

## VITA

### **Gary Klein**

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### **Education:**

Ph.D., Purdue University, December 1981.

Major - Optimization Theory and Methods.

Minor - Operations Management.

Dissertation - Optimization of a Bicriterion Acceptance Sampling Model.

MSIA, Purdue University. 1976. Industrial Administration.

BSIM, Purdue University. 1976. Industrial Management.

### **Current Position:**

Couger Professor of Information Systems, College of Business and Administration, University of Colorado Colorado Springs (1998 – current). Responsibilities include teaching, research, service, administration, and community relations. Served as the interim Dean 2003 – 2004. Served at the United States Air Force Academy as Distinguished Visiting Professor in the Department of Management 2006-2007.

### **Prior Experience:**

School of Business, the University of Texas of the Permian Basin, Odessa, Texas. Dean of the School of Business. July 1995 – September 1998. Duties include administrative activities, program leadership, teaching, assessment activities, alumni and business relations, faculty development, service activities, and oversight of the Small Business Development Center (SBDC). Key job-specific accomplishments included: Recruiting the first School of Business advisory council; Installing the Master of Professional Accountancy program; Establishing the Executive Lecturer Series; Establishing the ARCO/Student Intern Program; Negotiating articulation agreements with local community colleges; Beginning career seminars and services for School of Business students; Obtaining cash match requirements for the SBDC from local municipal governments; Coordinating overhaul of all majors in the Bachelor of Business

Administration programs; and acquiring funding for the "Pinkie" Roden Endowed Chair in Entrepreneurship.

Department of Business Analysis and Communication, College of Administration and Business, Louisiana Tech University, Ruston, Louisiana, July 1989 - June 1995. Associate Professor and Department Head. Department consisted of MIS, Management Science, and Business Communication disciplines. Duties included administrative activities, program development, teaching, research, grant writing, alumni and business relations, faculty development, and service activities. Served during AACSB reaccreditation, Southern Association of Colleges and Schools (SACS) reaccreditation, and installation of a new Management Information System (MIS) curriculum at BS, MBA, and DBA levels.

Department of Management Information Sciences, Edwin L. Cox School of Business, Southern Methodist University. September 1984 - May 1989. Assistant Professor. Duties included teaching, research, service activities, and curriculum development.

Kwansei Gakuin University, Nishinomiya, Japan. September 1987 - December 1987. Exchange Professor. Duties included initiating research development and monitoring of international classes. Served as an advisor for US students enrolled in the international program. Presented current research topics in Decision Support Systems to computer science faculty members.

Department of Management Information Systems, College of Business and Public Administration, University of Arizona. December 1981 - May 1984. Assistant Professor. Duties included research, teaching, and service activities. Coordinated the multiple section COBOL class required of all MIS and accounting majors.

Krannert Graduate School of Management, Purdue University. September 1978 - May 1981. Teaching Assistant and Research Assistant.

Transport Clearings Midwest. 1977 - 1978. Director of Information Systems. The organization was a major financial institution undergoing a period of significant system development and conversion. Responsibilities included both system operations and development.

Arthur Andersen and Company Administrative Services Division. 1976 - 1977. Staff Consultant. Duties included system development and conversion activities. Worked within the financial industry and public utilities.

Georgetown Steel Corporation. Programmer. Summers, 1974 and 1975. Duties included the development of cost accounting reports and a raw material mix mathematical programming model.

**Peer-reviewed Journal Publications (publicly available):**

“Creative Software Development with Team Boundary Management,” with Chang, Wu and Discenza. *Journal of Computer Information Systems*, 2021, doi: <https://doi.org/10.1080/08874417.2021.1903366>.

“Goal Equivocality and Joint Account of Meaning Creation in an Enterprise System Program,” with Tsai, Wu and Jiang. *Information Systems Management*, 2021, doi: [10.1080/10580530.2021.1879324](https://doi.org/10.1080/10580530.2021.1879324).

"Coping with uncertainty: Knowledge sharing in new product development projects," with Stock, Tsai and Jiang, *International Journal of Project Management*, Vol. 39(1), 59-70, 2021, doi.org/10.1016/j.ijproman.2020.10.001.

"Differentiation and dynamism within the IT development program," with Wu, Huang, Tsai & Jiang, *Journal of Management Science and Engineering*, Vol. 5(3), 150-161, 2020, doi.org/10.1016/j.jmse.2020.08.002.

"Boundary buffering: Limiting interference and information leakage in design teams," with Wu, Huang, Jiang, and Liu. *International Journal of Operations and Production*, Vol. 40(3) 293-313, 2020, DOI [10.1108/IJOPM-03-2019-0180](https://doi.org/10.1108/IJOPM-03-2019-0180).

"The career satisfaction of IT professionals with mixed job demands," with Jiang Huang, and Tsai. *IEEE Transactions on Engineering Management*, Vol. 67(1), 2020, 30-41, DOI [10.1109/TEM.2018.2870085](https://doi.org/10.1109/TEM.2018.2870085).

"Enterprise system programs: Goal setting and cooperation in the integration team," with Chang, Jiang, and Wang. *Information & Management*, 56(6), 103137, 2019, DOI [10.1016/j.im.2018.12.005](https://doi.org/10.1016/j.im.2018.12.005).

"Teamwork behaviors in implementing enterprise systems with multiple projects: Results from Chinese firms," with Jiang and Chang. *Journal of Systems and Software*, 157, 110392, 2019, DOI [10.1016/j.jss.2019.110392](https://doi.org/10.1016/j.jss.2019.110392).

"E-store loyalty: Longitudinal comparison of website usefulness and satisfaction," with Pee and Jiang. *International Journal of Market Research*, 2019, 61(2), 178-194. DOI [10.1177/1470785317752045](https://doi.org/10.1177/1470785317752045).

