ARUN RAI

CURRICULUM VITAE

BIOGRAPHY

Arun Rai is Regents' Professor and holds the Howard S. Starks Distinguished Chair at the Robinson College of Business (RCB) at Georgia State University. He is the Director and co-founder of RCB's Center for Digital Innovation, an interdisciplinary research center that leverages industry-university collaborations. He has held visiting appointments at universities in Australia, France, Germany, Hong Kong, and Slovenia. He was named Fellow of the Association for Information Systems and INFORMS Information Systems Society Distinguished Fellow Award, and received the INFORMS Information Systems Society Inaugural President's Service Award and the LEO Award from the Association for Information Systems for Lifetime Exceptional Contributions to the Information Systems discipline. In recognition for the impact of his research on the information systems discipline and on business and society, he received the Association for Information Systems Impact Award and the INFORMS Information Systems Society Practical Impacts Award.

Arun's research has investigated the development and deployment of digital innovations to drive innovation and create value. The investigations have been in a variety of high-stake problem domains in business and society: from hi-tech firms to supply chains to platform ecosystems to online communities to rural areas of developing countries. The research has contributed to understanding of the design, use, and impacts of information systems; digital transformation of organizations; governance of digital resources and content generation in online collectives; creating network effects in digital platforms; and how digital solutions can aid in addressing thorny societal problems including poverty, health disparities, infant mortality, digital inequality, and economic reintegration of ex-offenders through gig employment while reducing crime.

His current research focuses on managing AI in business and social systems. Projects include the impact of AI on labor markets and job skills; AI fairness tensions in socio-technical systems, AI augmentation of individuals and collectives, embedding generative AI into systems, and large-language model tutors for equitable student success, among others.

His research has involved close engagement with organizations across sectors (e.g., Apollo Hospitals, China Mobile, Emory Healthcare, Gartner, Georgia-Pacific, Grady Hospital, IBM, Intel, SAP, SunTrust, UPS), and has been sponsored by government agencies, corporations and thought leadership forums. He has published over 275 peer-reviewed articles that include over 135 journal articles in leading journals in IS, Management/Decision Science, Operations Management, Healthcare, and other disciplines. He is ranked among the top scholars for publications in premier IS journals.

His work has had a major impact on both research and practice. His work has been extensively cited in IS and other disciplines (e.g., Accounting, Marketing, Operations, Strategic Management, Computer Science, Education, Healthcare, Psychology) (Google Scholar: 29,300 h-index, 71; i10 141; he is ranked among the 0.25% of close to 18K scholars in information systems by a recent Stanford University study). The impact of his work has been recognized with prestigious awards from the leading professional associations (AIS and INFORMS) and industry (e.g., IBM Faculty Award, SAP for Thought Leadership in Supply Chain Digitization; Member, Working Council on Developing and Deploying at Scale Disruptive Technologies of the Bipartisan US National Commission on Innovation and Competitiveness Frontiers; the working group advised the commission on policy and private sector actions to bolster America's investments in talent, technology, innovation and infrastructure).

Arun has played leadership roles in developing interdisciplinary research initiatives and curricula at the interstice of IS with strategy, operations, and analytics. He has taught courses on managing AI in business and society, digital strategy and innovation, supply chains, technology and operations, theory development, and research methods, and his teaching has spanned the BS, MBA, EMBA, MS, EDBA, and Ph.D. programs. He has chaired over 33 Ph.D. dissertations and served as a committee member for over another 36. Several of his former Ph.D. students hold chaired professorships and are in leadership positions at their institutions and in the profession (e.g., vice chancellors, deans, associate deans, Ph.D. directors, department chairs, editors). He has developed and delivered highly successful non-degree executive education programs for major corporations (e.g., the Global Supply Chain Solutions Program for UPS during the company's digital transformation from transportation services to supply chain solutions) and workshops (e.g., theory development, research methods, digital innovation, AI) for audiences across the world.

In terms of internal service, Arun is Director and co-founder of the Center for Digital Innovation and serves as its Ph.D. Director. The Center has developed to be a leading interdisciplinary research center on digital innovation. He served three consecutive 3-year terms as RCB's Promotion and Tenure Committee Chair and has served on several key university, college and unit committees.

In terms of external service, he served a 5-year term as Editor-in-Chief of *MIS Quarterly* (*MISQ*), widely regarded as a premier IS journal. He has also served as Senior Editor for *MISQ, Information Systems Research* (*ISR*), and *Journal of Strategic Information Systems* and Associate Editor for several leading journals (e.g., *ISR, MISQ, Management Science, JMIS*), Panelist for the National Science Foundation, Track Co-Chair for major conferences; chair, mentor and keynote speaker for doctoral/junior faculty/mid-career faculty consortia; and President of the Special Interest Group on the Adoption and Diffusion of Information Technology. He has served on the US National Council on Innovation and Competitiveness Frontiers' Working Council on Developing and Deploying at Scale Disruptive Technologies.

ARUN RAI

CENTER FOR DIGITAL INNOVATION & COMPUTER INFORMATION SYSTEMS DEPARTMENT
J. MACK ROBINSON COLLEGE OF BUSINESS
GEORGIA STATE UNIVERSITY
ATLANTA, GA 30303
PHONE: (404) 413-7857; E-MAIL: arunrai@gsu.edu; Web site: www.arunrai.net

EDUCATION

1990   **Kent State University**
Doctor of Philosophy
Major: Management Information Systems; *Minor*: Production and Operations
Management
Dissertation: Stimulating the Use of Computer-Aided Software Engineering in
Information System Departments: An Empirical Test of Elements of Innovation Theory.

1987   **Clarion University of Pennsylvania**
Master of Business Administration

1985   **Birla Institute of Technology and Science, India**
Master of Science and Technology
Emphasis: Systems Engineering and R&D Management

FELLOWSHIPS, AWARDS AND OTHER RECOGNITIONS

Fellowships and Awards from the Profession
- Association for Information Systems Impact Award, 2022
- INFORMS Information Systems Society Practical Impacts Award, 2022
- INFORMS Information Systems Society Inaugural President's Service Award, 2021
- *LEO Award* from the Association for Information Systems in 2019 for Lifetime Exceptional
  Contributions to the Information Systems discipline.
- *INFORMS Information Systems Society Distinguished Fellow Award* in 2014 for outstanding
  intellectual contributions to the Information Systems discipline.
- *Fellow of the Association for Information Systems* in 2010 for outstanding contributions in
  research, teaching and service to the Information Systems discipline.

University Appointments
- Appointed *Howard S. Starks Distinguished Chair* in 2021. College-wide chair.
- *Robinson Chair of IT-enabled Supply Chains and Process Innovation* (2015-2021).
- Appointed *Regents' Professor of the University System of Georgia* (initial appointment:
  2006; permanent appointment: 2013). Regents' Professor is the highest academic honor in
  the University System of Georgia. It is bestowed on Professors whose scholarly
  achievements are recognized nationally and internationally as innovative and renowned, and
  who have a record of sustained scholarly productivity, substantial contributions in service to
  their discipline and to Georgia State, and highly effective promotion of learning.
- *Harkins Professor of Information Systems* (2002- 2021) for outstanding accomplishments in
  research, teaching and service.

Research Productivity in Top Scholarly Journals
- Published 47 articles in the UT-Dallas Top 24 Business Journals
- Ranked among the top scholars in the Information Systems discipline for research productivity in the widely-regarded top two scholarly IS journals (*Information Systems Research* and *MIS Quarterly*) (Source: AIS Research Rankings: aisresearchrankings.org): 5th for 2000 – 2022.
- Ranked among the top scholars in the Information Systems discipline for research productivity in the widely-regarded top three scholarly IS journals (*Information Systems Research*, *MIS Quarterly, Journal of MIS*) (Source: AIS Research Rankings: aisresearchrankings.org): 6th for 2000-2022.
- Ranked 2nd by a study published in the *Communications of the AIS* (2011) on publications in 2005-2009 in the top three Information Systems scholarly journals (*Information Systems Research, MIS Quarterly, and Journal of Management Information Systems)*.
- Ranked 5th by study published in the *European Journal of Information Systems* (2007) on research productivity in the Information Systems discipline in 1999-2003.

Research Impact Awards
- AIS Impact Award, Engaged Scholarship on Digital Supply Chain Solutions (highest award from the Association for Information Systems for impact by an Information Systems researcher)
- INFORMS Information Systems Society Practical Impact Award (highest award from the INFORMS ISS for impact of information systems scholarship on business and society).
- George P. Moschis Influential Researcher Award, Robinson College of Business, 2022.

Research Awards
- Five-time recipient of the Robinson College of Business Faculty Recognition Award for Research: 2003, 2007, 2011, 2015, 2020.
- Board of Advisors Faculty Excellence Award for Research, Robinson College of Business, 2005.
- IBM Faculty Award for e-Business & Supply Chain Management, 2000.
- Research Honor Roll, College of Business and Administration, SIU-C, 1997.
- Researcher of the Year, College of Business and Administration, SIU-C, 1996.
- Research Honor Roll, College of Business and Administration, SIU-C, 1994.
- Researcher of the Year, College of Business and Administration, SIU-C, 1993.
- University Fellowship, Kent State University, Spring 1990.
- Doctoral Dissertation Award, Kent State University, Spring 1990.

Best Paper Awards
- Runner-up Award for Best Completed Research Paper, Workshop on e-Business (WeB), 2022: Teli, S., Rai, A., and Lin, Y., Market Reactions to AI Patent Infringement Lawsuits: A Signaling-Based View
- Most Promising Ongoing Research Award, Workshop on e-Business (WeB), 2022: Mitigating Nguyen, A., Rai, A., and Maruping, L., Harassment in Online Communities with Human-Machine Moderation: Insights from Reddit Communities
- First Runner-up Best Conference Paper, *Americas Conference on Information Systems*, 2021: Zhang, W. and Rai, A., Complementarities for IT Business Value of Firms: Synthesis for Future Empirical Work.

- Best Student Paper, *Academy of Management Conference*, August 2021.Tian, H, Rai, A., and Zhao, J., How do Boundary-Shifting Moves in Digital Innovation Shape Competitive Responses.
- Best Track Paper Award and Best Conference Paper Nominee, *International Conference on Information Systems*, 2018, San Francisco, CA: Sambhara, C., Rai, A., and Xu, X., Why Increased Use of IT can be Beneficial or Damaging? Insights from the Puzzle of IT Use and Managerial Expertise for Internal Controls.
- Best Track Paper Award and Best Conference Paper Nominee, *36th International Conference on Information Systems*, 2016, Dublin, Ireland: Sambhara, C., Rai, A., and Xu, X., Enterprise System Implementations: Role of Information Risk, Internal Controls and Environmental Uncertainty.
- Best Paper Award (First Runner-Up), *Organizational Communication and Information Systems Division, Academy of Management Annual Conference*, 2015: Dong, J., Karhade, P., Rai, A., and Xu, X., Information Technology and Innovation Outputs: The Missing Link of Search Evolution.
- Best Research-in-Progress Paper Award, *International Conference on Information System,* 2014*:* Pye, J., Rai, A., and Baird, A., Health Information Technology in U.S. Hospitals: How Much, How Fast?
- Best Published Journal Paper in the Information Systems discipline for 2011, *Organizational Communications and Information Systems Division, Academy of Management*, 2012. (Article: Addressing Digital Inequality through Government Initiatives: Forms of Capital that Affect ICT Utilization; co-authored with J.J. Po-An Hsieh and Mark Keil, *Information Systems Research*, 2011).
- Best Conference Cross-Divisional Paper, Academy of Management, 2012 (Article: Technology and Context: A Sociomaterial Perspective on Technology Enabled Change; co-authored with Mark Lewis and Sreenivasan Balaji).
- Distinguished Paper Award, *Academy of Management Conference 2011*, Business Policy and Strategy Division (Article: Impact of New Investments in the Resource Base and Organizational Structure on Performance; co-authored with Ilgaz Arikan).
- Best Paper Proceedings of the Academy of Management Meetings, 2011, 2012.
- Best Paper Finalist, *Decision Sciences Journal*, 2007 (Article: Competitive and Cooperative Domains in Supply Chain Logistics Relationships; co-authors Klein, R., Rai, A., and Straub, D.W.).
- Best Paper Award, *IEEE Transactions on Engineering Management,* 2003 (Article: Why Software Projects Escalate: The Relative Importance of Project Management and Escalation Constructs; co-authored with Keil, Mann and Zhang).

Teaching Awards
- Robinson College of Business, Faculty Recognition Award for Teaching, 2008.
- Myron T. Greene Outstanding Teaching Award, CIS Department, GSU, 2008.
- Excellence in Supply Chain Management Executive Education, UPS, 2001-2003.
- Graduate Teacher of the Year, College of Business and Administration, SIU-C, 1997.
- Graduate Teaching Honor Roll, College of Business and Administration, SIU-C, 1997.
- Graduate Teaching Honor Roll, College of Business and Administration, SIU-C, 1996.
- Graduate Teaching Honor Roll, College of Business and Administration, SIU-C, 1995.
- Graduate Teaching Honor Roll, College of Business and Administration, SIU-C, 1993.

- Graduate Teaching Honor Roll, College of Business and Administration, SIU-C, 1992.
- Outstanding Graduate Student Teaching Award, Kent State University, Spring 1989.

Editorial Roles at Elite Journals
- Editor-in-Chief, *MIS Quarterly*, 2016-2020 (initial 3-year appointment, 2016-2018; renewed 2019-2020).
- Senior Editor, *MIS Quarterly*, 2013-2015.
- Senior Editor, *Information Systems Research*, 2007-2010.
- Guest Editor, *Information Systems*, 2005-2007 (Special Issue).
- Associate Editor, *Management Science*, 2006-2008.
- Associate Editor, *Information Systems Research*, 2000-2005.
- Associate Editor, *MIS Quarterly*, 1997-2000.

Service Awards
- INFORMS Information Systems Society President's Service Award, 2021
- Two-time recipient of the Robinson College of Business Faculty Recognition Award for Service: 2012, 2016.
- Faculty Mentor Award, *Association for Information Systems Doctoral Student College*, 2020
- Senior Editor Recognition Award, *MIS Quarterly,* 2015.
- Outstanding Associate Editor Award, *Decision Sciences Journal*, 2005.
- Senior Editor Recognition Award, *Information Systems Research,* 2010.
- Associate Editor Service Recognition Award, *Information Systems Research*, 2005.

