2011, 2012.

**Chengalur-Smith, I. N.** (2009) “Information Quality and Decision Making,” In L. Ling and O. M. Tamer (Eds.), *Encyclopedia of Database Systems*, Springer-Verlag, pp. 1508-1512.

**Chengalur-Smith, I. N.** & Duchessi, P. (2008) “Trends and Future Directions of Net-enabled Connectivity,” In G. D. Putnik and M. M. Cunha (Eds.), *Encyclopedia of Networked and Virtual Organizations*, Vol. III, Idea Group Reference, pp. 1675-1682.

**Chengalur-Smith, I. N.**, Neely, M. P., & Tribunella, T. (2006) “The Information Quality of Databases,” In L. C. Rivero, J. H. Doorn, & V. E. Ferragine (Eds.), *Encyclopedia of Database Technologies and Applications* (pp. 281-285). Hershey, PA: Idea Group Reference.

*Proceedings of the Ninth International Conference on Information Quality*, Edited by **Chengalur-Smith, I. N.**, Raschid, L., Long J. & Seko, C. ICIQ 2004, Cambridge, MA.

*Proceedings of the 1998 Conference on Information Quality*, Edited by **Chengalur-Smith, I. N.**, & Pipino, L. ICIQ 1998, Cambridge, MA.

### **Papers in Refereed Conference Proceedings** (\* Student Co-Authors)

Huang, K.Y. and **Chengalur-Smith, I. N.** (2019). “Received Support, Perceived Support, and Social Support Observation and Provision in Virtual Communities” in the *Proceedings of the International Conference on Information Systems (ICIS) 2019*, Munich, Germany.

Potnis, D., **Chengalur-Smith, I. N.**, & Mishra, G. (2017). “Information networks for bridging information divide in isolated communities of farmers in rural India” in *Proceedings of the Association for Information Science and Technology*, 54(1), 781-783.

- \*Dincelli E., & **Chengalur-Smith, I. N.** (2017). “Applying the Transtheoretical Model of Behavior Change to Online Self-disclosure” in *Proceedings of the International Conference on Information Systems (ICIS) 2017*. Seoul, South Korea.
- Chengalur-Smith, I. N.**, Potnis D. D. & Mishra, G. (2016). “The Adoption of IBM’s Spoken Web in Information Poor Communities: A Pilot Study with Farmers in Gujarat, India” in *Proceedings of the 49th Hawaii International Conference on System Sciences (HICSS 2016)*, Kauai, HI.
- \*Huang, K.-Y., Pinsonneault, A. & **Chengalur-Smith, I. N.** (2014). “Social Network Dynamics in Healthcare Virtual Support Communities,” in *Proceedings of the 24th Workshop on Information Technology and Systems (WITS 2014)*, Auckland, NZ.
- \*Huang, K.-Y., **Chengalur-Smith, I. N.** & Pinsonneault, A. (2014). “Why Should I Provide Social Support? A Social Capital Perspective of Individual Helping Behavior in Healthcare Virtual Support Communities.” *Proceedings of the 35th International Conference on Information Systems (ICIS 2014)*, Auckland, NZ.
- \*Huang, K.-Y. & **Chengalur-Smith, I. N.** (2014). “A Social Capital Perspective to Understand Individual Contribution of Social Support in Virtual Support Communities.” *Proceedings of the 47th Hawaii International Conference on System Sciences (HICSS 2014)*, Big Island, HI.
- \*Huang, K.-Y., **Chengalur-Smith, I. N.**, Uzuner, Ö., Nambisan, P. & Choi, N. (2012). “Supporters in Deed: Studying Online Support Provision from the Perspective of Social Capital.” *Proceedings of the 33rd International Conference on Information Systems (ICIS 2012)*, Orlando, FL.
- Chengalur-Smith, I. N.** & Nevo, S. (2011) “Agile and Open: Mindful Software Development.” *Proceedings of the International Conference on Information Technology, Systems and Management (ITSM 2011)*, IIM Kozhikode, India.
- Nevo, S. & **Chengalur-Smith, I. N.** (2011). “Enhancing the Performance of Software Development Virtual Teams through the Use of Agile Methods: A Pilot Study.” *Proceedings of the 44th Hawaii International Conference on System Sciences (HICSS 2011)*, Kauai, HI.
- \*Choi, N., **Chengalur-Smith, I. N.** & Nevo, S. (2010). “How Loyal Are Your Users? Loyalty and Loyalty Outcome Behaviors: An Empirical Study in the Free/Libre Open Source Software Context.” *DIGIT 2010 Proceedings*.
- \*Huang, K. Y., \*Choi, N. & **Chengalur-Smith, I. N.**, (2010) “Cultural Dimensions as Moderators of the UTAUT Model: A Research Proposal in a Healthcare Context.” *Proceedings of the Sixteenth Americas Conference on Information Systems (AMCIS 16)*, Lima, Peru

