RAYMOND A. PATTERSON
CURRICULUM VITAE

September 30, 2012

Associate Professor of MIS **e-mail: Ray.Patterson@ualberta.ca**
The Alberta School of Business Fellow in MIS **web: www.business.ualberta.ca/rayp**
Department of Accounting, Operations and Information Systems
School of Business, The University of Alberta
3-21 E Business Building **phone: 780-492-5826**
Edmonton, Alberta, Canada T6G-2R6 **fax: 780-492-3325**

EDUCATION

Ph.D. in Accounting and Management Information Systems
Concentration in MIS, The Ohio State University, 1995
Department of Accounting and MIS, Columbus, Ohio
Minor concentrations: **Cognitive Psychology** and **Economics**

Master of Business Administration, 1991
Bowling Green State University, Bowling Green, Ohio

Bachelor of Science in Business Administration, 1986,
Bowling Green State University, Bowling Green, Ohio
Dual Major: Accounting and Management Information Systems
Graduated **Magna Cum Laude**

CPA Exam, passed main four parts in Ohio.

Certified General Accountant, Alberta, Canada, 2011.

ACADEMIC EXPERIENCE

Associate Professor, The University of Alberta, School of Business, 2001-present.
The Alberta School of Business Fellow in Management Information Systems, July 2007 – present.
Canada Research Chair in Management Information Systems, July 2002 – June 2007.

Assistant Professor, The University of Texas at Dallas, School of Management, 1995-2001.

Graduate Teaching Associate and Research Assistant
The Ohio State University, Department of Accounting and MIS, 1991-1995.

Graduate Assistant, Bowling Green State University, 1990-1991.

REFEREED PUBLICATIONS

IMPACT OF IT AND COMMUNICATIONS ON BUSINESS PROCESSES AND E-BUSINESS

Kolfal, Bora, Raymond A. Patterson, and Lisa Yeo, "Market Impact on IT Security Spending", forthcoming, Decision Sciences Journal.

Gopal, Ram D., Raymond A. Patterson, Erik Rolland, and Dmitry Zhdanov. "Social network meets Sherlock Holmes: investigating the missing links of fraud", *Computer Fraud & Security*, July 2012, pp. 12-18.

Arazy, Ofer, Oded Nov, Raymond Patterson, and Lisa Yeo, "Information Quality in Wikipedia: The Effects of Group Composition and Task Conflict", *Journal of Management Information Systems*, Vol. 27 No. 4, Spring 2011, pp. 71 - 98.

Rolland, E., R. Patterson, and K.F. Ward, Dynamic Capabilities and e-Service. Canadian Journal of Administrative Sciences, Vol. 26, No. 4, December 2009, pp. 301-315.

Rolland, Erik, Raymond A. Patterson and Keith F. Ward, "Boundary Decision, Embededness, and the Co-Creation of Value: Authors' Response to Commentary", *Canadian Journal of Administrative Sciences*, March 2010.

Arazy,Ofer, Ian Gellatley, Soobaek Jang, and Raymond A. Patterson "Wiki Deployment in Corporate Settings: A Case Study", *IEEE Technology and Society Magazine*, Summer 2009, 28, 2, pp. 57-64.

Burr, L.C., R.A. Patterson, E. Rolland, and K.F. Ward, "Integration of e-CRM in Healthcare Services: A Framework for Analysis." *International Journal of E-Business Research*, Vol. 3, No. 2, April-June 2007, pp. 1-12.

Enhanced Reprint as Book Chapter: "Managing the Customer Relationship: A Framework for e-CRM Analysis" in *"Emergent Strategies for E-Business Processes, Services and Implications: Advancing Corporate Framework," Advances in E-Business Research Series*, In Lee, Editor, Volume 3, 2008.

Patterson, Raymond, Erik Rolland, and Lisa Yeo, "Security and Privacy in Outsourcing with Customer-Specified Risk Tolerance." *The Electronic Journal for E-Commerce Tools & Applications*, October 2006.

Banker, Rajiv D., Joakim Kalvenes, and Raymond A. Patterson, "Information Technology, Contract Completeness, and Buyer-Supplier Relationships", Research Note, *Information Systems Research*, Vol. 17, No. 2, pp. 180-193, June 2006.

Ward, K.F., E. Rolland, and R.A. Patterson, "Improving Outpatient Healthcare Quality: Understanding the Quality Dimensions," *Health Care Management Review*, 2005, Vol. 30, No. 4, pp. 361-371.

Patterson, Raymond A., and Erik Rolland, "A Decision Model For Configuration Of Firm Boundaries In The Network Economy," *The Electronic Journal for E-Commerce Tools & Applications*, Volume 1, Issue 2, November 2002.

