

Michael Goul

Associate Dean for Research
W. P. Carey School of Business
Arizona State University
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EDUCATION

- May 1985 Doctorate of Philosophy
Oregon State University
Dissertation Title: *The Inclusion of Expertise in a Decision Support System for Strategic Planning (major professor: Fred Tonge)*
Specializations: Decision Support, Artificial Intelligence
- June 1979 Master of Business Administration
Oregon State University
Specializations: Mgmt. Information Systems, Operations Research
- June 1978 Bachelor of Science (Business)
Oregon State University

EXPERIENCE

Associate Dean for Research, W. P. Carey School of Business, Arizona State University, 2015 - Present

Department Chairman, Information Systems, Arizona State University, 2009 - 2015

William J. Clinton Distinguished University Fellow, Clinton School of Public Service (Sabbatical Appointment), August 2005 - 2006

Professor, Arizona State University, August 2000 - Present

Associate Professor, Arizona State University, August 1991 - 2000

Assistant Professor, Arizona State University, August 1985 - 1991

Instructor & Internship Coordinator, Oregon State University, Computer Science, August 1983 - 1985

Information Systems Administrator & Instructor, Oregon State University, College of Business, May 1979 - 1983

RESEARCH INTERESTS

Business Analytics, Analytics Governance & Contracts, Services Computing

TEACHING INTERESTS

Business analytics, information management, services computing

RESEARCH GRANTS

Co-Principal Investigator, “Advanced Analytics Assessment” (with R. Santanam and R. St. Louis), \$25,000 from Blue Cross and Blue Shield of Arizona, (2015-16).

Co-Principal Investigator, “Closed-Loop, Predictive Analytics Integration,” (with J. Fowler and R. Askin), \$178,000 from *Cavalry, Inc.* (2013).

Co-Principal Investigator, “Service-oriented Architecture to Infrastructure Mappings,” (with H. Demirkan), \$35,000 from *Intel, Inc.*, (2005 - 2006).

Co-Principal Investigator, “Collaborative Data Warehousing” (with H. Demirkan), \$98,602 from *American Express*, (2004 - 2006).

Co-Principal Investigator, “Analysis and Optimization of the IV&V Reporting Process” (with A. Vinze and R. Santanam) \$60,000 from the *U.S. Army*, (2003).

Co-Principal Investigator, “Planning and Feasibility Study for a Center for Advancing Business Through Information Technology” (with A. Vinze and R. St. Louis) \$44,000 from *Intel, Inc.* for Summer Research Projects, (2002).

Co-Principal Investigator, “Planning and Feasibility Study for a Center for Advancing Business Through Information Technology (CABIT) (with A. Vinze and R. St. Louis) \$118,928 from the *Arizona Proposition 301 Committee* (Summer, 2002).

Co-Principal Investigator, “A Framework for Collaborative Information Systems Engineering: Using IEF in a Shoulder-to-Shoulder Computing Facility” (with J. Hershauer and R. Keim) \$40,000 in software and summer funding, from *Texas Instruments, Inc.* (1993).

Co-Principal Investigator, “Hewlett Packard Networked Workstation Instruction Laboratory for Business Information Systems”, (with R. Eck and A. Philippakis), \$100,000 in hardware and software, from: *Hewlett Packard, Inc.*, (1993).

Co-Principal Investigator, “Project Springboard: A Strategic Compliance Support System” (with A. Philippakis and T. Keller). *Research Incentive Award*, Arizona State University, \$8500 for summer stipend and research assistance support. (Summer, 1991).

Co-Principal Investigator, “An Application of Group DSS Concepts to the Design of a Distributed Knowledge Based System Shell” (with A. Philippakis and C. Kirkwood). \$80,000 in hardware and software, from: *Sun Microsystems, Inc.*, (1989).

Co-Principal Investigator, "A Knowledge Based System Shell for Constructing Distributed Expert Systems” (with R. Keim and A. Philippakis). \$38,000 in hardware and software, from: *Apple Computer, Inc.*, (1989).

Co-Principal Investigator, "Towards a Model Recognition Theory" (with A. Roy). \$6,000 for research assistants, from: *Ketron Management Science, Inc.*, (1988).

Principal Investigator, "The Design, Development, and Evaluation of a Group DSS Expert System Construction Environment" *Faculty Research Award*, College of Business, Arizona State University. \$19,000 for 1/4th teaching load reduction and full time research assistant for one semester. (Fall, 1988).

Co-Principal Investigator, "Towards a Model Recognition Theory" (with A. Roy) *Research Incentive Award*, Arizona State University, \$32,000 for research assistants and computer software. (1987 - 1988).

Co-Principal Investigator, "Expert Systems for Traffic Signal Control" (with T. O'Leary). \$21,000 for research assistants and summer stipends, from: *The Lincoln Foundation*, (1986-87).