- \*Choi, N. & **Chengalur-Smith, I. N.** (2009) “An Exploratory Study on the Two New Trends in Open Source Software: End-Users and Service” *Proceedings of the 42<sup>nd</sup> Annual Hawaii International Conference on System Sciences* (HICSS 2009), Big Island, HI (Nominated for Best Paper).
- \*Abraham, S. & **Chengalur-Smith, I. N.** (2008) “An Overview of Social Engineering Email Attack Strategies: Identifying an Overlooked Risk” *Proceedings of the 7<sup>th</sup> Annual Security Conference*, Las Vegas, NV.
- Evangelopoulos, N. Sidorova A. & **Chengalur-Smith I. N.** (2006) “Determining the Death of Open-Source Projects based on Censored Activity Data” *Proceedings of the 37<sup>th</sup> Annual Meeting of the Decision Sciences Institute*, San Antonio, TX.
- Goel, S. & **Chengalur-Smith, I. N.** (2005) “An Innovative Approach to Security Policy Metric Development: A Foundation for Research in Security Policy Management” *Proceedings of Softwars* December 2005, Las Vegas, NV.
- Chengalur-Smith, I. N.** & Sidorova, A. (2003) “Survival of Open-Source Projects: A Population Ecology Perspective” *Proceedings of the 24<sup>th</sup> International Conference on Information Systems* (ICIS 2003), Seattle, WA.
- Chengalur-Smith, I. N.** & Pazer, H. L. (1998) “Decision Complacency, Consensus and Consistency in the Presence of Data Quality Information” *Proceedings of the 1998 Conference on Information Quality* (IQ 1998), Cambridge, MA, pp. 88-101.
- Chengalur-Smith, I. N.**, Ballou, D. P. & Pazer, H. L. (1997) “The Impact of Data Quality Tagging on Decision Complacency” *Proceedings of the 1997 Conference on Information Quality* (IQ 1997), Cambridge, MA, pp. 209-221.

### **Conference Presentations (\* Student Co-Authors)**

- Dincelli, E. & **Chengalur-Smith, I. N.** “Choose Your Own Hacking Adventure: Contextualized Storytelling to Enhance Security Education and Training” in the *Fifteenth Symposium on Usable Privacy and Security*. (SOUPS 2019), August 11-13, 2019, Santa Clara, CA.
- \*Huang, K.-Y., **Chengalur-Smith, I. N.**, Uzuner, O., Nambisan, P. & \*Choi, N. “Supporters in Deed: Studying Online Support Provision from the Perspective of Social Capital,” in the *3rd Annual Workshop on Health IT and Economics* (White 2012), October 5-6, 2012, Washington, DC.
- Goel, S. & **Chengalur-Smith, I. N.** “Metrics for Characterization of Security Policies - A Complexity-Based Approach” *Third Annual Forum on Financial Information Systems and Cybersecurity*, University of Maryland, May 2006.

Schurr, P. H., **Chengalur-Smith, I. N.** & Pazer, H. L. “Information Quality and Online B2B Relationships After the Purchase” Presented at the *18<sup>th</sup> International Industrial Marketing and Purchasing Conference* in Dijon School of Business, France, September 2002.

**Chengalur-Smith, I. N.** & Duchessi, P. J. “Client-Server Strategy: Some Implementation Pointers” Presented at the *Association for Information Systems 1998 Americas Conference*, Baltimore, MD.