"Signaling effect of website usability on repurchase intention," with Pee and Jiang. *International Journal of Information Management*, Vol. 39, 2018, pp. 228 – 241. DOI [10.1016/j.ijinfomgt.2017.12.010](https://doi.org/10.1016/j.ijinfomgt.2017.12.010).

"Managing multiple-supplier project teams in new software development," with Jiang, Tsai, and Li. *International Journal of Project Management*, Vol. 36, 2018, 925 – 939.

"Enhancing development team flexibility in IS projects," with Li, Shepherd, and Liu. *Information Technology and Management*, Vol. 18(1), 2017, pp. 83-96.

"Conflict resolution effectiveness on the implementation efficiency and achievement of business objectives in IT programs: A study of IT vendors," with Parolia, Chen, and Jiang. *Information and Software Technology*, Vol. 66, 2015, pp. 30 – 39.

"The roots of executive information system development risks," with Yu, Chen, and Jiang. *Information and Software Technology*, Vol. 68, 2015, pp. 34 – 44.

"Do too many goals impede a program? A case study of enterprise system implementation with multiple interdependent projects," with Chang, Jiang, and Wang. *Information & Management*, Vol. 51(4), 2014, pp. 465-478.

"Information technology customer aggression: The importance of an organizational climate of support," with Shih, Lie, and Jiang. *Information & Management*, Vol. 51(6), 2014, pp. 670-678.

"Achieving IT program goals with integrative conflict management," with Jiang, Chang, Chen, and Wang. *Journal of Management Information Systems*, Vol. 31(1), 2014, pp. 79-106.

"Building user engagement for successful software projects: Meaningfulness, safety, and availability," with Beranek and Jiang. *Pacific Asia Journal of the Association for Information Systems* Vol. 6(3), 2014, pp. 1-20.

"Controlling ERP consultants: Client and provider practices," with Chang, Wang, and Jiang, *Journal of Systems and Software*, 86, 2013, pp.1453– 1461.

"The organizational citizenship behavior of IS personnel: Does organizational justice matter?" with Chou, Chou, and Jiang. *Information & Management*, Vol. 50(2-3), 2013, pp. 105 - 111.

"Antecedents of Organizational Citizenship for Information Technology Personnel," with Chiang, Yang, and Jiang. *Industrial management and Data Systems*, Vol. 113, pp. 4, 2013, pp. 589 – 604.

"Risk Dynamics throughout the System Development Life Cycle," with Yu, Chen, and Jiang. *Journal of Computer Information Systems*, Vol. 53(3), 2013, pp. 28 – 37.

"Job Burnout of the Information Technology Worker: Work Exhaustion, Depersonalization, and Personal Accomplishment," with Shih, Jiang, and Wang. *Information & Management*, Vol. 50(7), 2013, pp. 582-589.

"The Presence and Development of Competency in IT Programs," with Parolia and Jiang. *The Journal of Systems and Software*, 86, 2013, pp. 3140– 3150.

"Reducing User Related Risks with User-Developer Partnering," with Liu, Yang, and Chen. *Journal of Computer Information Systems*, Vol. 54(1), 2013, pp. 66 – 74.

"Exploring the Impact of Team based Reward on Project Performance in Outsourced System Development," Parolia and Jiang, *International Journal of Information Technology Project Management*, 4(4), 2013, pp. 82-92.

"The impact of value diversity on information system development projects," with Liang, Wu, and Jiang. *International Journal of Project Management*, Vol. 30 (6), 2012, 731 – 739.

"Consequences of Psychological Contract Violations for IS Personnel," with Chiang, Liao, and Jiang. *Journal of Computer Information Systems*, Vol. 52 (4), 2012, 78 – 87.

"An Analysis of Three SERVQUAL Variations in Measuring Information System Service Quality," with Jiang, Parolia, Liu. *The Electronic Journal of Information Systems Evaluation*, Vol. 15 (2), 2012, 149-162.

"Fully Mediated Effects of Formative Measures Using MIMIC Constructs," with Jiang, Tsai, and Petter. *The Pacific Asia Journal of the Association for Information Systems*, Vol. 4(2), 2012, 1-30.

"Career Anchors and Disturbances in Job Turnover Decisions – A Case Study of IT Professionals in Taiwan," with Chang, Jiang, and Chen. *Information & Management*, Vol. 49, 2012, pp. 309 - 319.

"Exploring the Impact of Team Mental Models on Information Utilization and Project Performance in System Development," with Hsu, Chang, and Jiang. *International Journal of Project Management*, Vol. 29, 2011, 1 - 12.

"User Advocacy and Information System Project Performance," with Wang, Chang, and Jiang. *International Journal of Project Management*, Vol. 29, 2011, 146–154.

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"Partnering Effects on User–Developer Conflict and Role Ambiguity in Information System Projects," with Liu, Chiang, and Yang. *Information and Software Technology*, Vol. 53, No. 7, 2011, 722 – 729.

"Promoting the integration of users and developers to achieve a collective mind through the screening of information system projects," with Hsu, Liang, Wu, and Jiang. *International Journal of Project Management*, Vol. 29, 2011, 514 - 524.

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"Learning Demand and Job Autonomy of IT Personnel: Impact on Turnover Intention," with Shih, Jiang, and Wang. *Computers in Human Behavior*, Vol. 27, 2011, 2301–2307.

"Task Completion Competency and Project Management Performance: The Influence of Control and User Contribution," with Liu, Chen, and Jiang. *International Journal of Project Management*, Vol. 28, 2010, 220-227.

"The Role of User Review on Information System Project Outcomes," with Hsu, Chen and Jiang, *International Journal of Information Technology Project Management*, Vol. 1, No. 1, 2010, pp. 1 – 14.