Co-Principal Investigator, "Systems Analysis and Design: Keeping Pace with Computer-Based Development Tools" (with G. Green, R. Keim, and C. Paddock), *Business Leadership for the Information Age Award*. \$17,250 for computer hardware and software. (Fall, 1985).

HONORS AND AWARDS - TEACHING

Recipient of the 1997-98 and 1998-99 MBA/MSIM Concentration Teaching Awards
A "Most Popular Professor", *Business Week*, 1998-99
Recipient of the 1996-97 Accounting Circle Outstanding Graduate Teaching Award
Recipient of the 1992-93 School of Business Graduate Teaching Award

HONORS AND AWARDS – RESEARCH

Recipient, IEEE Computer Society Technical Committee on Services Computing Outstanding Leadership award, 2016.

Best Article Award: Ostrom, A.L., M.J. Bitner, S.W. Brown, K.A. Burkhard, M. Goul, V. Smith-Daniels, H. Demirkan, E. Rabinovich (2010) "Moving Forward and Making a Difference: Research Priorities for the Science of Service," *Journal of Service Research*, 13(1), 4-36.

Best Teaching Brief Award Runner-Up, Gros, M., M. Goul, and H. Demirkan, "Teaching with a Virtual Technology Lab: Promoting Effective Decision Making Using Analytics as a Service," *Decision Sciences Journal of Innovative Education*, 9 (1), 119-127.

Finalist, Society for Information Management Case Competition, 2011

Best Paper Award Nominee, Social Networks and Collaboration Mini-Track, International Conference on Systems Sciences, 2008

Best Paper Award Nominee, Electronic Democracy Mini-Track, International Conference on Systems Sciences, 2006

Faculty Research Award, College of Business, 1989

Best Paper Award Runner-Up, DSS Track, International Conference on Systems Sciences, 1985

PUBLICATIONS

Refereed Journal

Keith, M., H. Demirkan and M. Goul, "Advice Network Formation in IT Project Teams: The Role of Task Uncertainty" Forthcoming, *Decision Sciences*

Goul, M., P. Hung, and P.P. Maglio, "In Search of a New Alignment in Service Research" Special Issue Introduction, *IEEE Transactions on Services Computing*, forthcoming 2016.

Michael Goul, Patrick C. K. Hung, Paul P. Maglio, "Introduction—In Search of a New Alignment in Service Research: A Unique Dual-Journal Special Section," *Service Science*, Volume: 8, Number: 1 (March 2016): v-vi.

Schiller, S., M. Goul, L.S. Iyer, R. Sharda, D. Schrader and A. Daniel, "Build Your Dream (not just Big) Analytics Program," *Communications of the Association for Information Systems* 37 (40): 811-826.

Mandiwalla, M., B. Fadem, M. Goul, J.F. George and D. Hale (2015) "Achieving Academic-Industry Collaboration with Departmental Advisory Boards" *Management Information Systems Quarterly Executive*, 14 (1): 17-37.

Gupta, B., M. Goul and B. Dinter (2015) "Business Intelligence and Big Data in Higher Education: Status of a Multi-Year Model Curriculum Development Effort for Business School Undergraduates, MS Graduates and MBAs" *Communications of the Association for Information Systems* 36 (23): 449-476.

Wixom, B. T. Ariyachandra, M. Goul, L. Iyer, U. Kulkarni and G. Phillips-Wren (2014) "The Current State of Business Intelligence in Academia: The Arrival of Big Data," *Communications of the Association for Information Systems* 34 (1): 1-16.

Keith, M., H. Demirkan and M. Goul (2013) "Service Oriented Methodology for Systems Development," *Journal of Management Information Systems* 30 (1): 227-259.

Demirkan, H. and M. Goul (2013) Taking value-networks to cloud services: security services, semantics and service level agreements. *Inf. Syst. E-Business Management* 11(1): 51-91.

Soper, D., H. Demirkan, M. Goul and R. St. Louis, (2012) "An Empirical Examination of the Impact of ICT Investments on Future Levels of Institutionalized Democracy and Foreign Direct Investment in Emerging Societies," *Journal of the Association for Information Systems*, 13 (3).

Demirkan, H., S. Sen, M. Goul and J. Nichols, (2012) "Ensuring Reliability in B2B Services: Fault Tolerant Inter-organizational Workflows," *Information Systems Frontiers*, 14 (3), 765-788.

Wixom, B., T. Ariyachandra, M. Goul, P. Gray, U. Kulkarni and G. Phillips-Wren, (2011), *Communications of the Association for Information Systems*, 29 (1), 299-312.