**Chengalur-Smith, I. N.**, Ballou, D. P. & Pazer, H. L. “The Impact of Data Quality Tagging on Decision Complacency: An Exploratory Study” Presented at the *INFORMS Spring Meeting*, May 1997, San Diego, CA.

**Chengalur-Smith, I. N.**, Belardo, S. & Pazer, H. L. “Quality of Non-Financial Management Information: Management Perceptions” Presented at the *ORSA/TIMS Spring Meeting*, April 1994, Boston, MA.

**Chengalur-Smith, I. N.** & Tayi, G. K. “An Assessment of Residual Contaminant Concentration in Biopads: An Economic Sampling Perspective” Presented at the *ORSA/TIMS Fall Meeting*, November 1993, Phoenix, AZ.

**Chengalur-Smith, I. N.**, Erickson, D. E., Ballou, D. P. & Pazer, H. L. “Predicting Bridge Rehabilitation Cost as a Surrogate for Contractor's Low Bid: A Framework for Analysis” Presented at the *ORSA/TIMS Spring Meeting*, May 1993, Chicago, IL.

**Chengalur, I. N.**, Arnold, J. C. & Reynolds, Jr., M. R. “Variable Sampling in Multiparameter Shewhart Charts” *American Statistical Association Winter Conference*, 1988, San Antonio, TX.

**Chengalur, I. N.**, Arnold, J. C. & Reynolds, Jr., M. R. “Multivariate Shewhart Control Charts Using Variable Sampling Intervals” *Joint Statistical Meetings*, 1988, New Orleans, LA.

### **Invited Presentations & Workshops**

**Chengalur-Smith, I. N.**, *FOSS 2010 Workshop on the Future of Research on Free/Open Source Software*, Institute for Software Research, University of California, Irvine, CA.

Duchessi, P. & **Chengalur-Smith I. N.** “Understanding Information Technology (IT) Connectivity in Modern Supply Chains: Preliminary Results of an Empirical Study” Presented at the *School of Business Research Seminar*, University at Albany, April 2004.



**Chengalur-Smith, I. N.** “Knowledge Based Systems: Leveraging Information Quality to Build Trust” Presented at the *Information School*, University of Washington, January 2004.

Sidorova, A. & **Chengalur-Smith, I. N.** “Open Source Development: Population Ecology Perspective” Presented at the *School of Business Research Seminar*, University at Albany, April 2003.

**Chengalur-Smith, I. N.** & Duchessi, P. “Implementing Client-server Technology” Presented at the *Center for Technology in Government*, University at Albany, April 1997.

## **GRANT FUNDING**

### **Federal**

2009-13, Co-Principal Investigator, Learning Computational Thinking in Context: Using Problems and Cases in Financial Market Regulation, *National Science Foundation*, \$799,624.

### **Extramural Awards**

2005-18, Faculty Supervisor, MBA student teams, Field projects with Kitware, Sematech, Center for Economic Growth, Duocommun, Independent Fiduciary Services, KeyBank, NetApp, Adirondack Community College, \$45,000.

1994, Co-Principal Investigator, Client-Server Implementation Study, \$6,000.  
Sponsored by American Management Systems, Arthur Andersen and Ernst & Young.

### **Internal Awards**

1998, PDQWL Term Faculty Development Award, United University Professions, \$797.

1994-95, Faculty Research Award (FRAP B), University at Albany, \$2,000.

1994, PDQWL Term Faculty Development Award, United University Professions, \$750.

1992-93, Faculty Research Award (FRAP B), University at Albany, \$2,000.

## **PEDAGOGY**

### **Doctoral Dissertation Committees**

**Chair**, 2018 “Applying the Transtheoretical Model of Behavior Change to Online Self-disclosure: Shifting from an Action Paradigm to a Stage Paradigm,” by Ersin Dincelli,

Assistant Professor, University of Colorado – Denver. (Received the University at Albany Distinguished Doctoral Dissertation Award)

**Chair**, 2013 “Healthcare Virtual Support Communities: Pillars of Support and Companionship,” by Kuang-Yuan Huang, Assistant Professor, Colorado State University, Hassan School of Business. (Received the University at Albany Distinguished Doctoral Dissertation Award)

**Chair**, 2012 “Exploring the Effectiveness of Information Security Training and Persuasive Messages,” by Sherly Abraham, Assistant Professor, Georgia Gwinnett College.