"User Commitment and Collaboration: Motivational Antecedents and Project Performance," with Chang, Sheu, and Jiang. *Information and Software Technology*, Vol. 52, 2010, pp. 672 – 679.

"Coproduction in Successful Software Development Projects," with Shim, Sheu, Chen, and Jiang. *Information and Software Technology*, Vol. 52, 2010, pp. 1062 - 1068.

"Software Quality as Influenced by Informational Diversity, Task Conflict, and Learning in Project Teams," with Liang, Jiang, Liu. *IEEE Transactions on Engineering Management*, Vol. 57, No. 3, 2010, pp. 477 – 487.

"Reducing Software Requirement Perception Gaps through Coordination Mechanisms," with Chen, Jiang, and Chen. *Journal of Systems and Software*, Vol. 82, 2009, pp. 650 - 655.

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"Relation of CIO Background, IT Infrastructure, and Economic Performance," with Sobol. *Information & Management*, Vol. 46, 2009, pp. 271 – 278.

"Management Information Systems Research Networks: Creating and Sharing Diverse Knowledge," with Wang, Jiang, Cheney. *Pacific Asia Journal of the Association for Information Systems* Vol. 1 No. 1, March 2009, pp.55-80.

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"Vector Error Correction Models in a Consumer Packaged Goods Category Forecasting Decision Support System," with Zhong, Pick, and Jiang. *The Journal of Computer Information Systems*, Vol. 46, No. 1, fall 2005, pp. 25 - 34.

"CIO Strategies for IT Value Achievement: An Exploration of Status and Industry" with Martz, Jiang, and Wang. *International Journal of Management Theory and Practice*, Vol. 6, No. 1, August 2005.

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"Rental Software Valuation in IT Investment Decisions" with Singh, Shelor, and Jiang. *Decision Support Systems*, 38, pp. 115 – 130, 2004.

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"The Impact of IS Department Organizational Environments upon Project Team Performances," with Jiang and Pick. *Information & Management*, Vol. 40, 2003, pp. 213 – 220.

"Closing the User and Provider Service Quality Gap," with Jiang, Tesch, and Chen. *Communications of the ACM*, Vol. 46, No. 2, February 2003, pp. 72 – 76.

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"Strategic Information and Strategic Decision Making: The EIS/CEO Interface in Smaller Manufacturing Companies," with Walters and Jiang. *Information & Management*, Vol. 40, No. 6, 2003, pp. 487 – 495.

"Communication Skills of IS Providers: An Expectation Gap Analysis from Three Stakeholder Perspectives," with Hornik, Chen, and Jiang. *IEEE Transactions on Professional Communication*, Vol. 46, No. 1, 2003, pp. 35 – 54.

"The Impact of Organizational Coordination and Climate on Marketing Executives' Satisfaction with Information Systems Services," with Li and Jiang. *Journal of the Association for Information Systems*, Vol. 4, 2003, pp. 99 – 117.

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"The Metronome of Technology Transfer," with Martz. In *Comparative Technology Transfer and Society*, Vol. 1, No. 3, December 2003, pp. 243- 254.

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"A Short Classroom Unit, but a Significant Improvement in Listening Ability" with Means. *The Bulletin of the Association for Business Communication*, V57-4, pp. 13-18, December 1994.

"User Interfacing: A Communication Course for MIS Majors" with Means. *Interface: The Computer Education Quarterly*, Vol. 15, October 1993.

"Using Statistical Data Feedback By-products of Expert Systems" with Sobol and Vedder. *IEEE Transactions on Systems, Man and Cybernetics*, V22-3, pp. 574-579, May/June 1992.

"Optimal Clustering: A Model and Method" with Aronson. *Naval Research Logistics*, V38-3, pp. 447-461, June 1991.

"Interactive Multiobjective Optimization under Uncertainty" with Ravindran and Moskowitz. *Management Science*, V36-1, January 1990.

"An Agent for Intelligent Model Management," with Liu and Yun. *Journal of Management Information Systems*, V7-1, pp. 101-122, Summer 1990.

"An Interactive Aid for Descriptive Multi-attribute Problems." *Naval Research Logistics*, V37-6, pp. 953-959, December 1990.

"A Clustering Algorithm for Computer-Assisted Process Organization" with Aronson. *Decision Sciences*, V20-4, fall 1989.

"Determining Restrictive Goals in Linear Goal Programs" with Beck. *Naval Research Logistics*, V36, pp. 675-682, 1989.

"New Graphics as Computerized Displays for Human Information Processing" with Sobol. *IEEE Transactions on Systems, Man and Cybernetics*, V19-4, July/August 1989.

"Computer Aided Process Structuring via Mixed Integer Programming" with Beck and Konsynski. *Decision Sciences*, V19-4, fall 1988.

"A Decision Aid for Selecting Among Information System Alternatives" with Beck. *Management Information Systems Quarterly*, V11-2, 1987.

"A Comparative Evaluation of Prior vs. Progressive Articulation of Preference Approaches for Bicriterion Problems" with Moskowitz and Ravindran. *Naval Research Logistics Quarterly*, V33, 1986.

"Developing Model Strings for Model Managers," *Journal of Management Information Systems*, V3-2, fall 1986.

"Assessment of Multi-attributed Measurable Value and Utility Functions via Mathematical Programming" with Moskowitz, Mahesh, and Ravindran. *Decision Sciences*, V16-3, 1985.

"A Linear Representation for Model Management in a DSS" with Beck and Konsynski. *Journal of Management Information Systems*, V2-2, 1985.

#### **Other Peer-reviewed Publications:**

"Program management: A comprehensive literature review for future research directions," with Ma, Zheng, Huang, Wu, & Jiang. *Proceedings of the Twenty-Third Pacific Asia Conference on Information Systems*, China, 2019.