Miscellaneous
- Inducted to the Dean's Circle of Distinguished Research Fellows, Florida International University, 2020
- Ph.D. Commencement Speaker, Georgia State University, May 2012.
- Executive Doctorate in Business Commencement Speaker, Georgia State University, May 2015.
- Who's Who Among Asian Americans, 1994.
- Outstanding Academic Performance Award, International Office, Kent State University, 1990.
- Outstanding Performance in Comprehensive Examinations, Kent State University, 1989.
- Outstanding Academic Performance Award, International Office, Kent State University, 1989.
- Outstanding Academic Performance Award, International Office, Kent State University, 1988.
- Merit Scholarship, Birla Institute of Technology & Science, 1982-1985.

	WORK EXPERIENCE

1997 – **Georgia State University, Robinson College of Business**
Center for Digital Innovation & Department of Computer Information Systems
- *Regents' Professor of the University System of Georgia, (initial 2006; permanent 2013)*
- *Howard S. Starks Distinguished Chair* (college-wide chair), 2021
- *Robinson Chair of IT-enabled Supply Chains & Process Innovation,* 2015 - 2021

eCommerce Institute (2000-2006), Decision Sciences Department (1997-1999)
- *Harkins Professor of Information Systems, 2002 - 2021*
- *Professor,* Fall 2000
- *Associate Professor,* Fall 1999- Summer 2000
- *Associate Professor,* Fall 1997- Summer 1999

1990 – 1997 **Southern Illinois University at Carbondale, College of Business Administration**
Department of Management
- *Associate Professor of Information Systems (Tenured), 1995 - 1997*
- Acting Director, Pontikes Center for the Management of Information (Fall 1995)
- *Assistant Professor of Information Systems*, 1990-1995
- Faculty Associate, Pontikes Center for the Management of Information

1987 – 1990 **Kent State University, College of Business**
Dept. of Administrative Sciences
Teaching & Research Fellow

1986 – 1987 **Clarion University of Pennsylvania, College of Business Administration**
Graduate Assistant

1985 – 1986 **The Systems Group, India**
Associate Consultant
Involved in the design and development of (a) a DSS to plan radiation treatment for cancer patients, and (b) a comprehensive stock broker management system

1984 – 1985 **Gwalior Rayons, India**
Engineer Trainee: Designed a comprehensive MIS for the viscose section.

Short-Term Visiting Appointments

2015-2022	University of Ljubljana, Slovenia
2008-2012	Australian National University
2008-2022	Hong Kong University of Science and Technology
2011	City University of Hong Kong
2009	European Business School
2007, 2008, 2011	Goethe University, Frankfurt, Germany
2011	University of Cologne, Germany
2001- 2003	Institut d'Administration des Entreprises de Paris (I.A.E. de Paris)
	Sorbonne University (Université de Paris 1 - Panthéon Sorbonne)
1997- 2002	Graduate Adjunct Faculty – SIU, Carbondale

Summary

Arun has developed and taught courses related to managing AI in business and society, digital and business strategy, digital innovation and digital transformation, supply chain management, intelligent systems, analytics, technology and operations, theory development, and research methods across the BS, MBA, EMBA, MS, EDBA, and Ph.D. programs.

At GSU, Arun has played a leadership role in the development of innovative interdisciplinary programs and courses at the interstice of IS with strategy, operations, computer science, and analytics as well as doctoral courses in artificial intelligence, digital strategy and innovation, theory development and engaged scholarship:

- Managing AI in Business and Society (Multidisciplinary Ph.D. course)
- Business Process Innovation (Ph.D. program in Computer Information Systems)
- Digital Innovation (core course for MBA students)
- Knowledge Management (Master's concentration in CIS and Managerial Sciences)
- Supply Chain Management/Technology and Operations (courses introduced in the EMBA, Global eCommerce Master's (GeM), and MS programs)
- Information Technology and Decision Making (courses for the MBA and MS programs)
- Theory Development (college-wide Ph.D. course focused on problem formulation, theory development, different types of process and variance models, research design).
- Engaged Scholarship (foundational course for the Executive Doctorate in Business; addresses various forms of engaged scholarship, role of context in theory development, problem formulation, theory development, process and variance models, research design)

Arun played a leadership role in the development and obtaining the University and Board of Regents' approval for the Executive Doctorate in Business Administration (EDBA) (a 3-year professional degree program for senior executives), which admitted its 14th cohort in 2022. GSU's EDBA program has become a model for many subsequent executive doctorate programs in the U.S. and other countries.

For courses taught at GSU, Arun's average Student Evaluation of Instructor Performance (SEIP) scores are **4.8** for instructor effectiveness and **4.8** for course effectiveness (1= lowest; 5 = highest). He has chaired 32 doctoral dissertations and served as committee member for over another 30. His doctoral students are making significant contributions through key roles at their institutions (e.g., associate deans, doctoral directors, department chairs) and in the profession (e.g., editorial roles in leading journals, elected or appointed positions in professional societies, conference chairs, etc.,). He has developed and delivered non-degree executive education programs (e.g., the Global Supply Chain Solutions Program for UPS's senior and middle management during the company's digital transformation from providing transportation services to supply chain solutions).

Doctoral and Post-Doctoral Student Supervision

Dissertation Supervision: Chair or Co-chair

1. *Santanu Borah*: Strategic Alliances in the Global Information Technology Industry: An Exploration of Critical Issues. Dissertation defended: March 1993 (Co-chair: Dr. A. Ramaprasad).
   Initial Placement: Assistant Professor, University of North Alabama
   Current Position: Professor and Department Chair, University of North Alabama

2. *Deepinder Bajwa*: Determination of the IS factors Impacting EIS Effectiveness. Dissertation defended July 1993 (Co-chair: Dr. A. Ramaprasad).
   Initial Placement: Assistant Professor, Western Washington University
   Current Position: Professor, Western Washington University

3. *David Paper*: Theoretical Derivation and Empirical Validation of a Model for Business Process Reengineering. Dissertation defended: August 1994 (Co-chair: Dr. A. Ramaprasad).
   Initial Placement: Assistant Professor, Utah State University
   Current Position: Professor, Utah State University

4. *Haidong Song*: Deployment of Software Quality Metrics for Systems Development: Integrating Processual and Contextual Factors. Dissertation defended: October 1995 (Co-chair: Dr. A. Ramaprasad).
   Initial Placement: University of South Queensland, Australia
   Current Position: VP, Product Strategy, Siebel Systems

5. *Hindi Al-Hindi*: Development Process Management, Technology and Outcomes. Dissertation defended: April 1996.
   Initial Placement: King Saud University, Saudi Arabia

6. *Srinarayan Sharma (Deceased)*: An Organizational Learning Approach to CASE Diffusion. Dissertation defended: April 1996.
   Initial Placement: Assistant Professor, Oakland University
   Last Position: Associate Professor, Indian Institute of Management

7. *T. Ravichandran*: A Theory of Systems Development Quality Assurance. Dissertation defended: June 1996.
   Initial Placement: Assistant Professor, Rensselaer Polytechnic Institute
   Current Position: Distinguished University Professor and Associate Dean for Research, Rensselaer Polytechnic Institute

8. *Ravi Patnayakuni*: Transformation of Work Systems: Infusion of Information Technology. Dissertation defended: October 1996.
   Initial Placement: University of Melbourne, Australia
   Current Position: Associate Professor, University of Alabama, Huntsville

9. *James Rodger*: TQM in the Healthcare Industry: An Information Management Perspective. Dissertation defended: November 1996 (Co-chair: Dr. Arlyn Melcher).
   Initial Placement: Assistant Professor, Indiana University of Pennsylvania

Current Position: Professor, Indiana University of Pennsylvania

10. *Paul Ambrose*: The Nature and Value of Electronic Information Intermediation: Theory Development and Empirical Evidence from the Practice of eMedicine (Co-chair: Dr. A. Ramaprasad).
Initial Placement: Assistant Professor, University of Wisconsin, Milwaukee
Current Position: Professor and Dean, University of Wisconsin, Whitewater

11. *Kristina Setzekorn*: IT Value Contingencies: Moderating Effects on Market Responsiveness and Business Strategy. Dissertation defended: August 2000 (Co-chair: Dr. Arlyn Melcher).
Initial Placement: Assistant Professor, Oakland University*, MI*.
Current Position: Consultant

12. *Ashley Bush*: Fragmented to Integrated Demand and Supply Chain Management. Dissertation defended: December 2001 (Co-chair: Mark Keil).
Initial Placement: Assistant Professor, Florida State University
Current Position: Professor, Endowed Chair and Department Chair, Florida State University

13. *Nainika Patnayakuni*: Resource coordination theory for Supply Chain Integration. Dissertation defended: 2002
Initial Placement: Visiting Professor, University of Alabama, Huntsville

14. *Richard Klein:* The effects of Information Sharing Symmetry in e-Business Vendor-Client Relationships. Dissertation defended: July 2003 (Co-chair: Detmar Straub).
Initial Placement: Assistant Professor, Clemson University; Promoted to Associate Professor and served as Doctoral Coordinator, Clemson University
Current Position: Vice Chancellor, University of Nebraska at Omaha

15. *Gordon Depledge*: The Roles of Problem Recognition and Cognitive Biases in Software Project Escalation. Dissertation defended: December 2003 (Co-chair: Mark Keil).
Initial Placement: Assistant Professor, Wichita State University

16. *Paul Brown:* Organizational Assimilation of Electronic Procurement Innovations. Dissertation defended: March 2004.
Initial Placement: Assistant Professor, Clark Atlanta University.
Current Position: Associate Professor and Director of Supply Chain Management Program, Clark Atlanta University

17. *JJ Po-An Hsieh*: Leverage Points for Addressing Digital Inequality: An Extended Theory of Planned Behavior Perspective. Dissertation defended: December 2004 (Co-chair: Mark Keil).
Initial Placement: Assistant Professor, Hong Kong Polytechnic University
Current Position: Associate Professor, Georgia State University

18. *Maurice McNaughton*: Deregulation, Uncertainty, and Information Technology in the Electric Utility Industry: A Transaction Cost Interpretation of the Drivers and Consequences

of Vertical Disintegration. Dissertation defended: August 2005 (Co-chair: Jonathan Wareham).
Initial Placement: Mirant Corporation
Current Position: Director, Center for Excellence. Mona School of Business, University of West Indies

19. *Ghiyoung Im*: Exploratory and Exploitative Learning in Digitally Enabled Inter-organizational Relationships. Dissertation defended: August 2006.
Initial Placement: Assistant Professor, Clark Atlanta University
Current Position: Associate Professor, University of Louisville

20. *Xinlin Tang*: Digitally-Enabled Adaptive Business Network Capabilities. Dissertation defended: May 2007.
Initial Placement: Assistant Professor, Florida State University
Current Position: Associate Professor, Florida State University

21. *Mark Lewis*: Sense-making for Organizational Responsiveness: A Multi-Level Investigation of Strategic Outsourcing Relationships. Dissertation defended: May 2008 (Co-Chair: Lars Mathiassen).
Initial Placement: Assistant Professor, Bentley College
Current Position: Associate Professor, Appalachian State University

22. *Xixi Li*: A Motivational Perspective on Post-Acceptance IS Usage Behaviors, Dissertation defended: June 2010 (Student from Hong Kong Polytechnic University; Co-Chair J.J. Po-An Hsieh).
Initial Placement: Instructor, Hong Kong Polytechnic University
Second Placement: Post-doctoral student, Georgia State University
Current Position: Assistant Professor, Tsinghua University.

23. *Steve Du*: Digital Enablement of Inter-organizational Logistics Relationship. Dissertation defended: January 2011.
Initial placement: Private entrepreneur

24. *Robert Hornyak*: Multi-Level Longitudinal Investigation of Process Innovation and Business Value: The Case of Strategic Sourcing. Dissertation defended: April 2012.
Initial Position: Assistant Professor, Georgia Gwinnet College
Next Position: Assistant Professor, Arizona State University

25. *Darryl Romanow:* Antecedents and Consequences of CPOE Use in Clinician Care Teams, Dissertation defended: August 2013 (Co-chair: Mark Keil).
Initial Placement: Assistant Professor, Duquesne University
Current Position: Assistant Professor, Georgia Gwinnet College

26. *Chaitanya Sambhara:* Risks, Controls and Business Value in IT-enabled Inter-Firm and Intra-Firm Processes. Dissertation defended: July 2015.
Initial Placement: Assistant Professor, Miami University (Oxford, OH)
Current Position: Assistant Professor, University of Texas at Arlington

27. *Liwei Chen*, Essays on Health IT Innovations for Physician-Patient Collaboration and Patient Empowerment. Dissertation defended: May 2016.
    Initial Placement: Assistant Professor, University of Cincinnati

28. *Jessica Pye,* IT Capabilities and Governance: Investigations in the Healthcare and SmartGrid Contexts. Dissertation defended: December 2017.
    Initial Placement: Assistant Professor, Arizona State University

29. *Vitali Mindel:* Polycentric Information Commons. Dissertation defended: October 2018 (Co-chair with Lars Mathiassen).
    Initial Placement: Assistant Professor, Virginia Polytechnic Institute and State University

30. *Zhitao Yin,* Essays on The Impacts of Digital Technology on Innovation, Entrepreneurship, and Productivity. Dissertation defended: April 2019.
    Initial Placement: Assistant Professor, Hong Kong University of Science and Technology.

31. *Yanran Liu:* Collective Attention Allocation for Innovation Productivity in Open-Source Software Projects: A Configurational Perspective, Dissertation defended: June 2020.
    Initial Placement: Visiting Assistant Professor, University of Arkansas 2021; Assistant Professor, University of Cincinnati, effective Fall 2022.

32. *Junyoung Park*: Essays on IT Governance: Managing Disruptions and Engaging the Community (co-chair with Ling Xue), Dissertation defended: June 2022.
    Initial Placement: Assistant Professor, Auburn University.

33. *Wei Zhang*: Investor Reactions to Data Breaches and Firm Response: An Integrated View of Attributed Responsibility, Proposal defended.