- Demirkan, H. and M. Goul, (2011) Taking Value-Networks to the Cloud Services: Security Services, Semantics and Service Level Agreements,” *Information Systems and e-Business Management*, 1-41.
- Gros, M., M. Goul and H. Demirkan, (2011) “Promoting Effective Decision Making Using Analytics in a Virtual Technology Lab,” *Decision Sciences Journal of Innovative Education*, 9 (1), 119-127.
- Demirkan, H., R. Harmon and M Goul, (2011) A Service-Oriented Web Application Framework. *IT Professional*, 13 (5): 15-21.
- Keith, M., H. Demirkan and M. Goul, (2010) “The Influence of Collaborative Technology Knowledge on Advice Network Structures,” *Decision Support Systems*, 50 (1), 140-151.
- Ostrom, A.L., M.J. Bitner, S.W. Brown, K.A. Burkhard, M. Goul, V. Smith-Daniels, H. Demirkan, E. Rabinovich, (2010) “Moving Forward and Making a Difference: Research Priorities for the Science of Service,” *Journal of Service Research*, 13 (1), 4-36.
- Keith, M., H. Demirkan and M. Goul, (2010) “The Influence of Collaborative Technology Knowledge on Advice Network Structures.” *Decision Support Systems*, 50 (1): 140-151
- Demirkan, H., M. Goul, and M. Gros, (2010) “A Reference Model for Sustainable E-Learning Service Systems: Experiences with the Joint University/Teradata Consortium,” *Decision Sciences Journal of Innovative Education*, 8 (1), 151-189.
- Demirkan, H. and M. Goul, (2009) “Service Oriented Technology Management to Improve Organizational Agility,” *International Journal of Innovation and Technology Management*, 6 (1), 1-16.
- Zhao, J.L., M. Goul, S. Puro, P. Vitharana and H.J. Wang (2008), “Impact of Service-Centric Computing on Business and Education,” *Communications of the Association for Information Systems*, 22 (16), 295-310.
- D. Soper, H. Demirkan and M. Goul, (2008) “Evaluating the Applicability of Socially-Oriented Perspectives to the IT Service Level Agreement Negotiation Process: A Theory-Driven Exploratory Study,” (with D. Soper and H. Demirkan), *The International Journal of Services Sciences*, Volume 1, Issue 3/4, 267-287.
- Soper, D., H. Demirkan and M. Goul, (2007) “A Proactive Inter-Organizational Knowledge-Sharing Security Model with Breach Propagation Detection and Dynamic Policy Revision,” (with D. Soper and H. Demirkan) The Special Issue on Secure Knowledge Management in *Information Systems Frontiers*, 9 (5), Nov. 2007, 469-479.
- Sen, S., H. Demirkan and M. Goul, (2007) “Dynamic Decision Support through Instantiation of UEML Representations - Towards Next Generation Decision Support Middleware” (with S. Sen and H. Demirkan), *Communications of the ACM*, 50 (8), 87-93.
- Goul, M. and K. Corral, (2007) “Enterprise Model Management and Next Generation Decision Support.” (with K. Corral). *Decision Support Systems*, Special issue on Integrated Decision Support, 43 (3), 915-932.
- Demirkan, H. and M. Goul, (2006) “Towards the Service Oriented Enterprise Vision: Bridging Industry and Academics,” *Communications of the Association for Information Systems*, 18 (26), 546-556.

Nichols, J., H. Demirkan and M. Goul, (2006) "Autonomic Workflow Execution in the Grid," (with J. Nichols and H. Demirkan), Special Issue on Engineering of Autonomic Systems in *IEEE Transactions on Systems, Man, and Cybernetics*, 36 (3) 353-364.

Goul, M. K. Corral and H. Demirkan, (2005) "Database Schema Design for a Web Services Supply Chain Manager: Requirements and Proposed Infrastructure." *Information Systems Frontiers*, 7 (3), 257-271.

Gregg, D., M. Goul and A. Philippakis, (2002) "Distributed Decision Support Systems on the WWW: The Verification of a DSS Metadata Model." *Decision Support Systems*, 32 (3), 233-245.

Gregg, D. and M. Goul (1999) "DSS Access on the World Wide Web: An Empirical Test of an Open Protocol Suite." *Communications of the Association for Computing Machinery*, 42 (11) , 91-96.

Hine, M. J. and M. Goul, (1998), "The Design, Development and Validation of a Knowledge-Based Organizational Learning Support System." *Journal of Management Information Systems*, 15 (2), 119-152.

Goul, M. and H. Shrednick (1997) "Society for Information Management Member Profile Survey Results." *International Society of Information Management Network*, 1-8.

Goul, M., A. Phillipakis, M. Kiang, D. Fernandes and R. Otondo, (1997) "Requirements for the Design of a Protocol Suite to Automate DSS Deployment on the World Wide Web: A Client/Server Approach." *Decision Support Systems*, 19 (3) (1997), 151-170.