"Building organizational support for an IT-enabled transformation program—the process of coopting," with Khan, Fernandez, and Jiang. *Proceedings of the Twenty-Second Pacific Asia Conference on Information Systems*, Japan, 2018.

"From Project Management to Program Management: An Invitation to Investigate Programs Where IT Plays a Significant Role," with Jiang and Fernandez. *Editorial in the Journal of the Association for Information Systems*, Vol. 19, Issue 1, 2018, pp. 1-19.

"Hedonic Information Systems Quality," with Seo, Guo, Xiao, and Jiang. *PACIS Proceedings*, Summer 2017, 189.

"The shifting sand of program coordination effort: Lessons from IT-enabled transformation programs," with Khan, Fernandez, and Jiang. *Proceedings of the Australasian Conference on Information Systems*, Hobart, Australia 2017, #183.

"A Longitudinal Study to Determine Non-Technical Deterrence Effects of Severity and Communication of Internet Use Policy for Reducing Employee Internet Abuse," with Shepherd and Mejias. The Proceedings of the 47th annual HICSS, 2014, pp. 3159 – 3168.

"Eight Obstacles to Overcome in the Theory Testing Genre" with Gregor. Editorial in the Journal of the Association for Information Systems, Vol. 15, Issue 11, 2014, pp. i - xix.

"Roots of Executive Information System Project Risk," with Chen and Chou. In the 2013 DSI Proceedings.

"IT Program Goal Interdependence and Team Process Adjustment," with Chang, Jiang, and Wang. Proceedings of the 7th Pre-ICIS International Research Workshop on Information Technology Project Management (IRWITPM 2012), Orlando, FL, December 2012, pp. 129 – 137.

"The Impacts of Communication on IT Program External Environments and IT Product Quality," with Li and Jiang. Proceedings of the 15<sup>th</sup> annual Pacific Asia Conference on Information Systems, PACIS 2011, downloaded July 7, 2011, <http://projects.business.uq.edu.au/pacis2011/papers/PACIS2011-108.pdf>.

"External Communications of Information System Programs," with Li and Jiang. Proceedings of the 6th Pre-ICIS International Research Workshop on Information Technology Project Management (IRWITPM 2011), Shanghai, PRC, December 2011, pp. 90 – 98.

"Relationship between Conflict Resolution and IS Program Performance: A Conflict Theory Perspective," with Parolia and Jiang. Proceedings of the Midwest DSI 2010, Toledo, Ohio, April 22 – 24, 2010, pp. 531 – 536.

"Student Certificate in Project Management: SCIPM (pronounced "skip em")," with Parolia and Goff. Proceedings of the Midwest DSI 2010, Toledo, Ohio, April 22 – 24, 2010, presentation abstract, p. 561.

"The Mediating Role of the ISDP Team Flexibility: Mediating the Effects of Expertise Coordination and Participative Culture on Project Outcomes," with Li, Parolia, Jiang, and Hernandez. Proceedings of the 5th Pre-ICIS International Research Workshop on Information Technology Project Management (IRWITPM 2010), St. Louis, MO, pp. 59 – 70.

"Exploring the Role of Team-based Reward in the performance of Outsourced ISD projects: A Social Interdependence Perspective," with Parolia, Jiang, Hernandez, and

Li. Proceedings of the 5th Pre-ICIS International Research Workshop on Information Technology Project Management (IRWITPM 2010), St. Louis, MO, pp. 107 – 118.

"The Role of Team Learning in Enabling Shared Leadership in ISD Teams," with Li and Jiang. Proceedings of the 15th Americas Conference on Information Systems (AMCIS), San Francisco, California, August 6 - 9, 2009.

"Mediators between Conflict Resolution and ISD Program Performance," with Neeraj and Jiang. 3rd Pre-ICIS International Research Workshop on Information Technology Project Management (IRWITPM 2008) Workshop Proceedings, Paris, 2008, pp. 49 -60.

"Coordinating Multiple Interdependent Projects in Innovative Product Development Programs," with Li, Lie, and Jiang. 3rd Pre-ICIS International Research Workshop on Information Technology Project Management (IRWITPM 2008) Workshop Proceedings, Paris, 2008, pp. 124 - 130.

"The Impact of Team Mental Models on IS Project Teams' Information Processing and Project Performance," with Hsu, Parolia, and Jiang, Proceedings of the 2nd International Research Workshop on IT Project Management, ICIS pre-conference, Montreal, 2007, pp. 39 - 49.

"The Antecedents of IS Software Development Team Flexibility," with Li and Jiang, Proceedings of the 2nd International Research Workshop on IT Project Management, ICIS pre-conference, Montreal, 2007, pp. 67 - 72.

"Knowledge Integration in ERP Project Success: A Hermeneutic Focus," with Ying, Wang, and Jiang. Proceedings of the Inaugural International Research Workshop on IT Project Management, ICIS pre-conference, Milwaukee, 2006, pp. 57 – 65.

"Informational Diversity and Software Product Quality: The Intermediary Role of Conflict and Learning in Projects," with Liang and Jiang. Proceedings of the Inaugural International Research Workshop on IT Project Management, ICIS pre-conference, Milwaukee, 2006, pp. 66 – 73.

"Career Anchors and Career Stages Among IS Personnel," with Hsu, Wang, and Jiang. IACIS Pacific 2005 Proceedings.

"Risks of Limited Knowledge to Organizational Technology Learning and Software Project Outcomes," with Jiang, Chen, and Beck. In the 2003 DSI Proceedings.

"Model Management as a Component of a Knowledge Management System: Capturing Modeling Knowledge in the Enterprise," with Pick. In the AMCIS 2002 Proceedings, pp. 226 - 232.