**Chair**, 2012 “A Longitudinal Study of Undergraduate Students’ Perceptions and Usage Patterns of the University Libraries Web Site,” by Yu-Hui Chen, Associate Librarian (tenured), University at Albany.

**Chair**, 2011 “How Loyal are Your Users? Moving beyond Continuance Intention toward Loyalty,” by Namjoo Choi, Associate Professor (tenured), University of Kentucky. (Received the University at Albany Distinguished Doctoral Dissertation Award)

**Member**, 2010 “Prior Computer Experience and Technology Acceptance,” by Sonali Varma, Management Consultant, Nashua, NH.

**Chair**, 2009 “Factors Affecting the Successful Use of Web Sites,” by Anne Matheus, Associate Professor (tenured), Marist College.

**Chair**, 2007 “An Exploration of the Factors Affecting the Adoption of Open Source Databases in Organizations,” by Pindaro Demertzoglou, Lecturer, RPI.

**Chair**, 2002 “A Framework and Associated Software Tool for the Analysis of Source Data for a Data Warehouse: Development and Exploratory Study,” by Pamela Neely, Associate Professor (tenured), SUNY College of Brockport.

**Member**, 1999, “An Empirically Based Exploration of the Interaction of Time Constraints and Experience Levels on the Data Quality Information Factor in Decision Making” by Craig Fisher, Associate Professor, Marist College. (Received the University at Albany Distinguished Dissertation Award)

### **Master’s Thesis Supervision**

C. Foley, 2013 “Video Games as Communication in Agile Software Development Teams.”

J. Hilton, 2012 “Test Uncertainty Standards for Wind Turbine Upgrades.”

R. Wachs, 2011 “The Effects of a Self-Service Knowledge Base on a Service Desk.”

H. Schwartzman, 2008 “Business Applications of Statistical Forecasting Methods.”

S. DeMarco, 2008 “Viral Marketing on Mobile Phone Networks: Marketing Budget Allocation Based on Social Network Analysis.”

D. Cross, 2006 “Scientific Processes meet Business Processes in Biotechnology: Applying Six Sigma Methodology to Regulatory Quality Issues in Biotechnology.”

J. Mooker, 2003 “Quality Control at an Electronics Manufacturing Plant.”

N. Hauk, 1994 “Zero Defects in the MARS System and Beyond: A Study in Data Quality and Integrity.”

### **Undergraduate Courses Taught at UAlbany**

BMSI 220	Introduction to Business Statistics
BMSI 322/BITM322	Statistical Decision Systems
BMSI 330	Operations Research Applications I
BMSI 331	Operations Research Applications II
BMSI 415/BITM415	Information Decision Systems I
BISBA 415Z	Business Analytics

### **Graduate Courses Taught at UAlbany**

BMSI 513/BITM513	Statistical Analysis for Managers
BMSI 520/BITM520	Database Management
BITM 522	Introduction to IT Management
BMSI 611	Systems Analysis and Design
BMSI 691/BITM691	Field Project
BITM 692	Special Topics in Information Technology
BITM 695	Independent Study in Information Systems
BBUS 698/BITM698	Research Project

#### Doctoral-level:

RINF 701	Pro-seminar in Information Management
RINF 720	Managing Information and Technology in Organizations
RINF 894	Directed Readings in Information Science
RINF 897	Independent Study and Research in Information Science

### **Executive Education**

Weekend MBA program, School of Business, University at Albany, SUNY (1997-2017)

Dual MBA program, GSBA Zurich and University at Albany, SUNY (2005, 2006)  
MBA Program, Universidad del Salvador, SUNY (2010, 2013)