Hine, M. J., J.B. Gassen and M. Goul, (1996) "Emerging Issues in Interpretive Organizational Learning" *Data Base*. 27 (3), 49-62.

Kuo, C. and M. Goul, (1996) "A Structure-Oriented Approach to Optimization Modeling" *Journal of Computer Information Systems* 36 (4), 46-53.

Howorka, G., L.A. Anderson , M. Goul and M. Hine, (1995) "A Computational Model of Coordination for the Design of Organizational Decision Support Systems" *Journal of Intelligent Systems in Accounting, Finance, and Management* 4 (1), 43-70.

Sandman, T. and M. Goul, (1994) "A Study of an Induction-Based Breadth-First Search Control Strategy for Use in DSS Knowledge Acquisition Procedures" *HEURISTICS: The Journal of Knowledge Engineering*, 3 (4), 39-53.

Hine, M. J., M. Goul and A. Philippakis, (1993) "Organizational Health Maintenance: The Design of a Knowledge-Based Strategy Support System" Special Issue of the *Journal of Intelligent Systems in Accounting, Finance, and Management* on Artificial Intelligence and Management Theory, 2 (3), 161-176.

Phillipakis, A. and M. Goul, (1992) "Concepts and Models of Group Membership in computer-Supported Knowledge and Decision Tasks" *Organizational Computing and Electronic Commerce*, 2 (3), 243-262.

Goul, M., J. C. Henderson and F. Tonge, (1992) "The Emergence of Artificial Intelligence as a Reference Discipline for Decision Support Systems Research" Special Issue of *Decision Sciences* on Knowledge-Based DSS, 23 (6) 1263-1276.

Elahi, M., A. E. Radwan and M. Goul, (1992) "Traffic Signals Using Mixed Controller Operations" (with M. Elahi and A.E. Radwan). *Journal of Transportation Engineering*, 18 (3), 866-880.

Goul, M. (1992) "Artificial Intelligence Technology Transfer in Computer Information Systems" *Expert Systems with Applications*, Special Issue on Teaching and Research Programs in Artificial Intelligence and Expert Systems, 4 (2), 203-212.

Elahi, M., A.E. Radwan and M. Goul, (1991) "A Knowledge-Based System for Adaptive Traffic Signal Control" *Transportation Research Board, Record No. 1324*. 115-122.

Howorka, G., L. Moeur and M. Goul, (1991) "The Design of CO-AUDIT: An Experimental Testbed System to Support Research on the Next Generation of Audit Technology" *Expert Systems with Applications*, Special Issue on Expert Systems in Accounting, Auditing, and Tax. 3 (1), 153-169.

O'Leary, T. J., M. Goul, K. Moffitt and A. E. Radwan, (1990) "Validating Expert Systems" *IEEE Expert*. 5 (3), 51-58.

Radwan, A. E., M. Goul, T.J. O'Leary and K. E. Moffitt, (1989) "A Verification Approach for Knowledge Based Systems," *Transportation Research*. 23 (4), 287-300.

Goul, M. and F. Tonge, (1987) "Project IPMA: An Application of Decision Support System Design Principles to Building Expert-Based Systems" *Decision Sciences*, Special Issue on DSS and Expert Systems. 18 (3) 448-467.

Goul, M. (1987) "Artificial Intelligence and Expert Systems: Promises for a Bright Future" *Interact*. 7 (6), 35-42.

Goul, M., (1987) "On Expert Systems for Strategic Planners: A Knowledge Engineer's Experience," *Information and Management*. 12 (3), 131-141.

Goul, M., B. Shane and F. Tonge, (1986) "Knowledge-Based DSS in Strategic Planning Decisions" *Journal of Management Information Systems*. 2 (4), 70-84.

Work in Progress

Soper, D., H. Demirkan and M. Goul, "Identifying Relevant Socio-Theoretic Foundations for Supporting Multi-Issue IT Cloudsourcing Negotiations," Under Review at *Decision Support Systems*

Recent Refereed Proceedings Publications

Goul, M., S. Balkan and D. Dolk (2015) “Predictive Analytics-Driven Campaign Management Support Systems” *HICSS 2015*.

Goul, M., O. Marjanovic, S. Baxley and K. Vizecky (2012) “Managing the Enterprise Business Intelligence App Store: Sentiment Analysis Supported Requirements Engineering” *HICSS 2012*.

Nichols, J. M. Goul, K. Dooley and H. Demirkan (2011) “Reconsidering Modular Design Rules in a Dynamic Service Context” *DESRIST 2011*.