"Communication Skill Importance and Proficiency: Viewpoints of IS Users, IS Specialists, and IS Project Managers," with Jiang, Chen, and Miller. In the 2002 DSI Proceedings.

"IT Investment Strategy, IT Infrastructure, and Business Performance" with Jiang and Cheng. In the 2001 San Francisco DSI Conference Proceedings.

"A Technology Acceptance Model for Internet Use," with Jiang and Hsu. Proceedings of ACME Annual Conference, 2000. Winner of the best paper award.

"Project manager Effectiveness and Team Performance," with Jiang and Chen. In the 2000 Orlando DSI Conference Proceedings.

"An Examination of Impact of IS Department Maturity on Project Teams' Performances," with Jiang and Pick. In the Proceedings of the Fourth INFORMS Information Systems Society's Conference on Information Systems and Technology, May 1-2, 1999, Cincinnati, OH, pp. 30-45.

"Career Anchor Impact on the Entry-level IS Professionals' Career Satisfaction," with Jiang. In the 1999 New Orleans DSI Conference Proceedings.

"System Development Risks and Project Team Performance," with Jiang and Crampton. In the Proceedings of the Decision Sciences Institute Conference, Las Vegas, 1998.

"Impact of DSS' Decisional Guidance," with Jiang and Motwani. In the Proceedings of the Decision Sciences Institute Conference, San Diego, 1997.

"Information Systems Evaluations by Users: System Typology Approach," with Jiang and Motwani. In the Proceedings of the Decision Sciences Institute Conference, Orlando, 1996.

"Model Management Using Fuzzy Belief Functions," with Aronson. In the Proceedings of the 1st Annual Conference of the Association of Information Systems, August 1995.

"Optimal Module Clustering in Program Organization," with Tesch. Proceedings of the 24th Hawaii International Conference on Systems Sciences, 1991.

"An Intelligent Agent Consulting System for Production and Operations Management," with Liu and Yun. Proceedings of the Third International Conference on Expert Systems and the Leading Edge in Production and Operations Management, 1989.

Review of Cluster Analysis for Researchers, by H. Charles Romesburg, 1984, Lifetime Learning Publications, Belmont, CA. Co-reviewed with Jay Aronson. Interfaces, Vol.18-2, 1988.

"Artificial Intelligence in the Architecture of Decision Support Systems" with Yun and Liu. Proceedings of the Conference on the Impact of Artificial Intelligence on Business and Industry, Denton, TX, 1988.

Review of Toward Interactive and Intelligent Decision Support Systems, Sawaragi, Inoue, and Nakayama eds., 1987, Springer-Verlag, Berlin. Interfaces, Vol. 18-6, 1988.

Review of Multiobjective Decision Making, French, Thomas, Hartley, and White eds., 1983, Academic Press, London. Interfaces, Vol. 17-4, 1987.

"Model Integration in a DSS" with Cabrera. The Proceedings of the 19th annual HICSS, 1986.

"Model Management Systems: Proposed Model Representations and Future Design" with Applegate, Konsynski, and Nunamaker. The Proceedings of the 6th Computers and Information Systems Conference, 1985.

"A Bicriterion Acceptance Sampling Model" with Moskowitz, Ravindran, and Eswaren. In the TSMS volume Optimization in Statistics, 1982.

"A Bicriterion Model for Acceptance Sampling in Quality Control" with Moskowitz and Ravindran. Las Vegas American Institute of Decision Sciences Proceedings, 1980, V2.

### **Editorials (not peer-reviewed):**

"Contemporary mega-project and program management," with Jiang, Huang, and Wu. Journal of Management Science and Engineering. 5 (3), 2020, 147-149.

"The COVID-19 Pandemic and Project Management Research," with Muller. Project Management Journal. 51 (6), 2020.

"Project Transitions - Navigating Across Strategy, Delivery, Use, and Decommissioning," with Locatelli and Zerjav. Project Management Journal. 51 (5), 2020.

"Literature Review Expectations of Project Management Journal," with Muller. Project Management Journal. 51 (3), 2020, 239-241.

"Qualitative Research Submissions to Project Management Journal," with Muller. Project Management Journal, 50(1), 2019, 3-5.

"Quantitative Research Submissions to Project Management Journal," with Muller. Project Management Journal, 50 (3), 2019, 263-265.

"What Constitutes a Contemporary Contribution to Project Management Journal?" with Muller. *Project Management Journal*, 49(5), 2018, 3–4.

**Books:**

Co-Editor: *Business Information Systems Select Workshop Papers of the 23<sup>rd</sup> International Conference, Colorado Springs, USA*, with Abramowicz, Springer LNBIP 394, 2020.

Co-Editor: *Business Information Systems Proceedings of the 23<sup>rd</sup> International Conference, Colorado Springs, USA*, with Abramowicz, Springer LNBIP 389, 2020.

Co-Author: *Projects, Programs, and Portfolios in Strategic Organizational Transformation with Jiang and Huang*. Business Expert Press, New York, NY, LLC, 2020.

C-Editor: *Business Information Systems, Proceedings of BIS 2003, Colorado Springs, USA*, with Abramowicz, 2003.

Co-Author: *COBOL by Design with Cabrera*. Franklin, Beedle, and Company. Wilsonville, Oregon, 1994.

Co-Author: *Structured COBOL by Design with Cabrera*. Little, Brown, and Company. Boston, MA. 1987.

**Book Chapters:**

"Influence of Task Interdependence on Teamwork Quality and Project Performance," with Kuthyola and Liu. In *Business Information Systems: 20th International Conference, Business Information Systems 2017, Poznan, Poland, June 28–30, 2017, Proceedings (Vol. 288, p. 135)*. 2017. Springer.