34. *Yang Yi:* Essays on Digital Solutions to Mitigate Mental Health Disparities, Proposal in development (co-chair: Aaron Baird)

35. *An Nguyen:* Moderation in Online Platforms and Communities, Proposal in development (co-chair: Likoebe Maruping)

36. *Sudeep Teli:* AI Risks and their Impacts in Financial Markets (co-chair: Yu-Kai Lin).

Dissertation Supervision: Committee Member

@ SIU Carbondale

Sunhat Al-Otaibi
Completed: 1993
Placement: King Saud University

Jennifer Williams
Completed: 1993
Placement: Indiana State U.

William Rayburn
Completed: 1995
Placement: Austin Peay U.

Ganesh Bhatt
Completed: 1996
Placement: Morgan State University

Adel Al-Adwani
Completed: 1996
Placement: Kuwait University

David Vance
Completed: 1999
Placement: Mississippi State U.

@ Georgia State University

Sameer Verma
Completed: 1999
Placement: San Diego State University

Rustam Vahidov
Completed: 2000
Placement: Concordia University

Lei Jin
Completed: 2001
Placement: San Francisco State U.

Taedong Han
Completed: 2002
Placement: Univ. Nevada, Las Vegas

Kannan Mohan
Completed: 2003
Placement: Baruch College

Peng Xu
Completed: 2005
Placement: Univ. of
Massachusetts, Boston

Andrew Burton-Jones
Completed: 2005
Placement: U. of British Columbia

Savitha Kadiyala
Completed: 2006

ChongWoo Park
Completed: 2008
Placement: Gwinnet University

Vijay Kasi
Completed: 2007
Placement: Georgia-Pacific

Ricardo Checci
Completed: 2008
Placement: University of
Massachusetts, Boston

Anthony Vance
Completed: 2009
Placement: Brigham Young
University

Robert Sainsbury
Completed: 2008
Placement: Univ. of Mississippi

Yide Shen
Completed: 2009
Placement: Rowan University

Jennifer Smith
Completed: 2011
Placement: U. of Alabama,
Birmingham

Hung Nguen
Completed: 2011

Olga Petriciveic
Completed: 2013
Placement: University of Calgary

Jong Seok Lee
Completed: 2013
Placement: Univ. of Memphis

Hongyoung Choi
Completed: 2020
Placement: UNC-Greensboro

Heeseung Lee
Completed: 2021
Placement: Hong Kong Baptist
University

Yukun Yang
Completed: 2021
Placement: Southern University of
Science and Technology, China

Rongen "Sophia" Zhang
Completed: 2022
Placement: Baylor University

@ Other Universities

Hillol Bala
Completed: 2008, University of
Arkansas
Placement: Indiana University

Vikas Jain
Completed: 2008, George
Washington University
Placement: University of Miami

Tracy Ann Sykes
Completed: 2009, University of
Arkansas
Placement: Aus. Natl University

Niu Yuan
Completed: 2010, UNC Charlotte
Placement: UNC Charlotte

Meng Zhang
Completed: 2014, Queensland
University of Technology (QUT)
Placement: QUT

Ruba Aljafari
Completed: 2017
University of Arkansas
Placement: Univ. of Pittsburgh

Ankur Arora   Akshat Lakhiwal
University of Arkansas   Indiana University
Completed: 2022   Proposal defended: July 2022
Placement: University of Memphis

Post-Doctoral Student Supervisor

1. Jing Tian, AI Augmented Systems, Fall 2019 – Summer 2022.
    Initial Placement: Assistant Professor, Pennsylvania State University
2. Weifang Wu, Business Model Innovation, January 2016 – August 2018.
    Initial placement: Assistant Professor, Copenhagen Business School.
3. Xixi Li: Telemedicine in Developing Countries, January 2012 - July 2013.
    Initial placement: Assistant Professor, Tsinghua University, Beijing, China.

Courses Taught and Student Evaluations

Student Evaluation for Courses Taught at Georgia State University

Program		Instructor	Course
Ph.D.	Managing AI in Business and Society	5.0	5.0
	Theory Development	4.9	4.6
	Interorg. Sys./Innovation	5.0	5.0
	Knowledge Management	5.0	5.0
Executive Doctorate	Engaged Scholarship	4.9	4.9
Executive MBA	Technology & Operations	4.4	4.3
	e-Supply Chains	4.8	5.0
MS/MBA	Supply Chain Management	4.8	4.7
	Decision Support Systems	4.5	4.3
Flex MBA	IT & Decision Strategy	4.6	4.3
Non-Degree Executive Education	Global Supply Chain Management (2-day; 1- day; ½ day versions to various industry groups); Instructor and seminars consistently rated excellent.		

Directed Readings Courses for Ph.D. Students at Georgia State University:

- **45 courses**: Natural Language Processing for Business Applications, Risk Management for the Digital Enterprise, Complexity Perspectives for Digital Strategy, Digital Innovation, Machine Learning, Synergies Between Big Data and Theory, Multi-Channel Coordination, Online Randomized Experiments, Network Analysis, User Generated Content Analysis, Data Science, Multidisciplinary Study of Innovation, IT Strategy, Social Networks Theory and Analysis, Business Intelligence/Analytics, Process Mining, IT Services, IT Strategy, IT Governance and Business Value, Digital Innovation in the Utility Industry, IT-enabled Process Innovation, Reverse Auctions, Process Engineering, Interfirm Governance, B2B Relationships, Digital Business Strategy, Social Media Analytics on Covid-19 Risks; IT Risk; AI Innovation; Human-Bot Moderation of Harassment in Online Communities; Community Health Analytics

Courses Taught at Other Universities (Prior to Joining Georgia State University)

- **Ph.D.**: Electronic Information Infrastructures, Strategic Information Systems, Theoretical Advances in Information Systems and Organizational Innovation, Quantitative Research Methods
- **Master's**: Management Information Systems, Advances in Systems Development, Database Design and Applications, Decision Support Systems
- **Undergraduate**: Computer Information Systems, Programming Languages, Database Management, Decision Support/Expert Systems, Data Structures & File Processing, Principles of Statistics, Intermediate Statistics.

Non-Degree Executive Education

- *Certified Professional Innovator,* Participated in the curriculum development, 2011-2012
- *2004 - 2007: Executive Leadership Series, United Parcel Services*
  Attended by managers from U.S. Small Package Operations, Supply Chain Solutions, Airline Group, European Operations, and corporate managers (legal, industrial engineering, business development, marketing, strategic planning, security, labor relations). Seminar series and instructor consistently rated as <u>excellent</u>.
- *2001- 2003: Executive Education Workshop on Global Supply Chain Solutions for Senior and Middle Management at United Parcel Services.*
  This customized program included extensive interviews with UPS personnel in different divisions/solution groups, including IT, corporate marketing, operations, field marketing, and sales. UPS customers from key industries were interviewed to understand challenges and how value can be created for mutual benefit. Number of workshops: 17 in 2001, six in 2002, five in 2003. Course and instructor consistently rated as <u>excellent</u>.
- *2001-2002 (June): Multi-channel Supply Chain Integration Models, I.A.E de Paris, Sorbonne Universitie, Paris.*
  Two half-day sessions for master's students and faculty on multi-channel supply chains.
- *2001 (October): E-Webs for Demand Fulfillment; Sorbonne University.*
  Executive Program organized by International Business Institute, Robinson College of Business.
- 2002, 2003, 2004, 2005, 2006: *Information Sharing for Supply Networks for students from I.A.E de Paris, Sorbonne Universitie, Paris, visiting Robinson College of Business*.
  This seminar includes the popular beer game simulation, learning pathology diagnostics adapted from Peter Senge's *Learning Organization*, and analysis of supply network configurations.
- *2003: Simulation-based workshop on Value of Supply Chain Improvements in Manufacturing Firms.*
  One-day simulation-based workshop co-instructed with Michael Jordon of *Trade Dynamics*. A simulation was used to demonstrate the value created through supply chain coordination. Process performance metrics are linked with financial performance measures to demonstrate the value of specific coordination structures in modular production contexts. The workshop was attended by executives from several area manufacturing firms executives and evaluated as <u>excellent</u>. Dr. Richard Welke was involved in the development of the simulation, and Vijay Kasi (Ph.D. student) assisted in the delivery.

Research Workshops

- Designed and offered workshop on Managing AI, Theory Development, Research Methods, Synergies Between Big Data Analytics and Theory, and Digital Innovation. These workshops have been offered in Germany, US, China, Hong Kong, Australia, and Slovenia.

RESEARCH

Summary

Focus: Arun's research has investigated the development and deployment of digital innovations to drive innovation and create value. The investigations have been in a variety of high-stake problem domains in business and society: from hi-tech firms to supply chains to platform ecosystems to online communities to rural areas of developing countries. The research has contributed to understanding of the design, use, and impacts of information systems; digital transformation of organizations; governance of digital resources and content generation in online collectives; creating network effects in digital platforms; and how digital solutions can aid in addressing thorny societal problems including poverty, health disparities, infant mortality, digital inequality, and economic reintegration of ex-offenders through gig employment while reducing crime.

His current research focuses on managing AI in business and social systems. Projects include the impact of AI on labor markets and job skills; AI fairness tensions in socio-technical systems, AI augmentation of individuals and collectives, embedding generative AI into systems, and large-language model tutors for equitable student success, among others.

For his research, Arun has collaborated with major corporations across sectors (e.g., Apollo Hospitals Group, China Mobile, Daimler-Chrysler, Emory Healthcare, Gartner, Georgia-Pacific, Grady Hospital, IBM, Intel, SAP, SunTrust and United Parcel Service) on research projects. His studies have been sponsored by government agencies, major corporations and their research labs and innovation centers, as well as by social enterprises, thought leadership forums and government agencies.

Publications: He has published over 275 refereed articles that include over 135 refereed journal articles in prestigious journals including: *MIS Quarterly* (19) and *Information Systems Research* (20), widely regarded as the top two scholarly journals in the Information Systems discipline; *Journal of Management Information Systems* (9), typically ranked third among IS journals; *Management Science* (4), premier multidisciplinary business journal; *Decision Sciences* (7), *Journal of Operations Management* (2), and *Production and Operations Management* (1), premier Operations/Supply Chain Management journals; *INFORMS Journal on Computing* (1); and *Journal of the American Medical Informatics Association* (1) and *International Journal of Medical Informatics* (1), premier field journals in health informatics.

He is ranked among the top scholars for lifetime publications in the top IS journals: 5th (2000 – 2022) and 6th (1990 – 2022) in the top two scholarly IS journals (*Information Systems Research* and *MIS Quarterly*). Overall, he has published 45 articles in the UT-Dallas Top 24 Business Journals. He has received 14 best paper awards at the top journals and conferences.

Impact: His work has been extensively cited in Information Systems and in other disciplines (e.g., Accounting, Computer Science, Management Science/Decision Science, Marketing, Education, Operations Management, Strategic Management, Healthcare, and Psychology) (Google Scholar: 29,300 citations, h-index: 71; i10: 141; Scopus: 14,775).

In a recent Stanford University study of 8 million researchers across 174 fields, Arun is recognized as among the top cited business management researchers in the world. The study finds Arun is ranked in the top 0.25% of close to 18,000 Information Systems researchers in the world for career impact.[1]

The impact of his work has been recognized through the following awards from the leading information systems associations:
- LEO Award for Lifetime Exceptional Award from the Association for Information Systems (the premier association for information systems scholars), 2019
- AIS Impact Award, 2022
- INFORMS Information Systems Society Practical Impacts Award, 2022
- INFORMS Information Systems Society Distinguished Fellow Award, 2014
- Association for Information Systems Fellow Award, 2010

His work has also been recognized by industry through the following:
- IBM Faculty Award
- SAP for Thought Leadership on Digital Supply Chains (invited to develop white-papers for C-executives on strategies and governance to create value through supply chain digitization)
- UPS for Digital Transformation of Supply Chains
- Member, Working Council on Developing and Deploying at Scale Disruptive Technologies, Bipartisan US National Council on Innovation and Competitiveness Frontiers.
- Invited presentations at major industry and policy events related to Digital Innovation, Digital Transformation, Supply Chains, AI Augmented Systems, AI and Future of Work, Digital Divide, and Health Information Technology.

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[1] Ioannidis, John P.A. (2022), "September 2022 data-update for "Updated science-wide author databases of standardized citation indicators"", Elsevier Data Repository, V5, doi: 10.17632/btchxktzyw Latest update (based on1960-2022 data) to Ioannidis, J. P., Baas, J., Klavans, R., & Boyack, K. W. (2019). "A standardized citation metrics author database annotated for scientific field," *PLoS biology*, *17*(8), e3000384. The study uses six citation-related criteria compiled into a single "composite citation index" in an effort to develop a more transparent, comparable, and less error-prone approach to citation metrics. This index accounts for biases such as self-citations, and reflects the scholars' career-long citation impact.

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241. Setzekorn, K., Rai, A., and Melcher, A., Strategic Performance Impacts of IT-Enabled Coordination in the Machine Tools Industry, *Production and Operations Management Conference*, Savannah, GA, April 2003.

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243. Tang, X. and Rai, A., The Dual Efficiency – Real-Options Logic for Inter-Firm Relationship Portfolio Management. Presented at the *Academy of Management Annual Meeting*, Atlanta, GA, August 11-16 2006. Abstract published on CD-ROM.

244. Im, Ghiyoung, Rai, A., and Lambert, L., Effect of the Fit Between Motivation and Knowledge Sharing Ambidexterity in Long-Term Interorganizational Relationships, Presented at the *Academy of Management Annual Meeting*, Chicago, IL, August 7-11 2009. Abstract published on CD-ROM.

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248. Rai, A., Arikan, I., McNaughton, M., and Wareham, J., Dynamic Capabilities for Managing Uncertainty and Vertical Disintegration, *Academy of Management Annual Meeting*, San Antonio, Texas, August 2011. Abstract published on CD-ROM.

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252. Rai, A., Baird, A. M., & Chen, L. Consumer use of mobile health (mHealth): an integrated individual and local influence mechanisms evaluation. *Workshop on Health IT and Economics*, University of Maryland, Washington, DC, November 2013.

253. Song, Peijian; Xue, Ling; Rai, Arun; and Zhang, Cheng. "The Ecosystem of Software Platforms," *9th China Summer Workshop on Information Management*, Hefei, China, June 2015.