Balkan, S. and M. Goul (2011) “A Portfolio Theoretic Approach to Administering Advanced Analytics: The Case of Multi-Stage Campaign Management” *HICSS 2011*.

Balkan, S. and M. Goul (2010) “Predictive Model Markets: Design Principles for Managing Enterprise-Level Advanced Analytics” *ICIS 2010*.

Dinter, B. and M. Goul (2010) “The Impact of National Culture on Business Intelligence Maturity Models” *ICIS 2010*.

Keith, M., H. Demirkan and M. Goul (2009) “Understanding Coordination in IT Project-Based Environments: Examination of Team Cognition and Virtual Team Efficacy” *HICSS 2009*.

Demirkan, H., M. Goul and D. S. Soper (2009) “Interparty Social Dynamics in the IT Service Level Agreement Negotiation Process: A Preliminary Assessment of Competing Theories” *AMCIS 2009*.

Keith, M., H. Demirkan and M. Goul (2009) “Service-Oriented Software Development” *AMCIS 2009*.

Nichols, J. H. Demirkan, M. Goul and M. Keith (2009) “Towards a Theory of Agile Dashboards for Service Oriented Organizations” *AMCIS 2009*.

Keith, M., H. Demirkan and M. Goul (2008) “How Does Collaborative Group Technology Influence Social Network Structure?” *HICSS 2008*.
[Nominated for Best Paper Award in the Social Networks and Collaboration Track.]

Demirkan, H. and M. Goul (2007) “Process and Services Fusion Impact Assessment,” (with H. Demirkan), *PICMET 2007*.

Keith, M., H. Demirkan and M. Goul (2007) “Coordination Network Analysis: A Research Framework for Studying the Organizational Impacts of Service-Oriented Business Intelligence” *HICSS 2007*.

Professional Meeting Program/Session/Track Chair Activities

IEEE Services Computing Conference, Program Chair 2013, General Chair 2014.

Business Intelligence Congress, General Chair 2009, 2010, 2012.

International Conference on System Sciences (HICSS), Service Oriented Enterprise Mini-track Co-Chair (2006, 2007, 2008, 2009).

International Conference on System Sciences (HICSS), eGov Mobile Services Mini-track Co-Chair (2008).

International Conference on System Sciences (HICSS), eGov Knowledge and Information Management Mini-track Co-Chair (2007).

International Conference on System Sciences (HICSS), Knowledge Mobilization and Enterprise Coordination Mini-track Co-Chair (2005)

Association for Information Systems Year 2000 Americas Conference in Long Beach, California. Conference Chair, (August, 2000).

Association for Information Systems Second Annual Americas Conference in Phoenix, Arizona. Program Chair. (August, 1996).

“Artificial Intelligence” Track Chair, 1994 International Meeting of TIMS in Anchorage, Alaska. (June, 1994).

“Decision Support Systems, Artificial Intelligence, and Expert Systems” Track Chair, 1992 Annual Meeting of the Decision Sciences Institute in San Francisco, CA. (1992).

“Distributed Artificial Intelligence and Group Decision Support Systems” Session Chair, 23rd Annual Hawaii International Conference on System Sciences in Kona, Hawaii. (1990).

“Systems Development: Theory, Process, and Technique” Session Chair, TIMS/ORSA Joint Meeting in St. Louis, Missouri (1987).

Invited Publications and Presentations

“Taming the Wild West of Predictive Analytics and Business Intelligence” Invited Presentation to the Advanced Practices Council of the Society for Information Management, Atlanta, GA, January 20, 2016.

“AACSB Resources - Building a Business Analytics Program,” (with D. Ahuja, P. Cronan, D. Douglas, E. Jones, T. McDonald), Business Analytics Congress, a Pre-ICIS Conference, 2015.

“AACSB Resources for Building an Undergraduate or Graduate Level Business Analytics Program” (with P. Cronan, P. Cullen and D. Douglas), Invited Panel Presentation at the Decision Sciences Institute Annual Meeting, 2015.

“Governance Guidelines for Business Intelligence and Predictive Analytics,” Invited Presentation to the Advanced Practices Council of the Society for Information Management, Chicago, IL, May 6, 2015.

“Recent Advances in Business Intelligence, Analytics and Analytics Platforms,” Workshop, *Americas Conference on Information Systems (AMCIS)*, August 7, 2014.

“Predictive Analytics Governance in Business: A New Services Computing Frontier,” IEEE Services Computing Keynote Address - *World Congress on Services*, June 28, 2014.

“The Coming Predictive Analytics Governance Imperative,” Presentation to the Advanced Practices Council of the Society for Information Management, Chicago, IL, May 7, 2014.

“What’s Your Strategy for Master Data Management,” Research paper presented at Boeing, Inc., May 11, 2007.