"Discrepancy Theory Models of Satisfaction in IS Research," with Jiang and Saunders. In *Information Systems Theory: Explaining and Predicting Our Digital Society, Vol. 1*, edited by Dwivedi, Wade and Schneberger, Springer, 2011, pp. 355 – 381.

"Expectation Confirmation Theory: Capitalizing on Descriptive Power," with Jiang. In *Contemporary Theoretical Models in Information Systems*, edited by Dwivedi, Lal, Williams, Schneberger, and Wade. IGI Global, 2009, pp. 384 – 401.

"The Moderating Effect of User Involvement on IS Success," with Tesch, Discenza and Martz, *Business Information Systems 2006 Proceedings*, pp. 295 – 303.

"Successful Adoption of ERP Technology as Influenced by Country of Origin," with Wang, Jiang, and Martz, *Business Information Systems 2006 Proceedings*, pp. 187 – 200.

"Team Learning in Information System Development Projects," with Tesch and Shepherd. *Business Information Systems 2005 Proceedings*, pp. 302 – 315.

"The Relationship of Control and Learning to Project Performance," with Beranek, Davis, and Martz. *Business Information Systems 2005 Proceedings*, pp. 104 – 113.

"A Survey of Distance Education Programs," with Shepherd, Martz, and Ferguson. *Educational Innovation in Economics and Business IX: Breaking Boundaries for Global Learning*, edited by Milter, Perotti, and Segers. Springer, 2004, pp 383 – 398.

"IS/IT Project Management: Recent Practitioner and Academic Experience," with Tesch and Ireland. In the *2003 Business Information Systems Proceedings*.

"Intelligent Systems Techniques and Applications in Product Forecasting," with Jiang and Pick. In *Intelligence Systems Techniques and Applications*, C. T. Leondes, Ed. Boca Raton, FL: CRC Press, 2002.

"Consonance in Information Systems," with Jiang and Sobol. In *Strategies and Organizations in Transition*, C. S. Galbraith, ed., Elsevier Science, Ltd., 2001, pp. 191-210.

"An Exploration of Information Technology Infrastructure as related to Knowledge Management Performance, with Martz, Reddy, and Jiang. In the *2002 Business Information Systems Proceedings*.

"Building a case for Consonance," with Jiang and Boyd. In the *Proceedings of the 3rd International Conference on Business Information Systems*, Poznan, Poland, April, 1999.

"Simplified Assessment of Single and Multi-Attribute Utility Functions," with Moskowitz, Mahesh, and Ravindran. In *Bayesian Inference and Decision Techniques*, Goel and Zellner eds., Elsevier Science Publishers, 1986.

**Edited Volumes:**

Project Management Journal. Co-edited with Ralf Muller. Volume 51, Numbers 1 – 6, 2020.

Project Management Journal. Co-edited with Ralf Muller. Volume 50, Numbers 1 – 6, 2019.

Project Management Journal. Co-edited with Ralf Muller. Volume 49, Numbers 3 – 6, 2018.

Project Management Journal. Co-edited with Monique Aubry. Volume 48, Number 6, 2017.

Journal of Comparative Technology Transfer and Society. Co-edited with B. Seely and D. Klingner. Volume 7, Numbers 1 – 3, 2009.

Journal of Comparative Technology Transfer and Society. Co-edited with B. Seely and D. Klingner. Volume 6, Numbers 1 – 3, 2008.

Journal of Comparative Technology Transfer and Society. Co-edited with B. Seely and D. Klingner. Volume 3, Numbers 1 – 3, 2005.

Journal of Comparative Technology Transfer and Society. Co-edited with B. Seely and D. Klingner. Volume 2, Numbers 1 – 3, 2004.

Journal of Comparative Technology Transfer and Society. Co-edited with B. Seely and D. Klingner. Volume 1, Numbers 1 – 3, 2003.

Proceedings of the Business Information Systems Conference 2003 (Business Information Systems, 2003). Co-edited with W. Abramowicz.

Informatica: An International Journal of Computing and Informatics. Special Issue on Group Support Systems. Co-edited with M. Shepherd. Volume 24, Number 2.

**Courses Taught:**

The University of Colorado at Colorado Springs

Undergraduate:

- Strategic Information Systems
- Business Programming
- Web Programming
- Statistics
- Project Management
- Introduction to Management Information Systems
- Technology Foundations for Information Systems

Graduate:

- Knowledge Management
- Strategic Project Management
- Project Management

The United States Air Force Academy

Undergraduate:

- Project Management

The University of Texas of the Permian Basin

Graduate:

- Management Information Systems: Emerging Technologies

Undergraduate:

- Introduction to Management Information Systems
- Introduction to Management Science
- Programming in COBOL

Louisiana Tech University

Graduate:

- Management Science
- Advanced Management Science Methods
- MIS Research (DBA Seminar)
- Management Science Research - Integer Programming (DBA Seminar)
- Management Science Research - Multiple Criteria Decisions (DBA Seminar)

Undergraduate:

- Systems Analysis and Design
- Simulation
- User Interfacing
- Introduction to Business Information Systems

Southern Methodist University

Graduate:

- Systems Analysis

Production Management  
Management Science  
Decision Support Systems  
Undergraduate:  
Systems Analysis  
Systems Design and Implementation  
Management Science  
Introduction to Management Information Systems  
Business Computer Programming I  
Business Computer Programming II

University of Arizona

Graduate:  
Operational Research Techniques in MIS Research (seminar)  
Introduction to Management Information Systems  
Business Systems Programming I & II  
Undergraduate:  
System Analysis  
Business Systems Programming I  
Business Systems Programming II

Purdue University - Undergraduate:

Operations and Production Management  
Operations Research for Management

### **Grants:**

Funded (CPI): CAE-C Faculty Development Grant (2020). Part of a nationwide partnership of universities to prepare faculty for cybersecurity topics. \$3.35 million.