IMPROVING HEURISTIC DECISION ALGORITHMS FOR BUSINESS PROCESSES

Rolland, E., R. Patterson, K.F. Ward, and B. Dodin, Decision Support For Disaster Management. Operations Management Research, 2010, 3, pp. 68–79. (Google Scholar reports 3 citations to this article in a different journal)

Jayaraman, Vaidyanathan, Raymond A. Patterson and Erik Rolland, "The design of reverse distribution networks: Models and solution procedures." *European Journal of Operational Research*, Volume 150, Issue 1 , 1 October 2003, Pages 128-149 ***(This article has over 250 citations on Google Scholar)***.

Patterson, R. and E. Rolland, "The Cardinality Constrained Covering Traveling Salesman Problem." *Computers & Operations Research (COR)*, 2003, Vol. 30, No. 1, pp. 97-116.

IMPROVING HEURISTIC DECISION ALGORITHMS FOR TELECOM TOPOLOGICAL DESIGN

Cabral, E. A., E. Erkut, G. Laporte and R. A. Patterson, "Wide Area Telecommunication Network Design: Application to the Alberta SuperNet", *The Journal of the Operational Research Society*, published online 12 September 2007, Accessed online: http://www.palgrave-journals.com/jors/journal/vaop/ncurrent/full/2602479a.html.

Cabral, E., E. Erkut, G. Laporte, R. Patterson. "The Network Design Problem with Relays." *European Journal of Operational Research*, Volume 180, Issue 2, July 16, 2007, pp. 834-844.

Patterson, Raymond and Erik Rolland, "Hybrid Fiber Co-Axial Network Design." *Operations Research*, May-June 2002 (Volume 50, Number 3).

Lardies, Ana, Rakesh Gupta and Raymond A. Patterson, "Traffic grooming in a multi-layer network." *Optical Network Magazine*, May/June 2001, pp. 91-99.

Patterson, R. and H. Pirkul, "Heuristic Procedure Neural Networks for the CMST Problem." *Computers and Operations Research* 27 (2000), pp. 1171-1200.

Patterson, Raymond, Erik Rolland and Hasan Pirkul, "A Memory Adaptive Reasoning Technique for Solving the Capacitated Minimum Spanning Tree Problem." *Journal of Heuristics*, Number 5, 1999, pp. 159-180.

Rolland, Erik, Raymond A. Patterson, and Hasan Pirkul, "Memory Adaptive Reasoning and Greedy Assignment Techniques for the Capacitated Minimum Spanning Tree Problem," in Meta-Heuristics: Advances and Trends in Local Search Paradigms for Optimization, S. Voss, S. Martello, I. Osman, C. Roucairol (eds.), Kluwer Academic, pp. 487-498, 1999.

RESEARCH ON OTHER MANAGEMENT INFORMATION SYSTEMS TOPICS

Rolland, Erik, Raymond A. Patterson, and Daria Fedotova, "The Free ISP Model and Spinway, Inc.," *Informs Transactions on Education*, Vol. 5, No 3, 2005.

- Rolland, Erik and Raymond A. Patterson, "Teaching Notes and Case Questions: The Free ISP Model and Spinway, Inc.," and "Case Discussion: The Free ISP Model and Spinway, Inc.," *INFORMS Transactions on Education*, Vol. 5, No 3, 2005.

Kumar, Akhil, Waleed M. Muhanna, and Raymond A. Patterson, "Mean-Variance Analysis of the Performance of Spatial Clustering Methods," *International Journal of Geographical Information Science*, 1998, Volume 12, Number 3, pp. 269-289.

Strouble, Dennis D., and Raymond A. Patterson, "LAN (Local Area Network) Critical Success Factors: An Implementation Model," *Journal of Microcomputer Systems*, 1991.

INVITED PUBLICATIONS

Barr, Richard S., M. Scott Kingsley, and Raymond A. Patterson, "Telecommunications Network Grooming", *Handbook of Optimization in Telecommunications*. Springer, 2006, pp. 837-862.

Barr, Richard, and Raymond A. Patterson, "Grooming Telecommunications Networks," *Optical Network Magazine*, May/June 2001, pp. 20-23.

PAPERS UNDER REVIEW

Raymond A. Patterson, Erik Rolland, Jackie Rees, and Lisa Yeo. "Risk Mitigation Decisions for IT Security", submitted to ACM-TMIS, June, 2012.

RESEARCH IN PROCESS

Holmes, G., A. Ingolfsson, R. Patterson, E. Rolland. Impact of model choice, aggregation, and data preparation for an EMS station location model.