## **Professional Development**

### Teaching Workshops Attended

Teaching with Streaming Media, Institute for Teaching, Learning and Academic Leadership (ITLAL), University at Albany, February 2009  
Learner-Centered Teaching, Institute for Teaching, Learning and Academic Leadership (ITLAL), University at Albany, March 2009  
Designing Dynamic Discussions, Institute for Teaching Learning and Academic Leadership (ITLAL), University at Albany, September 2011  
Joy in the Chaos, Institute for Teaching, Learning and Academic Leadership (ITLAL), University at Albany, September 2012  
Making Students Conscious Agents of their own Learning, Institute for Teaching, Learning and Academic Leadership (ITLAL), University at Albany, December 2012  
Teaching to the Whole Brain, Institute for Teaching, Learning and Academic Leadership (ITLAL), University at Albany, February 2013  
Instructional Leadership Academy on Team-Based Learning: Institute for Teaching, Learning and Academic Leadership (ITLAL), University at Albany, August 2014.  
SAS Analytics Workshop on Big Data, RPI, Troy, NY, May 2015

## **SERVICE**

### **Service to the Profession**

#### **Editorial Board:**

*Information and Management*, 2003-present.  
*ACM Journal of Data and Information Quality*, 2007-present.  
*Journal of E-Commerce Research*, 2004-2009.

#### **Guest Editor:**

*Journal of E-Commerce Research*, Vol. 5, No. 4, 2004.

#### **Conference Co-Chair:**

International Conference on Information Quality, MIT, Boston, 2004  
International Conference on Information Quality, MIT, Boston, 1998

#### **Session Chair:**

International Conference on Information Quality, MIT, Boston, 1997, 1998, 2000, 2002-2004  
Academic Symposium on Information Assurance, Albany, New York, 2007, 2008, 2012.

#### **Associate Editor:**

International Conference on Information Systems 2020

**Program Committee:**

International Conference on Information Quality, MIT, Boston, 1997, 1999-2003, 2010, 2011, 2012, 2013, 2017

New York Celebration of Women in Computing 2013, 2019

Workshop on Information Technologies and Systems 2014

**External Referee:**

Tenure case, McCoy College of Business, Texas State University, 2018

Doctoral thesis, Indian Institute of Management, Kozhikode, 2015

Tenure case, College of Management, University of Massachusetts, Boston, 2012.

Research Grant, Hong Kong Polytechnic University, 2012

Tenure case, School of Management, University at Binghamton, 2006

**Nominating Committee:**

Editor-in-Chief, *ACM Journal of Data and Information Quality*, 2012

**Reviewer:**

NSF Grant proposals, 2006, 2007

**Evaluation Committee:**

Ballou-Pazer Information Quality Dissertation Award Competition, 2012

**Standard Setter:**

Excelsior College's Center for Educational Measurement, 2015

**Discipline Review Committee:**

Fulbright Senior Specialist Program, 2002-2004.

**Panel of Experts:**

Evaluating Failed IS Cases, Wolverhampton, UK, 1997

**National Task Force:**

Transportation Statistics, Transportation Research Board, 1991-1993.

**Journal Referee:**

*AMIS: Monograph on Information Quality*

*Communications of the ACM*

*Communications of the AIS*

*Decision Support Systems*

*European Journal of Information Systems*

*European Journal of Operations Research*

*IEEE Transactions on Engineering Management*

*Information Systems Frontiers*

*Information Systems Research*

*Information Technology & People*

*International Journal of Production Research*

*Journal of AIS*

*Journal of Business Strategies*

*Journal of E-Commerce Research*  
*Journal of Information System Security*  
*Journal of Information Technology Cases and Applications*  
*Journal of Internet Services and Applications*  
*Journal of Software and Systems Modeling*  
*MIS Quarterly*  
*Naval Research Logistics Quarterly*

**Conference Referee:**

*Hawaii International Conference on System Sciences 2006, 2009, 2010, 2016-2018.*  
*Americas Conference on Information Systems, 2009-2011, 2019*  
*International Conference on Information Systems 2000, 2003, 2004, 2006, 2010, 2012-2014, 2017*  
*1st Australasian Workshop on Information Quality (AusIQ 2006)*  
*International Conference on Information Quality 1997-2003, 2010, 2011, 2012, 2017*  
*Workshop on e-Business 2002*

**Service to the University at Albany**

**Chair:**

Chancellor's Advisory Committee, 2013  
Information Decision Sciences PhD Specialization Comprehensive Exam, 2005  
Senate Council on Academic Freedom and Ethics, University at Albany, 1994-1997, 1998-1999  
Curriculum & Honors Committee of the UAC, University at Albany, 1997-1998