Not Funded (CPI): DHS Grant to offer an MBA in Security Technology Transition, \$9.2 million.

Funded (PI): from UCCS Cybersecurity (2018) for a two-year faculty line, a cyber-fellow program, a journal on cybersecurity management, bringing an international conference to UCCS (BIS 2020), and upgrading the INFS major with greater cybersecurity content (approx. \$450,000).

Funded (PI): IPA Grant from the United States Air Force Academy, \$95,000. Served as Distinguished Visiting Professor at USAFA for the 2006 – 2007 academic year while on sabbatical from UCCS.

Funded (PI): "Cisco Classroom" industry partnership equipment grant of \$125,000. 2000.

Funded (CPI): "Development of International Trade in Midland/Odessa" UTPB industry partnership grant of \$20,000. 1998.

Funded (CPI): "Correlates of New Venture Performance" UTPB industry partnership grant of \$16,377. 1997.

Funded (CPI): "An Interdisciplinary Laboratory-Oriented Course Sequence for Computer-Based Problem Solving" funded as proposal #91-56247 in the NSF Curriculum Development category. Secondary investigator on \$101,833 grant. 1994.

Funded (PI): "Business College Network" enhancement grant for networking equipment funded by the state of Louisiana 8-G reserve. Primary investigator on \$100,000 grant. 1993.

### **Recognitions:**

Identified in 2006 by CAIS and in 2007 by EJIS as the most productive information systems researcher for a proceeding five year period.

College of Business and Administration Outstanding Research Award, 1999, 2002, 2007, 2009, 2011, 2013, and 2014. COB Outstanding Service Award 2008-9.

Elected as a Decision Science Institute Fellow, 2006.

### **Professional Associations:**

Member of the Project Management Institute

Member of IPMA-USA (formerly the American Society for the Advancement of Project Management)

Member of the International Project Management Association.

Member of the Decision Sciences Institute.

## **Professional Service:**

Co-Editor-in-Chief of the Project Management Journal (2018 – current). Departmental Editor for the Project Management Journal (2013 – 2017). The peer-refereed academic and research publication of PMI, Project Management Journal features state-of-the-art management techniques, research, theories, and applications. It addresses the broad interests of the project management profession and maintains an editorial balance of content about research, technique, theory, and practice.

Co-Editor-in-Chief of the Organizational Cybersecurity Journal (2020 – current). Organizational Cybersecurity Journal: Practice, Process, and People is an international, open access, peer-reviewed academic journal focusing on all topics related to cybersecurity management. The journal welcomes papers from human, technical, and process perspectives on the topic.

Co-founder and senior officer of the Cybersecurity Management Council (2019 – current). The Cybersecurity Management Council aims to promote programs involving concentrated studies in the discipline of cybersecurity management. The Council focuses exclusively on cybersecurity management degree programs and their issues ([csmcouncil.org](http://csmcouncil.org)).

Senior Editor for the Journal of Management Science and Engineering (*JMSE*). Established *Project and Program Management* as a new section of the Journal along with Jiang and Huang. *JMSE* is an international, peer-reviewed, scholarly journal that publishes scientific research on the latest developments and practices of management science and engineering, emphasizing modeling, optimization, computation, and data analytics for identifying and solving management problems, making business decisions, and managing risks in complex management systems.

On the Editorial Advisory Board for the Pacific Asia Journal of the Association for Information Systems (2007 – current). "The Journal is a quarterly journal that publishes high-quality research papers in information systems. PAJAIS will cover both organizational and technical issues, with particular interests in topics pertaining to the Asia Pacific region. The Journal encourages multidisciplinary and nontraditional approaches."

Associate Editor of International Journal of Information Technology Project Management (2010-2017). "The mission of International Journal of Information Technology Project Management (IJITPM) is to provide a forum for practitioners and researchers from both public and private sectors of project management professionals, along with information systems researchers, software developers and vendors, to contribute and to circulate ground-breaking work, and to shape future directions for research, as well as to help project leaders and managers apply various advanced techniques in information systems. It encourages discussions on how the various information systems can improve project management as well as how advances in project management can affect the growth of information systems."

Member of the Program Committee, Business Information Systems Conference, 2000 through 2009 and 2015 through 2020, a Western European Conference in IS Application and Development. Served as Business Information Systems conference co-chair for Business Information Systems 2003 when the conference was brought to the US for the first time. It ran in 2020 as a virtual conference with UCCS as the host institution.

Referee for NSF, Management Science, Decision Sciences, ICIS meetings, AIS Meetings, DSI Meetings, IEEE Software, IEEE Engineering Management, Naval Logistics Research, the Journal of Optimization Theory and Applications, Management Information Systems Quarterly, Information Systems Research, HICSS meetings, the Journal of Management Information Systems, the Journal of Systems and Software, the European Journal of Operations Research, The Project Management Journal, The International Journal of Project Management, Business Information Systems conferences, IRWITPM Workshop, and numerous others.

Associate editor for MIS Quarterly (2008 – 2013). "The editorial objective of the MIS Quarterly is the enhancement and communication of knowledge concerning the development of IT-based services, the management of IT resources, and the use, impact, and economics of IT with managerial, organizational, and societal implications. Professional issues affecting the IS field as a whole are also in the purview of the Journal."

Decision Sciences Institute (DSI): Coordinator of Placement Services for DSI 1995-2001. Elected as a DSI Vice-President-at-Large and Board Secretary for 2007 – 2012. Launched a partnership with MWDSI for joint conference sessions on project management. Coordinated a launch of activities for the SIG on project management (including a partnership with PMI). Served as project management track chair or co-chair for the Annual Meeting 2012 – 2019.