254. Song, Peijian; Xue, Ling; Rai, Arun; and Zhang, Cheng. "A Study of Asymmetric Cross-side Network Effects and Platform Governance" *Platform Strategy Research Symposium*, Boston University, July 2015.

255. Lewis, M., Rai A., Mathiassen, L., and Hornyak, R., Enactment and Evolution of Interorganizational Strategy, *Presented at the Academy of Management Annual Meeting*, Anaheim, CA, August 2016.

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257. Xue, L., Rai, A., Song, P., and Zhang, C. "The Generation and Performance Impacts of Supplier Process Control Information in Make-to-Order Supply Chain: A Transaction-Level Analysis," *INFORMS Annual Meeting*, Nashville, TN, November 2016.

258. Chen, L. and Rai, A., The Role of Digital Capabilities in Converting Inventor Team Expertise to Knowledge Capital for Medical Device Innovation, *Presented at INFORMS Conference on Information Systems and Technology*, Nashville, TN, November 2016.

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261. Xue, L., Rai, A., Song, P., Chen, Z., Third-Party Developers' Adoption of APIs and Their Continued New App Development in Software Platform: A Competing Risk Analysis,

INFORMS Conference on Information Systems and Technology, Houston, TX, October 2017.

262. Lin, Yu-Kai, Rai, A., and Yang, Y., Getting Behind Closed Doors: Developing Fan Engagement in Subscription-Based Crowdfunding, *INFORMS Conference on Information Systems and Technology*, Seattle 2019.

263. Lin, Yu-Kai, Rai, A., and Yang, Y., Getting Behind Closed Doors: Developing Fan Engagement in Subscription-Based Crowdfunding, *Workshop on Information Systems Economics*, Munich 2019.

264. Choi, H., Keil, M., Rai, A., and Maruping, L., How Doctors' and Nurses' Motivations Shape Perceptions of System Benefits and Resistance to CPOE, *Academy of Management Annual Meeting*, August 2020.

265. Lin, Y. and Rai, A., Restricting the Scope of Software Patent Protection: Beneficial Evidence of Alice, *INFORMS Conference on Information Systems and Technology*, 2020.

266. Pye, J., Rai, A., and Dong JQ, Innovation with Health Information Technology Under Policy Uncertainty, *Academy of Management Annual Meeting*, August 2021.

267. Long, Y. and Rai, A., Decoding Digital Risk from Corporate Disclosure: A Neural Network Approach, *Statistical Challenges in Electronic Commerce Research*, June 2022.

268. Rai, A., Tian, J., and Xue, L., AI Fairness in Organizational Decisions: Conceptualization, Measurement, and Attainment, *Academy of Management Annual Meeting*, August 2022.

269. Jabr, W. and Rai, A., When Trading Becomes Social: How Platforms Affect the Disposition Effect, *Academy of Management Annual Meeting*, August 2022.

270. Jabr, W. and Rai, A., When Trading Becomes Social: How Platforms Affect the Disposition Effect, *China Workshop on Information Management*, August 2022.

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Monographs

272. Ritu Agarwal, Arun Rai, and V. Sambamurthy. (2004). *Unleashing IT-enabled Value Nets*. Chicago: Society for Information Management.

Book Chapters

273. Ponce De Leon, J., Rai, A., and Melcher, A., Alternative Reengineering Strategies: Organizational Scope and Application Delivery Approaches, in *Business Process Change: Reengineering Concepts, Methods and Techniques,* Eds. Varun Grover and William Kettinger, Idea Group Publishing, Harrisburg, PA, 1995, 187-207.

274. Troutt, M.D., Rai, A., Tadisina, S., and Zhang, A., A New Efficiency Methodology for IT Investment Analysis Studies, in *Measuring Information Technology Investment Payoff: Contemporary Approaches*, Ed. M. A. Mahmood, Idea Group Publishing, Harrisburg, PA, 1999, 202-222.

275. Rai, A., Ponce De Leon, J., Melcher, A., Enterprise Process Innovation: Strategies and Issues, in *Process Think: Winning Perspectives for Business Change in the Information Age*, Eds. Varun Grover and William Kettinger, Idea Group Publishing, Harrisburg, PA, 2000, 272-291.

276. Whalen, T., Rai, A., and Flynn, T., Flexible Queries in the eCommerce Shopping Mall: A Discursive Analysis, in *Advances in Soft Computing: Flexible Query Answering Systems*, Eds., Larsen, H., Kacprzyk, J., Zadronzy, S., Andreasen, T., and Christiansen, H., Physica Verlag, 2000, 602-612.

277. Setzekorn, K., Rai, A., and Melcher, A., Inventory Productivity Impacts of IT-Enabled Supply Chain Coordination in Manufacturing Environments, in *Creating Business Value with Information Technology: Challenges and Solutions*, 2003, Ed. N. Chin, Idea Group Publishing, Harrisburg, PA, 50-88.

278. Rai, A., Wareham, J., Sambamurthy, V., Design Principles for Intelligent Services Supply Chains, in *Smart Business Networks*, Springer-Verlag, 2004, Eds., Vervest E., Heck, Preiss, K., Pau, L., 239-253.

279. Setzekorn, K., Rai, A., and Melcher, A., IT Productivity Impacts in Manufacturing Contexts, in *Encyclopedia of Information Science and Technology*, V*olume I-V*, edited by Khosrowpour, M., Idea Group Reference, 2005, 1721-1727.

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281. Mathiassen, L., Rai, A., and Welke, R., The Age of Process*, in Winning the Three Legged Race: When Business and Technology Run Together,* Eds, Hoque, F., Sambamurthy, V., Zmud, R. W., Trainer, T., and Wilson, C., Prentice Hall, 2005, 135-156.

Non-Refereed and Other

MISQ Editorials as Editor-in-Chief

1. The *MISQ* Trifecta—Impact, Range, Speed, 40(1), 2016, iii – x.
2. Synergies Between Big Data and Theory, 40(2), 2016, iii – ix.
3. Writing a Virtuous Review, 40(3), 2016, iii – x.
4. Celebrating 40 Years of *MIS Quarterly*: *MISQ's* History and Future Through the Lenses of its Editors-in-Chief, 40(4), 2016, iii-xv.
5. Diversity of Design Science Research, 41(1), 2017, iii-xviii (with contributions from Andrew Burton-Jones, Hsinchun Chen, Alok Gupta, Alan Hevner, Wolfgang Ketter, Jeffrey Parsons, H. Raghav Rao, Sumit Sarkar, and Youngjin Yoo).
6. Avoiding Type III Errors: Formulating IS Research Problems that Matter, 41(2), 2017, iii-vii.
7. The *MIS Quarterly* as a Platform for Engagement, 41(3), 2017, iii-vii.

8. Seeing the Forest for the Trees, 41(4), 2017, iii – vii.
9. Beyond Outdated Labels: The Blending of IS Research Traditions, 42(1), 2018, iii-vi.
10. The First Few Pages, 42(2), 2018, iii-vi.
11. *MISQ* Research Curations: Bundling for Impact, 42(3), 2018, iii – vi. (with Ashley Bush).
12. Opportunities and Challenges for Different Types of Online Experiments (with Karahanna, E., Benbasat, I., Bapna, R.,) 42(4), iii – ix.
13. Next-Generation Digital Platforms: Toward Human-AI Hybrids (with Constantinides, P., Sarker, S.), 43(1), iii – ix.
14. Engaged Scholarship: Research *with* Practice for Impact, 43(2), iii – viii.
15. The First Revision, 43(3), iii – viii.
16. Developing Virtuous Reviewers, 43(4), iii – viii.
17. Proactively Attending to Uncertainty in IS Research, 44(1), iii – vii.
18. The COVID-19 Pandemic: Building Resilience with IS Research, 44(2), iii-vii, June 2020.
19. Replication Crisis or Replication Reassurance: Results of the IS Replication Project (with Dennis, A., Brown, A., Wells, T.), 44(3), iii – vii, September 2020.
20. Achieving the *MISQ* Trifecta Vision: Reflections on the 2016-2020 Journey, 44(4), iii-ix, December 2020.

Editorial Essays for Other Journals

21. Krishnan, M.S., Rai, A., and Zmud, R.W., Editorial Essay - The Digitally Enabled Extended Enterprise in a Global Economy, *Information Systems Research*, 18(3), September 2007, 1-4.

22. Rai, A., and Sambamurthy, V., Editorial Essay - The Growth of Interest in Services Management: Opportunities for Information Systems Scholars, *Information Systems Research*, 17(4), December 2006, 327-331.

23. Rai, A., The State of Research and Practice in the Management of Information Technology Diffusion, *Information Resources Management Journal*, 11(3), Summer 1998, 3-4.

24. Rai, A., Developing Sense-and-Respond Demand Fulfillment Capabilities, *Information Resources Management Journal*, 13 (3), Summer 2000, 3-5.

Cases and Teaching Notes

1. Lewis, M., Rai, A., Forquer, D., and Quinter, D., UPS and HP: Value Creation Through Sustainable Partnerships, Ivey Business Case Publishing, Product # 9B07D002, 2007.

2. Lewis, M., and Rai, A., Teaching Note: UPS and HP: Value Creation Through Sustainable Partnerships, Ivey Business Case Publishing, Product # 8B07D002, 2007.

3. Rai, A., Wareham, J., Weinlein, B., and Keil, M., Omnexus: The Plastics eMarket Place, *ISWorld Online Teaching Cases* and *IBM eBusiness Education Resources Portal*, 2002.

4. Wareham, J., Rai, A., and Khan, S., eGateMatrix: Creating a Services Niche? *ISWorld Online Teaching Cases,* 2002.

White Papers

1. Rai, A., Bush, A., and Tiwana, A., Adaptive Planning and Optimization for Supply Chain Networks, *SAP Sponsored Thought Leadership White Paper Series on Supply Chain Networks*, November 2002.

2. Rai, A., Ruppel, C., and Lewis, M., Sense and Respond Supply Chain Networks: Building Adaptive Control Capabilities, *SAP Sponsored Thought Leadership Paper Series*, November 2002.

3. Rai, A., and Sambamurthy, V., Adaptive Distribution Networks, *SAP Sponsored Thought Leadership White Paper Series on Supply Chain Networks*, November 2002.

4. Rai, A., Sambamurthy, V., and Lewis, M., Adaptive Logistics and Transportation, *SAP Sponsored Thought Leadership White Paper Series on Supply Chain Networks*, November 2002.

Invited Presentations

Value Creation with Generative AI
1. Avanos Corporation Keynote, January 2024
2. Hong Kong Polytechnic University, December 2023
3. Executive Education Summit, Georgia State University

Exclusion for Public Safety or Inclusion for Gig Employment Opportunity: Redefining the Tension with a Trilogy of Guardians
4. Hong Kong Polytechnic University, July 2023

AI and Work: Promises and Perils
5. Future of Work Symposium, University of Nebraska at Omaha, April 2023 (Keynote)

The Scope of Software Patent Protection in the Digital Age: Evidence from Alice
6. Hong Kong Polytechnic University, February 2023
7. Hong Kong University, October 2022
8. University of Minnesota, April 2022

How Will the AI Genie Behave
9. Xidian University, May 2021
10. Trinity College, Ireland, April 2021
11. Jindal Global Business School, India, November 2020
12. University of Cincinnati, September 2020 (Arnoff-Schloss Memorial Lecture Series on the Practice of Management Science)
13. Pre-AOM Conference on AI, August 2020 (**Keynote)**
14. Indiana University, June 2020
15. University of South Florida, February 2020
16. Kennesaw State University, February 2020
17. University of Hamburg, December 2019

18. Florida International University, November 2019
19. University of Georgia, September 2019
20. IS Summer Workshop, City University of Hong Kong, June 2019 (**Keynote**)
21. Pacific-Asia Conference on Information Systems, July 2019 (**Keynote**)
22. Hong Kong Polytechnic University, June 2019

Cybersecurity: Offense-Defense Dynamics with AI
23. IFIP Information Security Workshop, October 2020 (**Keynote**)
24. Scottish Informatics and Computer Science Alliance, October 2020

25. *Achieving Impact with IS Research: Facets and Pathways*, Hong Kong University of Science and Technology, July 2021.

From Doctoral Student to Faculty: Proactively Managing Your Journey
26. Doctoral Consortium, Pacific-Asia Conference on Information Systems, July 2021 (**Keynote**)
27. Doctoral Consortium, Americas Conference on Information Systems, August 2020 (**Keynote**)
28. Doctoral Consortium, International Conference on Information Systems, December 2018 (**Keynote**)
29. Doctoral Consortium, Americas Conference on Information Systems, August 2018 (**Keynote**)

30. *Avoiding Type III Errors: Overcoming Competency Traps, Seizing New Opportunities*, Workshop on Information Technologies and Systems, December 2018 (**Keynote**)

Getting Behind Closed Doors: Developing Fan Engagement in Subscription-Based Crowdfunding (work with Yu-Kai Lin and Yukun Yang)
31. College of William and Mary, September 2019
32. Emory University, September 2019
33. Queensland University of Technology, June 2019
34. Xidian University, May 2019
35. University of Texas at Austin, March 2019
36. Arizona State University, November 2018

AI Behavior: Development, Mechanisms, Utility and Evolution,
37. Summer Workshop on Big Data and Analytics, Harbin, China, July 2019
38. Harbin Institute of Technology Summer, July 2021

39. *Virtuous Reviewing*, Queensland University of Technology, June 2019

The Discipline at an Inflection Point: Overcoming Competency Traps, Seizing New Opportunities
40. IS Summer Workshop, City University of Hong Kong, May 2017 (**Keynote**)
41. IS Summer Workshop, National University of Singapore, June 2017 (**Keynote**)

42. *Insights on Digital Innovation for Healthcare*, International Conference on Smart Health,

Hong Kong, June 2017 (**Keynote**)

Developing and Revising Papers for Top Journals
43. Southern University of Science and Technology, China, 2021
44. University of Lausanne, February 2021
45. Florida International University, November 2020
46. Renmin University, November 2020

Avoiding Type III Errors: Formulating IS Research Problems that Matter
47. Southern University of Science and Technology, China, June 2020
48. University of Hamburg, December 2019
49. Queensland University of Technology, June 2019
50. IS Summer Workshop, City University of Hong Kong, May 2017 (**Keynote**)
51. IS Summer Workshop, National University of Singapore, June 2017 (**Keynote**)
52. Taiwan Summer Workshop on Information Management, June 2017 (**Keynote**)
53. Queensland University of Technology, June 2017
54. Hong Kong Polytechnic University, June 2017

Proactively Managing Early Stages of an IS Academic Career
55. Hong Kong University of Science and Technology, June 2019
56. Junior Faculty Consortium, International Conference on Information Systems, Seoul, South Korea, December 2017 (**Keynote**)
57. Junior Faculty Consortium, International Conference on Information Systems, Dublin, Ireland, December 2016 (**Keynote**)

How Does Third-Party Developers' Adoption of a Platform's APIs Influence Their Continued New App Development? A Competing Risk Analysis (work with Ling Xue, Peijian Song, Chen Zhang)
58. Case Western Reserve University, October 2018
59. Warwick Business School, March 2018

Reducing Capital Market Anomaly: The Role of Information Technology Using an Information Uncertainty Lens (work with Ning Jia and Sean Xu)
60. Hong Kong University of Science and Technology, June 2017
61. Queensland University of Technology, June 2017
62. Copenhagen Business School, April 2017
63. University of Groningen, April 2017
64. University of Dayton, February 2017
65. Baruch College, February 2017
66. University of Georgia, February 2017
67. University of Washington, Seattle, January 2017
68. Texas Tech University, January 2017
69. Georgia Tech, October 2016
70. University of Oklahoma, October 2016
71. Iowa State University, September 2016
72. University of Delaware, September 2016

73. *Engaging Practice for Impactful Scholarly Outcomes*, Doctoral Consortium, Pacific-Asia Conference on Information Systems, Chiyai, Taiwan, June 27 - July 1, 2016 (**Keynote**).