**Senator:**

University Senate, University at Albany, 1993-1999, Spring 2015, 2018-2019

**Member:**

President's Advisory Council on the Prevention of Alcohol and Other Drug Abuse and Related Risky Behaviors, 2016-2020  
University Planning and Policy Council, 2018-2020  
Resource Analysis and Planning Committee, UAlbany Senate, 2016-2020  
Dean Search Committee, University at Albany, 2016-2018  
ITLAL Instructional Consultant, Search Committee, 2015-2016, 2019-2020  
Selection Committee for Excellence in Teaching Awards, 2020  
Review Panel, Presidential Initiatives Fund for Research and Scholarship, 2015  
Office of the CIO's Policy Review Board, 2015  
Senate Council on Research, Spring 2015  
Informatics Search Committee, Evergreen Lecturer, CCI, 2014-2015  
Faculty Resource Network, 2013  
Steering Committee, Women in IT, 2012-2013

President's Advisory Council on the Prevention of Sexual Assault, 2012-2014  
Information Sciences PhD Steering Committee, 2012-2013  
UAlbany Impact 2020 Review Panel, 2011-2012  
Provost's Budget Advisory Group 2009, 2010, 2011  
Course Assessment/Evaluation Advisory Committee, 2010-2012  
Information Sciences PhD Self-design Specialization Committee, 2008-present  
Chancellor's Advisory Committee, 2007-2008  
Senate Council on Promotion and Continuing Appointment, University at Albany,  
2004-2005  
IT Commons Search Committee, University at Albany, 2004  
Recruitment Planning Committee for the IT Commons, University at Albany, 2004  
Initiatives for Women Committee University at Albany, 2002-2003  
Senate Executive Committee, University at Albany, 1994-97, 1998-1999  
Dean Search Committee, University at Albany, 1998-1999  
Undergraduate Academic Council of the Senate, University at Albany, 1997-1998  
Senate Council on Academic Freedom and Ethics, University at Albany, 1993-1994

**Faculty Mentor:**

EOP Mentorship Program – Equal Opportunity Program, 2014  
Personal Achievement Liaison – Office for Student Engagement, 2012  
University at Albany Transfer Connections – Office of Undergraduate Education,  
2009, 2010  
Presidential Scholars, University at Albany, 2005-2006  
Avon Scholar, University at Albany, 2003-2004

**Examiner:**

Foreign Language Proficiency – Malayalam, 2010

**Manager and Moderator:**

Women's Concerns Committee List Serve, University at Albany, 2002-2004

**Marshal:**

Undergraduate Commencement Ceremony, Spring 2011  
Graduate Commencement Ceremony, Spring 1996, Spring 2006-Spring 2010, Spring  
2013, 2016

**Keynote Speaker:**

International Teaching Assistant Workshop, Institute for Teaching, Learning and  
Academic Leadership, Fall 2015  
EOP Frosh Panel, 2015

**Speaker:**

International Student Orientation, 2010, 2011

**Service to the University at Albany's School of Business**

**Chair:**

ITM Department 2007-2012

Secured student scholarships from CSC (a *Fortune* 500 firm) for \$40,000

Managed several personnel cases (two for tenure and one for promotion)

Research Committee, School of Business, 2017-2018

Teaching & Computing Committee, School of Business, University at Albany, 2001

**Member:**

Curriculum Committee, 2019-2020

Honors Program Task Force, 2019

Research Committee, 2015-2016

Full-time MBA recruitment committee, 2010-2011

Bylaws Revision Committee, 2011

Budget Advisory Committee, 2011

Website Committee, School of Business, 2009

Graduate Affairs Committee, 2005-2006

Search Committee for Marketing Faculty, School of Business, University at Albany, 2004-2005

Personnel Committee, School of Business, University at Albany, 1999-2000, 2001-2003, 2004-2005

Search Committee, Assistant Director of Employer Relations, School of Business, University at Albany, 2004

Faculty Search Committee, MSIS Department, School of Business, University at Albany, 2000-2001

Teaching & Learning Committee, School of Business, University at Albany, 1995-1999

Diversity Committee, School of Business, University at Albany, 1993-1995

**Vice-President:**

Beta Gamma Sigma, Albany Chapter, 2004-2005