Session organizer and chair ORSA/TIMS National 1984 (Dallas), ORSA/TIMS National 1986 (Miami), ORSA/TIMS National 1990 (Philadelphia), DSI National 1990 (San Diego), DSI National 1993 (Washington DC). Doctoral Consortium panel at DSI International 1994. Doctoral Consortium panel at INFORMS Dallas, 1997.

Professional Courtesy Presentations: 1. "Uses of Artificial Intelligence in the Development of Decision Support Systems," Kwansai Gakuin University, Invited Lecturer, 1987, Nishinomiya, Japan. 2. "Decision Support Systems," at the Permian Basin Chapter of the Texas Society of CPAs February 1997 meeting. 3. "Connecting Project Research to Practice," member of panel at the AIS SIG IT Project Mgmt Workshop, ICIS, Milwaukee, 2006. 4. "The Technological Prerequisites to Achieving the Promise of DSS". Society of Information Management. Invited speaker to the May 1986 annual program at INFOMART, Dallas.

Previous Director of Education for asapm, the American Society for the Advancement of Project Management, 2006 - 2009. Duties included serving on the Board of asapm, promoting university awareness of Project management educational opportunities and requirements, establishing standards of training and certification, and seeking partnerships between academia and professional societies.

Served on an international project management curriculum committee for the Project Management Institute.

Previous vice-chair for Membership and Community Relations of the AIS Special Interest Group on Information Technology Project Management. Responsibilities include finding ways to grow membership, promote mini-conferences, and build relations to professional and industry groups.

Served as one of three founding Editors-in-Chief of Comparative Technology Transfer and Society published by Johns Hopkins Press and the Colorado Institute for Technology Transfer and Implementation between 2003 and 2010. Comparative Technology Transfer and Society is a social science journal, interdisciplinary in scope and international in coverage, which links researchers with a shared interest in the process, nature, significance, and implications of technology transfer – the movement of innovations from laboratories to markets and across institutions and nations. The Journal is a forum for analytical and comparative research about technology transfer. The questions and issues that concern the Journal include innovation and research; the pursuit of patents, licenses, and copyrights; product engineering and design; entrepreneurship (venture capital, start-ups, etc.); manufacturing; and marketing. The editors are particularly committed to publishing articles that view technology transfer (defined very broadly to include hardware, software, processes, and organizational change) as a complex social process, considering such issues as the perspectives of non-Western users, consumers, and original producers of transferred technology; the social and ethical implications of transfer activities; or studies of failures and successes alike.

Senior Editor of the Journal of the Association for Information Systems (2009 – 2014). "The flagship research journal of the Association for Information Systems, publishes the highest quality scholarship in the field of information systems. JAIS is inclusive in scope and covers all aspects of Information Systems and Information Technology. The Journal publishes rigorously developed and forward looking conceptual and empirical contributions. The Journal encourages multidisciplinary and nontraditional approaches."

### **University Service:**

The University of Colorado at Colorado Springs: Numerous Faculty Search Committees. P&T committee. The Assessment Committee. The Undergraduate Team. The COB Dean Search Committee. The University Information Technology Committee. Represent the College to the Information Technology Educational Partnership (ITEP), a regional congress of higher education and corporate institutions offering targeted education related to technology. Represented the College of Business and UCCS at the UC System-wide committee to recommend strategies to improve the performance of the three system Colleges of Business. On committees to seek and secure funding for an ORACLE-based lab/classroom and a CISCO-based lab/classroom. Coordinator of the IS Associates: a group of business professionals focused on the sharing of best practices and the promotion of the IS program. Previous Chair of the UCCS Research Council. Interim Director of the COB Bachelor of Innovation Degree program (2006-7). Co-chair of the VCAA Search Committee. Search committee member for the Director of the Space Security Center. Department Head, Business Analysis Department (1999 – 2016). Member of the college Strategy Team (1999 – 2016). Developed or co-developed a proposal for a doctoral program in the College (twice). Initiated cybersecurity efforts for the College to include cyber fellows, a cybersecurity management journal, cybersecurity sessions at BIS 2020, and creation of a faculty line all via proposals to the university cyber grant. Co-designed and launched new curricula in cybersecurity management for BSB, MBA, and DBA degrees. Worked on articulation agreements with community colleges. Search committees for the campus placement director, director of the campus cybersecurity Initiative, and recent INFS faculty.

The University of Texas of the Permian Basin: Dean's Council: A Deans' committee to address campus-wide academic issues in conjunction with the Vice-president of Academic Affairs. Administrative Council: The University President's council for coordinating university affairs. Chair of Search Committee for new Director of Library, Director of the Small Business Development Center, and Director of the Physical Plant. Member of the search committee for the vice-president of Academic Affairs. Member of the planning and budget committee. Member of the assessment review committee.

Louisiana Tech University: CAB Council member: Council composed of administrators in the College of Administration and Business. Member of the Campus Communication Network Planning Committee: A university-wide body designed to develop plans and specifications for the future telecommunication requirements of the university. Chairman of the College of Administration and Business Computer and Communication Coordinating Committee: A college-wide body designed to develop plans and specifications for the College to be compatible with university goals and technology. College representative to the university committee to determine compliance with the Americans with Disabilities Act. Member of the Human Use Committee: A university-wide committee organized to review research proposals involving human subjects. Planning Grant Committee: A university-

wide committee organized to develop a Title III Planning Grant to fund its next strategic planning cycle.

Southern Methodist University: Undergraduate Curriculum Committee Representative: A college wide-body designed to evaluate the undergraduate curriculum for business students and monitor the quality of the program. MBA curriculum committee member: A college-wide body designed to evaluate and design a curriculum for the MBA programs. Director of SMU in Japan 1987-88. Faculty Representative to University Honor Council: A University-wide, student-run organization to enforce the honor code.