Achieving Big Data – Theory Synergies Through Research Design and Methods
74. Summer Workshop on Big Data and Analytics, Harbin, China, July 2016
75. Summer Workshop on Big Data and Analytics, Harbin, China, July 2017
76. Summer Workshop on Big Data and Analytics, Harbin, China, July 2018

The Road Ahead for IS Research
77. Workshop on eBusiness, Dublin, Ireland, December 2016 (**Keynote**)
78. China Workshop on Information Management, Dalian, China, June 2016 (**Keynote**)
79. City University of Hong Kong IS Workshop, Hong Kong, June 2016 (**Keynote**)
80. Pacific-Asia Conference on Information Systems, Chiyai, Taiwan, June 2016 (**Keynote**)
81. Mediterranean Conference on Information Systems, Paphos, Cyprus, September 2016 (**Keynote**)

Social Learning in Information Technology Investment: The Role of Board Interlocks (work with June Cheng, Fian Teng, Sean Xin Xu)
82. Renmin University, December 2020
83. Washington State University, August 2018
84. Hong Kong University of Science and Technology, June 2018
85. Indiana University, November 2017
86. Purdue University, September 2017
87. Memorial University of New Foundland, September 2017
88. Fudan University, June 2016
89. University of Minnesota, May 2016
90. Inaugural Virginia IS Seminar Series (hosted collaboratively by University of Virginia, Virginia Commonwealth University, College of William & Mary, and Virginia Tech), April 2016 (**Keynote**)
91. Temple University, March 2016
92. University of British Columbia, February 2016
93. Arizona State University, February 2016
94. University of Maryland, September 2015
95. Michigan State University, April 2015
96. University of Arizona, March 2015

97. *Panel on Making India a Center of Practice-Oriented Management Knowledge*, Vaishwik Bharatiya Vaigyanik (VAIBHAV) Summit (Management Vertical), October 2020.

98. *Observations on Impact and Culture*, University of Minnesota 50th Anniversary, June 2018

Editors' Panels
99. African IS Paper Development Workshop, June 2020
100.   Pacific-Asia Conference on Information Systems, June 2020

101. Formulating Problems in Interventionist Research to Avoid Type III Errors, PDW on Interventionist research: Challenges and Opportunities, Academy of Management, August 2019
102. INFORMS College of Information Systems and Technology, October 2019
103. Editors' Summit of Top Business Journals: Beyond Publishing How Can We Move Ideas to Action, Temple University, March 2018
104. INFORMS College of Information Systems and Technology, November 2018
105. New Frontiers in IS Research: Where are we headed? And Why? MIS Academic Leadership Conference, 2017.
106. Publishing Data Science Papers in IS Journals: Challenges and Editorial Advice, INFORMS Workshop on Data Science, October 2017.
107. Pacific-Asia Conference on Information Systems, June 2016
108. Creating a More Reliable and Cumulative Knowledge Ecosystem, All-Academy PDW of Journal Editors, Academy of Management, August 2016

Engaged Scholarship—What, Why, How
109. DBA Orientation, Georgia State University, August 2022
110. DBA Orientation, Georgia State University, August 2022
111. Executive Doctorate in Business Orientation, Georgia State University, August 2020
112. Executive Doctorate in Business Orientation, Georgia State University, August 2019
113. Executive Doctorate in Business Orientation, Georgia State University, August 2018
114. Executive Doctorate in Business Orientation, Georgia State University, August 2017
115. Executive Doctorate in Business Orientation, Georgia State University, August 2016
116. Executive Doctorate in Business Orientation, Georgia State University, August 2015
117. Executive Doctorate in Business Orientation, Georgia State University, August 2014
118. Executive Doctorate in Business Orientation, Georgia State University, August 2013
119. Executive Doctorate in Business Orientation, Georgia State University, August 2012
120. Executive Doctorate in Business Orientation, Georgia State University, August 2011
121. Executive Doctorate in Business Orientation, Georgia State University, August 2010

122. *A Synergistic Approach to Research, Teaching and Service—The Journey of the Center for Process Innovation*, Mid-Career Faculty Workshop Panel, International Conference on Information Systems, December 2015.

123. *IS Research—Looking Forward: A Vision for the MIS Quarterly*, MIS Academic Leadership Conference, University of Arizona, November 2015.

124. *Big Data and Analytics: Emergent Trends and Opportunities for Information Systems Research,* Americas Conference on Information Systems, Technology Research, Education, and Opinion (TREO) Talk, Puerto Rico, August 2015.

125. *Big Data and Analytics: Emergent Trends and Opportunities for IS Research*, Workshop on eBusiness, Auckland, New Zealand, December 2014 (**Keynote**).

126.	*Panel on Research, Managing Your Research Journey and Publications Portfolio*, Junior Faculty Consortium, International Conference on Information Systems, Auckland, New Zealand, December 2014.

127.	*Panel on Innovative Practices in Research and Teaching in the Information Systems Discipline*, MIS Leadership Workshop, University of Texas at Austin, September 2014.

128.	*Charting Your Research Journey*, Americas Conference on Information Systems Doctoral Consortium, Savannah, GA, August 2014.

129.	*Systems of Engagement: The Next Frontier of IT Business Value*, IBM Advisory Council, IBM Insurance Advisory Council, Atlanta, GA, April 2014.

130.	*Leveraging IT to Create Value from External Relationships*, Advanced Practices Council, Society for Information Management, Atlanta, GA, January 2014.

131.	*A Problem-Driven Perspective to Develop Impactful IT Adoption Theories*, Special Interest Group on the Adoption and Diffusion of Information Technology, Milan, Italy, December 2013. Keynote panel.

132.	*A Complex Adaptive Systems Perspective on IT-Enabled Value Co-Creation*, First Annual Symposium on Complexity and IT, The University of Texas at Austin, October 2013.

133.	*Uncovering the Drivers and Inhibitors of Mobile Health Information Services Usage in the United States*, Third International Conference on Transforming Healthcare with IT, Hyderabad, India, September 2013.

134.	*Perspectives on Collaboration with Industry for Scholarly Outcomes*, Pacific Asia Conference on Information Systems Doctoral Consortium, JeJu, South Korea, June 2013 (**Keynote**)

135.	*Consumers' Willingness to Adopt Mobile Health (mHealth): An Integrated Consumer-Provider Innovativeness and Health Risk Explanation*, Tsinghua University, Beijing, P.R. China, May 30, 2013.

136.	*IT-Enabled Management of Interfirm Relationships for Value Co-Creation*, Twelfth Wuhan International Conference on International Business, Wuhan, China, May 2013 (**Keynote**)

137.	*Reflective and Formative Measurement*, University of Arkansas, Fayetteville, Arkansas, September 2012.

138.	*Uncovering the Drivers and Inhibitors of Mobile Health Information Services Usage in the United States*, Third International Conference on Transforming Healthcare with IT, Hyderabad, India, August 2012 (work with Chen, L., and Pye, J.).

139. *Understanding the Adoption Potential of Mobile Health Information Services among the Underprivileged in Rural Tamilnadu*, Third International Conference on Transforming Healthcare with IT, Hyderabad, India, August 2012 (work with Ganapathy, K., and Xixi, L.).

140. *Physicians' Benefits Appraisal of Clinical Process Innovation Systems*, National University of Singapore, June 2012 (work with Mark Keil).

141. *Dynamic Management of Relationship Portfolios*, National Centre for Information Systems Research, Australian National University, May 2012.

142. *Researching and Publishing Organizational IS Phenomena*, Australian National University, May 2012.

Misfit of Vertical Deintegration and Development of IT-enabled Process Integration Capabilities: Consequences for Firm Performance in the Electric Utility Industry (work with Ilgaz Arikan, Jessica Pye, and Amrit Tiwana)
143. Queensland University of Technology, May 2012.
144. University of Texas at Dallas, April 2012
145. University of Memphis, April 2012
146. McGill University, March 2012

147. *Reflections on Scholarships for Publications*, University of Mannheim, March 2012.

Physicians' Benefits Appraisal of Clinical Process Innovation Systems (work with Mark Keil)
148. University of Mannheim, March 2012
149. European Business School, March 2012
150. City University of Hong Kong, Hong Kong, June 2011
151. National Sun Yat- Sen University, Kaohsiung, Taiwan, June 2011
152. IT/SCM Workshop, Decision Sciences Institute National Meeting, San Diego, November 2010

153. *Leveraging Industry-University Relationships for Scholarly Outcomes*, Association for Information Systems Webinar, September 8, 2011.

154. *The Road Less Traveled: Transforming Healthcare through Meaningful Use of IT*, Second International Conference on Transforming Healthcare with IT, Hyderabad, India, April 22, 2011.

155. *The Changing Quests of Partnering and Integration Quests*, IT/SCM Workshop, Decision Sciences Institute National Meeting, San Diego, November 2010.

156. *IT-Enabled Innovation in Healthcare*, Apollo Hospitals Group, Hyderabad, India, July 2010.

157. *Multilevel Theory Development*, Australian National University, June 2010.

Leveraging IT Capabilities and Competitive Process Capabilities for IR Portfolio Management (work with Xinlin Tang)
158.   University of Georgia, Athens, GA, April 2010
159.   University of Maryland, College Park, MD, November 2009
160.   State University of New York, Buffalo, NY, November 2009
161.   Temple University, Philadelphia, PA, October 2009
162.   University of Texas, Austin, TX, April 2009

163.   *Partial Least Squares and Covariance-based Analysis in Information Systems Research*, European Business School, Wiesbaden, Germany, September 2009.

164.   *Covariance-based Structural Equation Modeling in Information Systems Research*, Australian National University, Canberra, Australia, June 2009.

165.   *Multilevel Theories in Organizational and Information Systems Research*, Hong Kong University of Science and Technology, June 2009.

166.   *The Role of Context in Theory Development*, City University of Hong Kong, June 2009.

167.   *Dynamic Management of Interorganizational Relationship Portfolios*, CIO Symposium at the 28th International Conference on Information Systems, Paris, France, December 2008.

168.   *The Business Value of Procure-to-Pay Process Innovation, presented to Strategic Sourcing and IT Management*, Georgia-Pacific, October 2008 (with Rob Hornyak and Vijay Kasi).

Why Are Papers Accepted and Rejected from Premier Scholarly Journals
169.   Australian National University, Canberra, Australia, July 2008
170.   City University of Hong Kong, June 2008

171.   *A Framework for Managing Research Projects and Scholarly Publications*, Australian National University, Canberra, Australia, July 2008.

172.   *The Business Value of Procure-to-Pay Process Innovation*, Strategic Sourcing and IT Management, Georgia-Pacific, April 2008 (with Rob Hornyak and Vijay Kasi).

173.   *Balancing Exploration and Exploitation in Long-Term Inter-Organizational Relationships*, University of Southern California, February 2008.

174.   *Governance of Business Process Outsourcing: From Landmines to Goldmines*, Global Technology Operations Group, Deutsche Bank, Germany, September 2007.

175.   "*The Professoriate*," Robinson College of Business, Georgia State University, August 2007.

Crossing the Chasm in Long-Term Relationships: From Price-Only to Value Co-creation (work with Ghiyoung Im and Rob Hornyak)
176.   Senior Marketing Management at UPS Supply Chain Solutions, September 2006

177.   Senior IT Management at UPS Supply Chain Solutions, September 2006.

178.   *Balancing Exploration and Exploitation in B2B Relationships*, GSI-sponsored Summer University, University of Nantes, France, August 2006 (Session part of thought-leadership workshop on IT and Supply Chains for senior management at leading firms, including Airbus, Carrefour, GS1, and Microsoft, among others).

179.   *Managing Across Boundaries in a Service Economy: Implications for Business Education*, Robinson College of Business Executive Committee, Georgia State University, August 2006

180.   *Strategic Information Sharing in Supply Chain Relationships*, Distinguished Scholar Presentation Series, University of Arkansas, February 2006.

The Supply Chain Landscape: Opportunities and Challenges
181.   Executive Leadership Seminar, United Parcel Services, October 2005
182.   CRM group, United Parcel Services, June 2004
183.   Executive Leadership Seminar, United Parcel Services, March 2004.

184.   *Business Platform Innovation: A Services Integration Perspective*, Services Innovation Workshop, Pennsylvania State University, June 2005.

185.   *Inter-Organizational Systems: A Network-Based Services Innovations Perspective*, Gordon Davis Symposium, University of Minnesota, May 2005.

186.   *Adaptive Supply Chain Planning and Optimization*, SAP-sponsored Thought Leadership Symposium, Atlanta, GA, March 2005.