“Orchestrating SOA through SLA-Aware SOI,” (with H. Demirkan), Research paper invited to *the Virtualization Research Summit* by Intel Corp. IT Innovation Centre, Folsom, CA., Nov. 7, 2006.

“Towards the Service Oriented Enterprise Vision: Bridging Industry and Academics,” (with H. Demirkan, G.W. Brown and M. Mitchell), *2006 Americas Conference on Information System*, Acapulco, Mexico, August 5, 2006.

“Working it out: Stock-market players detect and reward smart outsourcing,” (with R. St. Louis, H. Demirkan and M. Gill), *Knowledge@W. P. Carey*, October 25, 2006.

“Evidence-Based Management: Finding the Hidden Treasure in Corporate Databases,” (with H. Demirkan and R. Louis), *Knowledge@W. P. Carey*, July 5, 2006.

“The Dinosaur Myth: Mainframe Behemoths Aren't Dead Yet,” (with H. Demirkan, R. Keim and H. Shrednick), *Knowledge@W. P. Carey*, April 26, 2006.

“Smooth Integration of Web Services Depends on Common Vocabulary”, (with H. Demirkan, V. Drecun, and G.W. Brown, *Knowledge@W. P. Carey*. February, 15, 2006.

“Ready or Not, New IT Paradigm Requires Knowledge Sharing,” (with H. Demirkan), *Knowledge@W. P. Carey*. January 18, 2006.

“New IT Paradigm: Software Evolves From Product to Service,” (with H. Demirkan and G.W. Brown), *Knowledge@W. P. Carey*. November 9, 2005

“The ASU-Amex Collaborative Research Program: Service Oriented Ecosystem,” (with H. Demirkan), *Global Card Services Town Hall Meeting*, American Express Corporation, Scottsdale, AZ, November 1, 2005 (invited presentation to VPs, PMs, developers).

“Streamlining the Global Corporate Services Information Factory,” (with H. Demirkan and M. Mitchell), *ASU-Amex Collaborative Research Program Chief Technology Officer Forum*, American Express Corporation, Scottsdale, AZ, September 1, 2005 (invited presentation to senior executives).

“Knowledge Wall: A New Approach to Group Decision Support.” Presentation at the Annual Meeting of the Organization for Managing Apple Computers in Information Systems (MacIS) in San Antonio, TX (1993).

Panel Member: “End-of-the-Century Visions of Decision-Making Research (Analytical and Heuristic Decision Making)” (with J.C. Hershauer, Chair; J. Evans, R.E. Markland, L.G. Sprague, M. Troutt, S. Vickery, and S. Zanakis). Decision Sciences Institute 23rd Annual Meeting in San Francisco, CA (1992).

“A Dyed-in-the-Wool Tool Builder Sings the Blues for DSS and Becomes Somewhat Excited about a New Romance with ‘O’DSS.” *Decision Line*, Vol. 23, No. 5, (Sept/Oct 1992), 14-16.

“A Knowledge-Based System for Adaptive Traffic Signal Control” (with M. Elahi and A.E. Radwan). Presentation at the 70th Annual Transportation Research Board Meeting in Washington D.C. (1991).

Panel Member: “Research Directions in Information Systems” (with J.C. Hershauer, Chair; W. Perkins; M.G. Sobol; P.R. Watkins; H.J. Watson; H.J. Brightman; and R.E. Markland). Decision Sciences Institute 21st Annual Meeting in San Diego, CA (1990).

“Technology Support for Cooperating Expert Decision Makers” (with R. Keim). Presentation at the Annual Meeting of the Organization for Managing Apple Computers in Information Systems (MacIS) in San Francisco, CA. (1990).

“Status Report on Project CoEx: Addressing Expert-Team Productivity in Developing Knowledge-Based Systems” (with M. Hine and G. Howorka). Paper presented at the TIMS/ORSA Joint Meeting in Las Vegas, Nevada (1990).

“Teaching and Research in Artificial Intelligence in the College of Business, Arizona State University” (with R. Keim and A. Philippakis). Presentation for the Annual Meeting of the Conference Board in Tempe, Arizona (1990).

“Towards a Top-Down Methodology for Synergizing Data, Models, and Knowledge in Information System Architectures” (with B. Muthuswamy and H. Owens). *Proceedings of the Decision Sciences Institute 20th Annual Meeting*. (1989), 587.

“Recent Trends in Teaching and Research: Computer Information Systems” Presentation at the Decision Sciences Institute 20th Annual Doctoral Consortium, New Orleans, Louisiana (1989).

“Expert Systems for Nonmonetary Decision-Making in Unemployment Compensation Adjudication” Presentation at the Quality Unemployment Insurance Program (QUIP) Annual Meeting in Scottsdale, AZ, (1988).