187.   *Risk Management in Software Projects*, Kent State University, October 2004.

188.   *Designing Intelligent Services Supply Chains*, Smart Business Networks Workshop, Sponsored by Rotterdam School of Management and Cordys Corporation, Putten, The Netherlands, May 2004.

189.   *Researching the Research Process at Gartner* (Co-investigators and co-presenters: Lars Mathiassen & Richard Welke). Final presentation to top management at Gartner, Inc. The presentation summarized the findings and recommendations of an intensive investigation of process capabilities for the production and distribution of research

190.   *The State of Research on Digitally-enabled Networked Organizations*, Department of Marketing, Georgia State University, February 2004.

191.   *Digital Platforms for Supply Network Agility*, INFORMS College of Information Systems & Technology, Atlanta, GA, October 2003.

192.   *IT Platform Resources Impacts on Resource Flow Integration and Firm Performance*, Michigan State University, March 2003.

193. *Next Generation Research Issues in e-Business*, Plenary Session, Bled eCommerce Conference, Bled, Slovenia, June 2002.

194. *Architecting the Digitally Enabled Relational Firm*, University of Georgia, Athens, GA, April 2002.

195. *Recalibrating Digital Integration in Demand-Supply Networks*, INFORMS National Meeting, Miami, FL, November 2001.

196. *Digital Integration Strategies for Uncertain Demand-Supply Environments*, I.A.E. de Paris, Sorbonne, June 2001.

197. *Architecting Digital Supply Networks*, I.A.E. de Paris, Sorbonne, June 2001.

198. *Creating and Appropriating Value with Digital Value Networks*, National Chemical Specialties Manufacturing Council, Atlanta, GA, May 2001.

199. *Conceptual Foundations for Strategic Demand-Supply Digital Networks*, University of British Columbia, Vancouver, CA, April, 2001.

200. *Interdisciplinary Research in Digital Value Networks and e-Marketplaces*, e-Business Research and Teaching Session hosted by IBM, AACSB Conference, New York, April, 2001.

201. *Recalibrating Demand-Supply Chains for the Digital Economy*, Netcentricity Symposium, Sponsored by Dell Corporation and University of Maryland, College Park, March, 2001.

202. *How can Your Supply Chain Make and Save $$,* Society for Entrepreneurs, Georgia State University, January 2001.

203. *e-Commerce Curriculum Innovation: The GEM Program*, National Decision Sciences Institute, Panel on eCommerce Curriculum Innovation, November 2000.

204. *e-Webs for Demand Fulfillment: Past, Present and Future*, Sorbonne French Delegation, Institute of International Business, Georgia State University, Atlanta, GA, October 26, 2000.

205. *Global eCommerce Master's Program*, IBM eCommerce Education Conference, October 12, 2000.

206. *Challenge, Incumbents and Startups: Is Your B2B e-Web Agile to Fulfill?* Atlanta e-Business Forum, October 5, 2000.

207. *Equity-focused e-Web Strategies for Demand Fulfillment*, Workshop on e-Business Transformations, co-sponsored by Business Strategy & Organizational Communication and Information Systems Divisions, Academy of Management Meeting, Toronto, August 7, 2000.

208.   *Information Technology and the Boundary of the Firm: Patterns, Structures, and Mechanisms for Knowledge Management*, *MIS Quarterly* Themed Issue Workshop on Information Technology and New Organizational Forms, Norman, OK, May 2000.

209.   *Global e-Supply Chain Management for Direct to Customer Business Models*, eCommerce in the Global Marketplace, Conference organized by University of North Carolina at Charlotte, March 2000.

210.   *Strategic Considerations in e-Supply Chain Management*, Executive seminar hosted by Center for Business and Industrial Marketing, Georgia State University, Atlanta, GA, March 2000.

211.   *e-Supply Chain Management Strategies*, eCommerce Conference, hosted by the Georgia Department of Industry, Trade & Tourism and the Albany Chamber of Commerce, Albany, GA, November 12, 1999.

212.   *An Organizational Systems Perspective for Knowledge Management*, Second Fall Conference on Managing Information Technologies, hosted by Oakland University, Computer Associates, Champion Enterprises, and Lear Corporation, Troy, Michigan, October 9-10, 1999.

213.   *A Critical Look at the State of the Information Systems Field*, Kristiansand International Workshop on Information Systems Research, Kristiansand, Norway, August 15, 1999.

214.   *Toward a Theory of Systems Development Quality Management*, Kristiansand International Workshop on Information Systems Research, Kristiansand, Norway, August 15, 1999.

215.   *Modeling Internet Growth: Implications for National Policy*, National INFORMS Meeting, Dallas, October 1997 (work with Ravichandran, T., and Samaddar, S.).

216.   *Towards a Theory of Systems Development Quality*, Washington University, St. Louis, MO., May 1997.

217.   *Envisioning Information Technology Design for Student Learning*, Southern Illinois University at Carbondale, Carbondale, IL, July 1997.

218.   *Managing a High Quality- High Productivity Research Agenda*, Kent State University, Kent, OH, December 1996.

219.   *Developing and Proactively Managing a Research Agenda: From the Ph.D. Forward*, Kent State University, Kent, OH, December 1996.

Presentations at Conferences/Workshops (No Proceedings)

1.   Rai, A., Information Management in a Global Economy: Information Technology as a Lever for Coordination and Collaboration, *Joint Conference between National Cheng-Kung University and SIU-C*, Carbondale, IL, August 1993.

2. Rai, A., and Bajwa, D.S., Executive Support Systems: Understanding Usage Patterns and Implementation Processes, *Comshare's EIS Mid-West Users Group Meeting*, Chicago, IL, April 1993.

3. Rai, A., External Information Sources and Channel Effectiveness and the Diffusion of CASE Innovations: An Empirical Investigation, *Diffusion Interest Group in Information Technology (DIGIT)*, Orlando, Florida, December 1993.

4. Babbar, S. and Rai, A., Computer Integrated Flexible Manufacturing: Insights to Implementation, *National ORSA/TIMS Meeting*, New York, October 1989.

5. Ramaprasad, A., Rai, A., and Salach, D., Executive Information Systems, *Panel Discussion*, *Information Resource Management Association*, Memphis, May 1991.

6. Po-An Hsieh, JJ, Keil, M., and Rai, A., Leverage Points for Addressing Digital Inequalities: Comparing Under-Privileged Adopters and Non-Adopters of High Speed Internet TV; *MISRC/CRITO Symposium on the Digital Divide*, Minneapolis, MN, August 26-27, 2004 (presented by JJ Po-An Hsieh).

7. Rai, A., Sambamurthy, V., and Agarwal, R., Orchestrating Multi-organization Value Nets: Design, Coordination, and Governance, *Society for Information Management (SIM) Academic Workshop*, Las Vegas, Nevada, December 2005.

8. Lewis, M., and Rai, A., Six Steps to Go: Developing IT Readiness at UPS Supply Chain Solutions, *Americas Conference on Information Systems*, 2006.

9. Rai, A., Im, G., and Hornyak, R., Crossing the Chasm in Long-Term Relationships: From Price-Only to Value Co-Creation, *Society for Information Management (SIM) Academic Workshop*, Montreal, Canada 2007.

10. Arikan, I., and Rai, A., Orchestrating a Firm's Resource Base for Performance, *Strategic Management Society Annual Conference*, Madrid, October 2014.

SPONSORED RESEARCH

Summary

Arun's research has been financially supported by leading government agencies in the United States (Georgia Research Alliance), Australia (Australian Research Council) and Hong Kong (Hong Kong General Research Fund), by prestigious research councils (e.g., the Advanced Practices Council of the Society for Information Management), by major corporations and their research labs and innovation centers (e.g., United Parcel Service, Intel, IBM, SAP, SunTrust, Georgia-Pacific, SunTrust), and by social enterprises to advance equitable student success (Axim Collaborative).

In addition, Arun has received extensive in-kind research support in the form of access to data and research sites for longitudinal field studies from major corporations (e.g., Apollo Hospitals Group, China Mobile, Georgia-Pacific, IBM, Laureate Education, UPS). This support has been instrumental for his research program and for the research of several PhD students and post-doctorate students who are now tenured and hold senior positions at research universities.

Arun has also received research funding from competitive college and university sources, including funding to establish interdisciplinary research excellence at the Robinson College of Business and GSU in big data analytics, unstructured data analytics, and AI augmented systems.

External Funding

Axim Collaborative, 2023-2025 (600 USD)
LLM Tutors for Equitable Student Success (PIs: Cynthia Breazeal, MIT; Arun Rai and Bala Ramesh GSU; Hao Loi, QCC)

Hong Kong Early Career Scheme, 2021-2023 (700K HKD)
Do Anti-Patent Troll Laws Backfire? Evidence from Firm Innovation in the US IT Industry (PI: Zhitao Yin (early career faculty); Co-I: Arun Rai)

Hong Kong General Research Fund, January 2019 – June 2021 (425K HKD)
Do Institutional Investors Affect Corporate IT Investment and IT Performance?
 (PI: Zhuo (June) Cheng, Hong Kong Polytechnic University; Co-Is: Arun Rai; Feng Tian, Hong Kong Polytechnic University; Sean Xu, Tsinghua University)

Hong Kong General Research Fund, 2018 (717K HKD)
Search for Innovation: Integrating the Behavioral Theory of the Firm with Agency-Theoretic Explanations (PI: Prasanna Karhade; Co-Is: John Qi Dong, Arun Rai and Sean Xu Xin)

Hong Kong General Research Fund, January 2017 – June 2020 (307K HKD)
Social Networks and Corporate IT Investment (PI: Zhuo (June) Cheng, Hong Kong Polytechnic University; Co-Is: Arun Rai; Feng Tian, Hong Kong Polytechnic University; Sean Xu, Tsinghua University)

Australian Research Council Discovery Grant, 2015-2017 (629K AUD)
Towards Engineering Behavioral Research Design Systems (Guy Gable, Queensland University of Technology (Chief Investigator); Co-Is: Arun Rai; Kai Riemer, University of Sydney; Mary Tate,

Victoria University of Wellington; Wasana Bandara, Queensland University of Technology)

Advanced Practices Council, Society for Information Management ($5K)
Leveraging IT to Create Value from External Relationships

Hong Kong General Research Fund, 2013 (50K USD)
Understanding the Temporal Progress of Knowledge Transfer and Its Impact on Users' Evaluations of Analytical Customer Relationship Management Systems: A Cognitive Dissonance Perspective and Latent Growth Modeling Approach (Co-Is: J.J. Po-An Hsieh, Hong Kong Polytechnic University; Xixi Li, Georgia State University/Tsinghua University, Arun Rai)

Hong Kong General Research Fund, 2013 (~28K USD)
IT Assets and Firm Innovation Output: An Empirical Examination (PI: Prasanna Karhade, Co-Is: Arun Rai, Jeevan Jaisingh, Jinyu He)

Australian Research Council Discovery Grant, 2012-2014 (375K AUD)
Reconceptualizing the Information Systems as a Service (Guy Gable Queensland University of Technology (chief investigator); Co-Is: Mao Huang Xi'ian Jiatong University; Ji-Yie Mao, Renmin University; Mary Tate, Victoria University of Wellington, New Zealand; Arun Rai)

Hong Kong General Research Fund, Summer 2010 (50K USD)
Understanding Post-Acceptance Routine Use, Extended Use, and Innovative Use: Their Differential Performance Impacts and their Motivational Drivers (PI: JJ. Po-An Hsieh; Co-I: Arun Rai)

Hong Kong General Research Fund, Summer 2009 (50K USD)
The Antecedents, Contingencies, and Consequences of Post-Adoptive Extended Use of CRM Technology (PI: JJ. Po-An Hsieh; Co-Is: Sean Xu, Arun Rai)

SunTrust Corporation, Spring 2009 ($12.5K)
Project: Business Value of Process Standardization

Georgia-Pacific, Inc., Fall 2007 ($15K)
Project: Business Value of Procure-to-Pay Innovation Initiative

Open Systems, Inc., Spring 2007 ($ 20K)
Project: Technology Adoption Patterns in a Minority Business Network (PIs: Lars Mathiassen, Arun Rai)

Intel Corporation (Intel Labs), Fall 2007 ($25K)
Project: Measuring the Business Value of IT (PIs: Lars Mathiassen, Arun Rai, Richard Welke)

Intel Corporation (Intel Labs), Fall 2006 ($25K)
Project: Measuring the Business Value of IT (PIs: Lars Mathiassen, Arun Rai, Richard Welke)

Intel Corporation (Intel Labs), Fall 2005 ($ 25K)
Project: Investigations on IT Business Value and Value Chain Operations Reference Models (PIs: Lars Mathiassen, Arun Rai, Richard Welke)

Gartner, Inc. Fall 2003 ($112K)
Project: Researching Garnter's Research Process (PIs: Lars Mathiassen, Arun Rai, Richard Welke)

United Parcel Services, 2003 ($12K)
Project: A Case Study of Capabilities for Sustained Value Creation in Long-Term Inter-Firm Supply Chain Relationships

SAP AG, 2002 ($40K)
Project: Adaptive Supply Chain Capabilities

Advanced Practices Council, Fall 2001 ($50K)
Project: Unleashing IT-Enabled Value Networks: Organizing Logic and Governance Architectures, (PIs: Ritu Agarwal, Arun Rai, V. Sambamurthy)

Georgia Research Alliance, Spring 2001 ($190K)
Project: e-Business Models for the Digital Economy (PIs: Richard Welke, Arun Rai)

IBM Faculty Award, Fall 2000 ($40K)
Project: eBusiness & Supply Chain Management

Comdisco Inc., November 1995 ($50K)
Project: Establish a Point of Reference for Business Discontinuities Due to Information Systems (PIs: A. Ramaprasad, Arun Rai, Sid Bhattacharyya)

IBM Corporation, November 1995 ($30K)
Project: Design of a Semantic Interface for Complex Data Manipulation (PIs: A., Ramaprasad, Sid Bhattacharyya, and Arun Rai). The project focused on the automated discovery of knowledge from very large databases and the presentation of information.