“Green Light for Expert System” *PC-TRANSMission* Transportation Engineering Newsletter, University of Kansas, Lawrence, Kansas, (1987).

“Expertise Elicitation Systems: Can the Knowledge Engineer be Replaced?” (with T. Sandman). Paper presented at the TIMS/ORSA Joint Meeting in St. Louis, Missouri, (1987).

“Solving Non-Linear Programming Problems in Lotus 1-2-3” (with A. Roy and J. Ting). Paper presented at the TIMS/ORSA Joint Meeting in St. Louis, Missouri, (1987).

“Experts Systems for Strategic Planning: Introspections of a Knowledge Engineer” Paper presented at the Western Academy of Management Annual Meeting in Reno, Nevada, (1986).

“Using Decision Support System Design Techniques to Build Expert Systems: A Case Study” Paper presented at the TIMS/ORSA Joint Meeting in Miami, Florida, (1986).

“Designing the Expert Component of a Decision Support System” (with F. Tonge). Paper presented at the TIMS/ORSA Joint Meeting in San Francisco, California, (1984).

National Organization Memberships

Charter Member, Association for Information Systems (AIS)
Decision Sciences Institute (DSI)
Informs
Institute for Electrical and Electronics Engineers (IEEE)

Editorial Positions and Reviewing / Refereeing Activities

Editorial Positions:

Member, IEEE Transactions on Services Computing Executive Advisory Board (2013 – Present)

Associate Editor, *IEEE Transactions on Services Computing* (2008-2013)

Co-Editor, Special Issue of *Decision Support Systems* on Decision Support, Knowledge and Data Management Systems (with K. Corral) Vol. 43, 2007.

Editor, *International Journal of Expert Systems*, (1998 – 2000).

Co-Editor, Special Issue of *Decision Sciences* on Knowledge-Based Systems and Decision Support Systems (with F. Tonge and J. Henderson) (1992).

Associate Editor, *Decision Sciences* (1990 - 1992).

Member, Editorial Board, *Journal of Intelligent Systems in Accounting, Finance, and Management* (1991 - Present).

Published Book Reviews for Journals:

A Review of Smith, H., J. Onions, and S. Benford, "Distributed Group Communication: The AMIGO Information Model." *Journal of Information Systems* (1990).

Manuscripts Reviewed for Journals Including:

Decision Sciences, Management Science, Journal of Management Information Systems, Communications of the ACM, Journal of Production Research, Transportation Research

Board, Journal of Small Group Research , Expert Systems with Applications, Journal of Intelligent Systems in Accounting, Finance and Management , Information Resources Management , Journal of Management Studies , ASCE Journal of Transportation Engineering , Journal of Systems and Software , Annals of Operations Research , Information Systems Research, Decision Support Systems, MIS Quarterly

Manuscripts Reviewed for Conferences Including:

International Conference on Information Systems, Hawaii International Conference on System Sciences, Decision Sciences Institute Annual Conference, Transportation Research Board Annual Meeting, Symposium on Transportation and Traffic Theory, International Conference on Microcomputers in Transportation Engineering, OECD Workshop on Knowledge-Based Systems in Traffic Engineering, Association for Information Systems Americas Conference, IEEE Conference on Services Computing

International Grant Proposal Reviews:

System Engineering Division, National Science Foundation (NSF)
Austrian Science Fund (FWF)

TEACHING

Ph.D. Advisory Committees

Ph.D. Dissertation Chair Responsibilities:

Dr. Steve Richards
Dr. Chin Kuo
Dr. Manzur Elahi
Dr. Thomas Sandman
Dr. Alan Schamp
Dr. Michael Hine
Dr. Gary Howorka
Dr. Daniel Mazzola
Dr. Byeongkuk Choi
Dr. Dawn Gregg
Dr. Nancy Gustafson
Dr. Mark Gill
Dr. Daniel Soper
Dr. Mark Keith
Dr. Jason Nichols

Ph.D. Dissertation Committee Membership Service:

Tamuchin McCreless
Yen-Chun Chou
Robert Otondo
Karen Dowling
Laura Moeur
Gillian Hall
Alex Talalayevski

Heidi Owens
 Esther Guthery
 Sagnika Sen
 Morag Stewart
 Sheila Jacobs
 Gary Cook
 Allie F. Miller

Summary of Advising Activities

	<u>No. of Completed Students</u>
Ph.D. Dissertation Chair /Co-Chair Responsibilities	15
Ph.D. Program Chair/Co-Chair Responsibilities	15
Ph.D. Dissertation Committee Service	14
Master's Theses Supervision	60

Courses Taught at Arizona State University

CIS Undergraduate Curriculum

Introduction to Information Systems (CIS 235/236)
 Object Oriented Analysis and Design (CIS 340)
 Business Database (CIS 365)
 Systems Analysis and Design (CIS 440)
 Enterprise Analytics (CIS 450)