Bozell Worldwide Inc, April 1993 ($10K)
Project: Design of an Intelligent Media Management System (PIs: A. Ramaprasad, Arun Rai)

Chrysler Corporation, August 1992 ($112K)
Project: Design and test of an intelligent decision support system. Included integration of several corporate databases, and selection of predictive technologies (statistical analysis, expert systems, and neural networks) (PIs: A. Ramaprasad, Arun Rai).

A.T. Kearney, December 1991 ($2.5K)
Project: Critical Success Factors for Strategic Alliances in the Information Technology Industry (PIs: A. Ramaprasad, Arun Rai, Santanu Borah).

SIU-C Foundation, August 1995 ($30K)
Project: Reengineering project since 1993 for this organization (PIs: Arun Rai, Ramaprasad, A.).

SIU-C Foundation, August 1994 ($30K)
Project: Reengineer core processes and assist in the evaluation and implemention of an enabling information technology infrastructure (PIs: Rai, A., and Ramaprasad, A.).

SIU-C Foundation, August 1993 ($33K)

Project: Reengineering the processes and recommending an enabling information technology infrastructure (PIs: Rai, A., and Ramaprasad, A.).

University Funding

Competitive University Funding to Establish Interdisciplinary Areas of Research Excellence

Next Generation Faculty Program, Georgia State University, Spring 2019 ($350K/year for 2 faculty hires)
Initiative: Artificial Intelligence Augmented Systems: Design and Application; Co-PI with Bala Ramesh
Partnering Units: CEPRIN, CIS Department, Psychology, Philosophy, Computer Science

Next Generation Faculty Program, Georgia State University, Spring 2016 ($270K/year for 2 faculty hires)
Initiative: Unstructured Data Analytics in Business; Co-PI with Sanjay Srivastava
Partnering Units: CEPRIN, Computer Science, CIS Department, Institute for Insight
Award: 2 faculty lines, one in CIS/CEPRIN and one in Computer Science, received in Spring 2016.

Second Century (2CI) Initiative Grant, Georgia State University, 2013
Initiative: Big Data Analytics
- Initial award included one senior hire in the Robinson College of Business, converted to two junior hires
- At the request of the President and Provost, I played a leadership role in consolidating three proposals from different academic units including one from RCB. The consolidated proposal was funded for three senior faculty hires (one each in business, geovisualization, disease modeling). The senior faculty line in business was subsequently converted to two assistant professor lines for RCB's Institute for Insight (each line ~ 150 K/year provided by the University).

University Research Grants

Research Initiation Grant: Georgia State University, Spring 2006 ($10K)
Project: The Efficiency and Real-Options Perspective for Inter-Firm Relationship Portfolio Management

Team Grant, Georgia State University, Fall 2002. ($15K)
Project: Towards A Dynamic Theory of ICT-enabled Collaboration in Unpredictable Demand and Supply Environments (co-Principal Investigators: R. Welke, S. Purao, J. Wareham, S. Zahra).

Summer Research Grant, Office of Research and Development, SIU-C, Summer 1994.
Project: Comparing the Diffusion of Two Unstructured Process Innovations.

University Priorities & Interdisciplinary Initiative Program, Office of Research and Development, SIU-C, October 1993 ($6K)
Project: Hybrid Techniques for Pattern Induction in Data Mining: A Theoretical and Empirical Investigation Using Artificial Neural Networks, Artificial Intelligence, and Statistical Techniques (PIs: Rai, A., and A. Ramaprasad).

University Priorities and Interdisciplinary Initiative Program, Office of Research and Development, SIU-C, April 1993 ($2.6K)

Project: Hybrid Techniques for Pattern Induction in Data Mining: An Investigation Using Artificial Neural Networks, Artificial Intelligence, and Statistical Techniques (PIs: Rai, A., and Ramaprasad, A.)

College Grants

Course Release Grant for Research, RCB – GSU, 1998 – 2020

Course Release Grant, Georgia State University, Spring 1998
Project: The Effects of Software Development Process Modeling and Task Uncertainty on Development Outcomes

Summer research fellowship, COBA, SIU-C, Summer 1996
Project: Understanding the Relationships between Elements of User Context and IS Service Quality

Summer research fellowship, COBA, SIU-C, Summer 1994.
Project: Develop a grant proposal for funding

Summer research fellowship, COBA, SIU-C, Summer 1993.

Pontikes Center for the Management of Information, SIU-C, Summer 1993 ($2.5K)
Project: TQM Practices for Systems Development (Co-PIs: T. Ravichandaran, Arun Rai)

Pontikes Center for the Management of Information, SIU-C, Summer 1993 ($ 2K)
Project: Design of a multimedia system for the core course in computer information systems

Pontikes Center for Management of Information, SIU-C, Summer 1992 ($2.5K)
Project: An Innovation Based Perspective for EDI Implementation. (Co-PIs: David Paper, Arun Rai)

CIBER, SIU-C & Memphis State University, Summer, 1991 ($5K)
Project: Enhancing U.S. Competitiveness in the Global Software Industry

COBA Scholars Award, College of Business and Administration, SIU-C, Summer 1991 ($3K)
Project: Integrating AHP & Expert Systems for the File Design Selection Problem

Summary

Arun has served in key internal and external service roles at Georgia State University. He serves as Director and co-founded the Robinson College of Business' Center for Digital Innovation (CDIN) (previously Center for Process Innovation). CDIN developed to become a renowned interdisciplinary research center, focused on addressing business and societal problems through digital innovation. He has served as its Ph.D. Coordinator and a member of the RCB Ph.D. Program Committee since 2001. Doctoral students from CDIN have been placed at major research universities (e.g., Arizona State University, Clemson University, University of Cincinnati, University of South Carolina, Florida State University, Hong Kong University of Science and Technology, University of Oklahoma, Virginia Tech.); research from the Center has been consistently placed in premier journals, contributing significantly to the research rankings of the top-ranked CIS Department and the Robinson College of Business; and leading corporations and government agencies, both within the United States and internationally, have actively engaged in and sponsored the Center's research. Arun served three consecutive three-year terms as Chair of the RCB Promotion and Tenure Committee and has served on various key university, college and departmental committees.

He served a 5-year term as the Editor-in-Chief of *MIS Quarterly*, widely regarded as a premier IS journal (initial appointment: 2016-2018; renewed 2018-2020). In this role, he advanced a trifecta vision: *Impact* of Work, *Range* in Scholarship, and *Speed* of Editorial Processes. He designed and offered workshops, held in conjunction with major IS conferences (ICIS, AMCIS, PACIS, others), to develop authors and reviewers in the IS community. He launched a portfolio of innovative initiatives (e.g., partnerships with complementary channels such as *Sloan Management Review*, *MISQ Research Curations*) to enhance the impact of IS research. He commissioned special issues in novel and high-impact areas and that engaged the breadth of the IS field and promoted interdisciplinary work: *Next-Generation IS Theories*, *IS and Analytics for Chronic Disease Prevention and Management*, *Managing AI*, and *Digital Resilience*. Details of the initiatives are described here.

Arun has served as Senior Editor for the *MIS Quarterly* and *Information Systems Research* (*MISQ* and *ISR* are widely regarded as the top two IS journals). He has also served as Associate Editor for both *ISR* and *MISQ*. In addition, he has served in editorial roles for several prestigious journals including Senior Editor for *Journal of Strategic Information Systems*, Associate Editor for *Decision Sciences*, *Journal of Management Information Systems*, and *Management Science*, and editorial board member for *IEEE Transactions on Engineering Management* and *Journal of the Association for Information Systems*. He has served as Guest Editor for journal special issues, including the *Information Systems Research* 2007 Special Issue on the Digitally Enabled Extended Enterprise. He has also served as a Panelist for the National Science Foundation; Track Co-Chair for the International Conference on Information Systems and Pacific-Asia Conference on Information Systems; keynote speaker at major conferences and workshops; chair, counselor and keynote speaker for several junior faculty and doctoral consortia; and President of the Special Interest Group on the Adoption and Diffusion of Information Technology.

He was appointed in September 2019 to the US National Commission on Innovation and Competition Frontiers' Working Group on *Developing and Deploying at Scale Disruptive Technologies*. The Working Group advised the Commission on policy and private sector actions to bolster America's investments in talent, technology, innovation and infrastructure.

Internal Service

University

- Member, President Search Committee, 2020-2021
- Member, US National Commission on Innovation and Competition Frontiers' Working Group on *Developing and Deploying at Scale Disruptive Technologies,* 2019-2021
- Next Generation Faculty Award Proposal Review Committee, 2016, 2017
- Regents' Professor Selection and Reappointment Committee, 2015
- Co-Chair, University Search Committee, Senior Scholars in Big Data, 2013 -2016 (On the request of the President and Provost, consolidated three Second Century Initiative (2CI) separate proposals on Big Data senior faculty hires. The consolidated proposal was funded by the University for three senior faculty hires – on in business, one in revisualization, and one in disease modeling.)
- Member, Second Century Initiative (2CI) Proposal Evaluation Committee, 2014
- University Distinguished Professor Review Committee, 2013, 2014
- University Promotion and Tenure Document Committee, 2012- 2016
- President Triennial Evaluation Committee, 2011
- Administrator Triennial Evaluation Procedures Review Committee, 2008-2009
- Chair, Regents' Professor Advisory Committee, 2008
- Member, Regents' Professor Advisory Committee, 2007, 2008, 2009
- Provost Triennial Evaluation Committee, 2006
- Member, Triennial Evaluation Committee for the Associate VP for Information Technology, GSU, Spring 2002.
- Member, Quality Improvement Fund Research Grant Evaluation Committee, GSU, Spring 2000.
- Master's Program Committee, College of Business Administration, SIU-C (95-97). Led the development of the cross-functional information management concentration for the MBA program. The program was successfully developed and implemented. Innovative cross-functional courses (Management of Financial Information and Management of Marketing Information) were developed
- Faculty Advisor and co-founder for *SIU.EDU*, a registered student organization at SIU-C (95-97). The organization focuses on learning about advanced internet-related technologies and their use in organizations.

College

- Member, Promotion & Tenure Committee, Institute for Insight, 2022
- Co-Chair, DBA Academic Director Search Committee, 2022-2023
- Chair, Smith Chair Search Committee, 2022
- Chair, RCB Dean Quinquennial Evaluation Committee, 2022
- Chair, George E. Smith Eminent Scholar Search Committee, 2022
- Co-Chair, Institutional Impact Committee; Diversity, Equity, and Inclusion (DEI) Taskforce (2021)
  - o Develop the strategic approach for research engagement with external stakeholders to address DEI problems in business and society and achieve a positive impact

- Chair, Promotion & Tenure Committee, Institute for Insight, 2022
- Member, Dean's Faculty Advisory Group, 2020 (the group was constituted to advice the Dean on how to effectively respond to the Covid-19 pandemic).
- Member, Graduate Faculty Assessment Committee, 2020
- Member, Post-Tenure Review Committee, Dean's Office, 2020
- Member, Promotion Committee, Department of Managerial Sciences, 2019
- Member, Promotion Committee, School of Accountancy, 2019
- Member, Pre-Tenure Review Committee, Institute for Insight; 2019, 2020
- Committee Member, Search Committee, RCB Ph.D. Program Director, 2018
- Chair, RCB Dean Triennial Evaluation Committee, 2017
- Member, Search Committee, Director for the Institute for Insight, 2017
- Member, Department of Finance Ad Hoc Promotion Committee, 2017
- Member, Search Committee for the Director for the Institute for Insight, 2017
- Chair, Bradford and Patricia Ferrer Professorship in Analytics, 2017
- Co-Chair, Next Generation Faculty Search Committee, 2016-2017
- Chair, Robinson College of Business Promotion and Tenure Committee (2007-2016; three terms)
- Chair, University Second Century Initiative (2CI) Senior Scholar (Big Data) Search Committee, 2013- 2015. This position was converted in 2016 to two Assistant Professor hires in the Institute for Insight
- Member, RCB Dean Search Committee, 2013 - 2014
- Member, RCB Strategic Planning Task Force, 2009-2011
- Member, Faculty Advisory Committee, Executive Doctorate in Business, 2008 - 2010
- Member, Search Committees for Professorships in Risk, Management and Insurance, 2008
- Chair, RCB Dean Five Year Review Committee, 2012
- Chair, RCB Dean Triennial Evaluation Committee, 2007
- Member, Search Committee for Professorships in Finance, 2007
- Member, Instructional Technology Innovation Committee, 2006
- Member, Committee to develop the Executive Doctoral in Business (EDB) program, 2005-2006. Assumed leadership role to work with various college and university committees that were responsible for program review and approval
- Development of research partnerships with industry through the Center for Process Innovation, 2004-(ongoing discussions with companies that can be partners to investigate research problems related to process innovation)
- Co-developed (with Dr. Richard Welke and Dr. Lars Mathiassen) an interdisciplinary research center on Process Innovation. Concept developed through extensive interactions with university administrators, faculty, and industry executives. The Center was launched in January 2004, following approvals by the RCB Executive Committee and the RCB faculty in Fall 2003
- Member, RCB Task Force for online education and online instructional support, 2006
- Member, Doctoral Program Committee, RCB, GSU, 2001- ongoing
- Member, Doctoral Program Strategy Committee, RCB, GSU 2003-2005
- Member of ad-hoc promotion and tenure committee for the Institute of International Business and the Real Estate Department, 2005

- Member, Promotion and Tenure Committee, RCB, GSU, 2001- 2004
- Member, Graduate Program Council, Robinson College of Business, GSU, 2000- 2002
- Member, GRA Eminent Scholar Selection Committee, RCB, GSU, Spring 2002
- Member, Tull Professorship Selection Committee, RCB, GSU, Spring 2002
- Member, Student Evaluation of Instructional Performance Instrument Reassessment Committee, RCB, Spring 2002
- Member, Dean's e-commerce strategy steering committee, Fall 2000
- Member, Dean's e-commerce curriculum task force, GSU, Spring 2000
- Member, Dean's task force on Supply Chain Management, GSU, Spring 1999
- Member, Selection Committee, Director of the eCommerce Institute, Robinson College of Business, Georgia State University, Spring 1999
- Member, curriculum evaluation task force on Supply Chain Management, Robinson College of Business, Georgia State University, Spring 1999 - Summer 1999
- Dean's Search Committee, College of Business Administration, SIU-C (92-94)
- Undergraduate Curriculum Committee, College of Business, SIU-C (91-92)
- IT infrastructure planning for the Pontikes Center & the Department of Management, SIU-C (1991-1997)
- Computer Utilization Committee, College of Business, SIU-C (92-93)

Department and Center for Digital Innovation[2]

- Co-Chair, Search Committee for Tenure-Track Faculty, 2024
- Co-Chair, Search Committee for Tenure-Track Faculty, 2023
- Co-Chair, Search Committee for Tenure-Track Faculty, 2022
- Chair, Promotion & Tenure Committee, CIS Department, 2023
- Chair, Promotion to Professor Committee, CIS Department, 2019
- Chair, Post-Tenure Review Committee for CEPRIN, 2019
- Chair, P&T Committee, 2018
- Member, Promotion and Tenure Committee, CIS Department
- Co-Chair, CIS Faculty Search Committee, 2017
- Member, CIS Faculty Search Committee, 2015-2016
- Co-chair, CIS Faculty Search Committee, 2013-2014 (Appointed by the Dean to strategically lead the recruiting of multiple faculty at the associate and senior assistant levels)
- Ph.D. Coordinator, Center for Process Innovation, Spring 2004 –
- Ph.D. Coordinator, Electronic Commerce Institute, Fall 2000-2003
- Member, Strategic Planning Committee, 2010
- Chair, Curriculum Committee, Information Systems Concentration in MBA Program, 2006-2007
- *EDGE* Research Seminar Series Coordinator, eCommerce Institute, Fall 1999 - 2003
- Mentor for junior faculty and doctoral students
- Research Seminar Series Coordinator, Decision Sciences Department, Robinson College of Business, Georgia State University (Spring 1998 - Summer 1999)
- Course Coordinator, MBA core course Information Technology and Decision Strategy,

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[2] Previously, the Center for Process Innovation, the name was changed in Fall 2019 to reflect the focus of the Center's research.

Georgia State University (Fall 1998-1999)
- Member, Steering Committee of the Department of Management, SIU-C (95-97)
- Curriculum design and review, Masters and Doctoral program in MIS, SIU-C (1992-1997)
- Undergraduate Curriculum Committee, Department of Management, SIU-C (91-93)
- Doctoral Admissions Committee, Department of Management, SIU-C (91-93)
- Coordinator, MIS Search Committee, Department of Management, SIU-C (92-93)

Service to the Profession

Editorial

- Editor-in-Chief, *MIS Quarterly*, January 2016 – December 2020
- Senior Editor, *MIS Quarterly*, 2013-2015
- Guest Senior Editor, *Information Systems Research*, 2010, 2011, 2013, 2014, 2015
- Senior Editor, *Information Systems Research*, 2007- 2009
- Guest Senior Editor, *MIS Quarterly*, 2007- 2009, 2012
- Guest Editor, *Information Systems Research*, Special Issue on The Digitally-Enabled Extended Enterprise, in process; (co-editors; Mayuram Krishnan, U. of Michigan; Robert W. Zmud, U. of Oklahoma), 2005- 2007
- Senior Editor, *Journal of Strategic Information Systems*, 2004 - 2006
- Associate Editor, *MIS Quarterly* (Special Issue on Digital Business Strategy (2010-2011))
- Associate Editor, *MIS Quarterly* (Special Issue on Value Co-Creation (2009-2010))
- Associate Editor, *Management Science*, 2007 -2009
- Associate Editor, *Journal of Management Information Systems*, 2008 -
- Advisory Board, *Journal of Strategic Information Systems*, 2007 -
- Senior Advisory Board, *Journal of Management Information Systems*, Special Issue on Services Science, 2008 - 2010
- Editorial Board, *MIS Quarterly Executive*, 2006 - 2015
- Associate Editor, *Decision Sciences*, 2005 - 2006
- Associate Editor, *Information Systems Research*, 2000 - 2005
- Associate Editor, *Journal of the Association for Information Systems*, Summer 2002 - 2005
- Guest Associate Editor, *MIS Quarterly*, 2001, 2002, 2003, 2004, 2009
- Co-Editor, Special Issue on B2B e-Commerce, *e-Services Journal* (co-editors, Paul Ambrose and Mary Jones), published in 2003
- Associate Editor, *MIS Quarterly* (January 1997- December 1999)
- Associate Editor, *e-Services Journal* (November 1999 - 2003)
- Associate Editor, *Information Resources Management Journal* (January 1997 – December 2001).
- Departmental Editor, *Data Base for Advances in Information Systems* (August 1997 – December 2001)
- Editorial Board Member, *IEEE Transactions on Engineering Management*, 2002- 2004
- Editorial Board Member, *Computer Personnel* (Summer 1998 - 2000)
- Editorial Board Member, *Annals of Cases on IT Applications and Management in Organizations* (August 1998- December 2001)
- Editor, Special Issue on Diffusion of Information Technology, *Information Resources Management Journal*, Spring 1998

- Ad-hoc reviewer for *Communications of the ACM, Computers and Operations Research, Decision Sciences, Data Base for Advances in Information Systems, International Journal of Operations and Production Management, MIS Quarterly, Journal of Strategic Information Systems, OMEGA The International Journal of Management Science, Organization Science, Information Systems Research, Journal of MIS*, and others

Author and Reviewer Development Workshops

- Designed and offered *MISQ Author Development Workshops* at AMCIS and PACIS (San Diego [2016], Boston [2017], New Orleans [2018], Xi'an [2019], Cancun [2019], virtual format [2020] as a result of the COVID-19 pandemic]). The workshops were designed to provide participants with (1) feedback from *MISQ* Senior Editors and Associate Editors on potential submissions to *MISQ* and (2) the opportunity to discuss with editors and other authors how to develop papers for submission and resubmission to *MISQ*. These workshops have now been institutionalized at *MISQ*.

- Designed and offered *MISQ Reviewer Development Workshops* at ICIS (Dublin [2016], Seoul [2017], San Francisco [2018], Munich [2019], virtual format [2020] as a result of COVID-19). The objective of these workshops is to coach participants who have reviewed, or are interested in reviewing, for *MISQ* or other outlets on how to develop a *virtuous review*. The workshop is designed to provide participants with (1) feedback from *MISQ* Senior Editors and Associate Editors on a review that the participants develop on a first-round submission to *MISQ* and (2) the opportunity to discuss with editors and other participants on how to develop a virtuous review. 300+ participants have received training on virtuous reviewing since 2016.

Research Curations

- Launched *MISQ Research Curations* in 2016 to curate *MISQ* articles on selected topics of significant interest to the Information Systems and other disciplines. The curations present a short summary of the work published in *MISQ* on the topic and the progression of the work over time, include an infographic, and provide the bundle of *MISQ* articles on the topic. Working with Dr. Ashley Bush, Research Curations Editor, 13 curations (Securing Digital Assets, Information Privacy, Trust, IS Use, Knowledge Management, Health IT, IS Sourcing, IS Strategic Alignment, IT Workforce, IT Project Management, IS Control and Governance, Online Word-of-Mouth) were developed in the 2016-2020 period.

Partnerships With Leading Complementary Practitioner Channels

- Developed a partnership between *MIS Quarterly* and *MIT Sloan Management Review (MIT-SMR)*, where selected *MISQ* articles are developed into versions for publication in *MIT-SMR*. *MISQ* and the IS scholarly community benefit by having its articles reach and impact business executives (80K practitioners) who are *MIT-SMR*'s primary audience, while *MIT-SMR* benefits by having a supply channel of excellent IS research. Established the role of *MISQ-SMR Liaison*, appointed Dr. Gerald Kane (Boston College) to the role. Several MISQ papers were versioned for and published in *MIT-SMR*, thereby broadening the reach and influence of IS scholarship on practice.

Conference Keynotes

- Pacific-Asia Conference on Information Systems, July 2019 [How Will the AI Genie Behave]
- Pacific-Asia Conference on Information Systems, Chiyai, Taiwan, June 27 - July 1, 2016 [Road Ahead for IS Research]
- Mediterranean Conference on Information Systems, Paphos, Cyprus, September 4-6, 2016 [Road Ahead for IS Research]
- Twelfth Wuhan International Conference on International Business, Wuhan, China, May 2013 [IT-Enabled Management of Interfirm Relationships for Value Co-Creation]

Doctoral Consortium

- Co-chair, International Conference on Information Systems, India, 2023
- Faculty Mentor, Americas Conference on Information Systems, Panama City, Panama, August 2023
- Keynote Speaker, Pacific-Asia Conference on Information Systems, Virtual Conference, July 2021
- Keynote Speaker, Americas Conference on Information Systems, Virtual Conference, August 2020
- Keynote Speaker, International Conference on Information Systems, San Francisco, December 2018
- Keynote Speaker, Americas Conference on Information Systems, New Orleans, August 2018
- Co-Chair, Mediterranean Conference on Information Systems, Paphos, Cyprus, September 2016
- Co-Chair, Americas Conference on Information Systems, San Diego, CA, August 2016
- Keynote Speaker, Pacific-Asia Conference on Information Systems, Chiayi, Taiwan, June 2016
- Faculty Mentor, Pacific-Asia Conference on Information Systems, Chiayi, Taiwan, June 2016
- Faculty Mentor, *Americas Conference on Information Systems*, Puerto Rico, August 2015
- Faculty Mentor, International Conference on Information Systems, Auckland, New Zealand, December 2014
- Faculty Mentor, Americas Conference on Information Systems, Savannah, GA, August 2014
- Faculty Mentor, Pacific-Asia Conference on Information Systems, JeJu, S. Korea, June 2013
- Keynote Speaker, Pacific-Asia Conference on Information Systems, JeJu, S. Korea, June 2013
- Faculty Mentor, Academy of Management Conference, OCIS Division, 2009

Junior Faculty Consortium

- Panelist, International Conference on Information Systems, San Francisco, December 2018
- Keynote Speaker, International Conference on Information Systems, Dublin, Ireland, December 2017
- Faculty Mentor, Academy of Management, OCIS Division, Atlanta, GA, August 2017
- Keynote Speaker, International Conference on Information Systems, Dublin, Ireland, December 2016
- Faculty Mentor, International Conference on Information Systems, Auckland, New Zealand, December 2014

- Faculty Mentor, Americas Conference on Information Systems, Chicago, IL, August 2013
- Faculty Mentor, International Conference on Information Systems meeting, St. Louis, Missouri, 2010
- Faculty Mentor, International Conference on Information Systems meeting, Washington, D.C, 2004
- Faculty Mentor, International Conference on Information Systems meeting, Barcelona, Spain, 2003

Mid-Career Consortium

- Mid-Career Consortium Faculty Mentor, *International Conference on Information Systems*, Fort Worth, TX, December 2015
- Faculty Mentor, Academy of Management, OCIS Division, San Diego, CA, August 1998

Conference Programs

- Track Chair, International Conference on Information Systems, Theme Track on Digital Innovation in a Service Economy, Orlando, FL, 2012
- Track Chair (Research Methods), Mediterranean Conference on Information Systems, Cyprus, 2011
- Track Chair, Pacific-Asia Conference on Information Systems, Hyderabad, India, 2009
- Track Chair, International Conference on Information Systems, Washington, D.C., 2004
- Associate Editor, International Conference on Information Systems, 2002, 2003, 2006, 2007, 2008, 2009
- Program Committee Member, Workshop on Information Technology & Systems, Brisbane, Australia, 2000
- Program Committee Member, College of Information Systems and Technology, INFORMS, 2003, 2012, 2013, 2014, 2015
- Program Committee Member, International Federation on Information Processing Conference, Working Groups 8.2 and 8.6, Helsinki, Finland, December 1998
- Program Chair, Diffusion Interest Group in Information Technology (DIGIT) Meeting, Cleveland, Ohio, December 1996
- Program Committee Member, International Conference on Information Systems, Charlotte, NC, 1999
- Ad-hoc reviewer for national and internal conferences, including Association for Information Systems, Decision Sciences Institute National Meetings, International Conference on Information Systems, and Hawaii International Conference on Systems and Science

Grant Agencies

- Panel Member, National Science Foundation, 2008-2011
- Ad-hoc Reviewer, National Science Foundation, Hong Kong Research Grants Council, Social Sciences and Humanities Research Council of Canada

External Reviewer – Promotion and Tenure

- External reviewer for promotion & tenure cases (15-20 cases/year)

Other Leadership Roles and Committees

- Selection Committee, President's Service Award, INFORMS Information System Society, 2022
- *MIS Quarterly* Policy Committee, 2016 – 2020.
- Selection Committee, Distinguished Fellow, INFORMS Information System Society, 2016, 2017, 2018
- Best Paper Selection Committee, eBusiness, INFORMS, 2016
- Best Paper Selection Committee, College of Information Systems and Technology, INFORMS, 2016, 2020
- Co-Chair, MIS Academic Leadership Conference, Georgia State University, 2016
- Chair, Detmar Straub Career Celebration Conference, Georgia State University, 2015
- Best Paper Selection Committee, Decision Sciences Journal, 2005-2006
- Decision Sciences Journal, Reputation and Impact Enhancement Committee, 2006
- Budget Chair, International Conference on Information Systems, Charlotte, NC, 1999
- Electronic publications subcommittee, Decision Sciences Institute, 1999-2001
- Information Technology Infrastructure Committee, Decision Sciences Institute, 1998- 2001
- Publications Committee, Decision Sciences Institute, 1998- 2000
- President, Diffusion Interest Group in Information Technology (DIGIT), 1994-1998

Service in Advisory Roles

- Independent Director, Indraprastha Apollo Hospitals, New Delhi, since 2015
- Independent Director, Apollo Health and Lifestyle Limited, Hyderabad, 2015 – 2021.
- External Review Committee, School of Business and Management, Hong Kong University of Science and Technology, 2019: 3-member committee, along with Ted Snyder (Dean, Yale School of Management) and Dipak Jain (Co-President, China Europe International Business School); assess strategies and performance and provide recommendations to the President of HKUST for next-generation research excellence.
- Member, International Academic Advisory Board, Advanced Management Institute, Harbin Institute of Technology
- Member, Working Group on *Developing and Deploying at Scale Disruptive Technologies*, US National Commission on Innovation and Competition Frontiers (the commission will run through 2021 with the working group advising the commission on policy and private sector actions to bolster America's investments in talent, technology, innovation and infrastructure)