MBA Core Course Curriculum

Decision Support and Management Information Systems (CIS 502)
 Management of Technology (OPM 585)

Master of Science Curricula

Introduction to Information Management – MBA/IM Specialization (CIS 502)
 Technical Foundations of Data Management (CIS 505)
 Business Database Systems (CIS 506)
 Decision Support Systems (CIS 512)
 Artificial Intelligence in Business (CIS 525)
 Distributed Information Systems (CIS 535)
 Knowledge Management (CIS 591)
 Theses/Applied Projects (CIS 593)
 Project Management (OPM 591)

Ph.D. Seminars

Ph.D. Seminars: Information Systems Technology (CIS 791); IS Theories (CIS 791)

INTERNAL AND EXTERNAL SERVICE

Department Committee Service

Department of Information Systems Dual MBA/M Coordinator, 2006-09
Recruiting Team Chair, 2007-08

Department of Information Systems Personnel Team, Chair, 2003-04, 2004-05

Department of Information Systems Chair Advisory Team, 2003-04, 2004-05,
2006-09, 2015-16

Department of Information Systems MSIM Program Team, Chair, 2003-04

School of Accountancy and Information Management Transition Team, 2002-03

School of Accountancy and Information Management Personnel Committee,
2002-03

School of Accountancy and Information Management Masters Program Team,
2002-03

Chair: Master Programs Review Team, 2001-02

Chair: Undergraduate Program Review Team, 2001-02

Dual MBA/MS in Information Management Team, 1995-98

Master of Science in Information Management Team, 1995-98

Recruiting Team, School of Accountancy and Information Management, 1995-
98

Doctoral Team Co-Coordinator, School of Accountancy and Information
Management, 1995-98

Dept. Officer: Master of Science in Dec. and Info. Systems Program
Coordinator, 1994-95

Member: Standard Schedule Committee, Department of Decision and Information Systems, 1994-95

Member: CIS Undergraduate Program Committee, Department of Decision and Information Systems 1994-95

Member: Ph.D. in Decision and Information Systems Program Committee, Department of Decision and Information Systems 1994-95

Member: Senior Program Coordinator Search Committee, Department of Decision and Information Systems 1994-95

Dept. Officer: Graduate Programs and Admissions Coordinator, Department of Decision and Information Systems 1992-93, 1993-94

Member: CIS Excellence Committee, Department of Decision and Information Systems 1992-93

Member: DIS Department Strategic Steering Committee, Department of Decision and Information Systems 1992-93

Elected Member: DIS Personnel Committee, 1986-87; 1993-94; 1994-95; 1995-96

Member: Computer Management Committee, Department of Decision and Information Systems 1991-92

Member: Admissions Committee, Department of Decision and Information Systems 1990-91

Member: Recruiting Committee, Department of Decision and Information Systems 1987-89; 1990-91, 1995-96

Member: Curriculum Committee, Department of Decision and Information Systems 1987-88; 1988-89

Member: Artificial Intelligence Committee, Department of Decision and Information Systems 1985-86

School Committee Service

Post-Tenure Review Committee, 2016-17

Economics Department Chair Search Committee, 2013-14

Finance Department Chair Search Committee, 2011-12

Chair, W. P. Carey School of Business Faculty Council, 2008-09

College Personnel Committee, 2006-09

Director of Information Technology, 1998 - 1999

Second Year Information Management Program Coordinator, 1996-98

Member: Information Management MBA Day Program Track Curriculum

Development Committee, 1995-96.
Member: College Strategic Planning Focus Sessions 1994-95.
Member: College Doctoral Program Coordination Committee, 1992-93, 1996-1998
Member: Dual MBA/MS Information Management Second Year Focus Committee 1992-93.

University Committee Service

Analytics Research Computing Chair, 2016-17
Analytics@ASU Research Task Force Chair, 2015-16
Analytics@ASU Academics Task Force Chair, 2015-16
University Research Committee, 2008-2013
Dean's Search Committee, W.P. Carey School, 2003-04
Member: Course Scheduling Committee, 1994-95

External Service

Member: AACSB Analytics Curriculum Advisory Committee, 2015 - Present

Executive Director, Teradata University Network, 2009-2012

Chair, Decision Support Special Interest Group of the Association for Information Systems (SIGDSS), 2004-05

Vice-Chair, Special Interest Group of the Association for Information Systems (SIGDSS), 2002-04

Chair, AMCIS Executive Committee, Association for Information Systems, 2000-2002

Chair, AMCIS Conference Site Selection Committee, Association for Information Systems, 2000-2002

Vice President of Member Activities and Student Chapters, Association for Information Systems, 1997- 1999