Raymond A. Patterson, Erik Rolland, Rakesh Gupta and R. Chandrasekaran. A Relax-and-Cut Procedure for the Design of Robust Multi-Use Wide Area Networks.

Raymond A. Patterson, Erik Rolland, Jackie Rees, and Lisa Yeo. Workflow Control Design for IT Security with Insurance.

Rolland, Erik, Raymond A. Patterson, Paul Messinger, Keith Ward, and Adam Finn. Towards a Dual Process Theory for Service Evaluation.

Cheryl Kiesliewski, Raymond Patterson, Erik Rolland, Scott W Spangler, and Mohammad Hasan, Patent Activity, Management Decisions, and Customer Satisfaction: An Exploratory Study.

Bora Kolfal, Raymond A. Patterson, Erik Rolland, Lisa Yeo, Information Sharing and Shared Investment in Supply Chains With Uncertain Demand Response to Adverse Events, 20% complete, to be submitted to an operations management journal.

REFEREED PROCEEDINGS

Market Impact on IT Security Spending (with Bora Kolfal and Lisa Yeo), Workshop on Economics and Information Systems (WEIS), Harvard University, USA, June 2010.

The Effects of Wikis Characteristics on Performance Quality: The Role of User Motivations (with Ian Gellatley, Ofer Arazy, and Soobaek Jang), Workshop on Information Technologies and Systems (WITS), Montreal, Canada, December 2007.

Wisdom of the Crowds: Decentralized Knowledge Construction in Wikipedia (with Ofer Arazy and Wayne Morgan), Workshop on Information Technologies and Systems (WITS), Milwaukee, December 9-10, 2006, pp. 79-84.

Managing Service Quality: A Framework for Evaluating Customer-Organization Interaction (with Erik Rolland and Keith Ward), Western Academy of Management conference, Long Beach, CA, March 30 – April 1, 2006.

Does Reputation Matter for Open Content Systems? (with Ofer Arazy and Yonghua Ji), DESRIT 2006, First International Conference on Design Science Research in Information Systems and Technology, Claremont, CA, February 24-25, 2006.

An Analysis of Open Content Systems (with Ofer Arazy), Workshop on Information Technologies and Systems (WITS), Las Vegas, December, 2005.

Dimensions of Outpatient Healthcare Quality: A Managerial Perspective of Patient Perceptions (with Erik Rolland and Keith Ward) Academy of Management Meeting, New Orleans, accepted as an Interactive Paper, Louisiana, August, 2004.

Healthcare Quality: A Conceptual Framework for Patient-Perceived Quality, Keith Ward, Erik Rolland, Raymond A. Patterson, and Caroline Marsaud , Western Academy of Management, Anchorage, Alaska, April 2004, best paper finalist (2nd place).

Classification in Online Pay-For-Performance Advertising (with Erik Rolland) Workshop on Information Technologies and Systems (WITS), Seattle, Washington, December, 2003.

Information Technology, Contract Completeness and Buyer-Supplier Relationships (with Rajiv D. Banker and Joakim Kalvenes) ICIS International Conference on Information Systems, Brisbane, Australia, December, 2000.

Firm-Level Restructuring in the Electronic Economy (with Erik Rolland). INFORMS 5th Conference on Information Systems and Technology, San Antonio, TX, November 5, 2000.

The Hybrid Fiber Co-axial Network Design Problem (with Erik Rolland). Workshop on Information Technologies and Systems (WITS) Conference, December, 1999.

The Effects of Information Technology Investments on Contract Completeness and Buyer-Supplier Relationships (with Rajiv D. Banker and Joakim Kalvenes). INFORMS 4th Conference on Information Systems and Technology, Cincinnati, Ohio, May 1-2, 1999.

Integer Programming by Constraint Addition: Design of Minimum Cost Connected Rings with Minimum-Coverage Requirements (with R. Gupta and R. Chandrasekaran). Seventh International Conference on Telecommunication Systems, Nashville, TN, March 18-21, 1999, pp. 555-561.

The Effects of Information Technology Investments on Contract Completeness and Buyer-Supplier Relationships (with Rajiv D. Banker and Joakim Kalvenes). Workshop on Information Systems and Economics (WISE) 98, December 11-12, 1998, New York, New York.

The Design of Reverse Distribution Networks: Model & Solution Procedures. (with V. Jayaraman and E. Rolland). Full article in the Proceedings of the Third Informs Conference on Information Systems and Technology, Montreal, Canada, April 26-28, 1998, pp. 279-283.

Optimal Resource Allocation in a 2-Network Environment with Group Synergy (with Joakim Kalvenes and David Wierschem). Extended Abstract in the Proceedings of the Third Informs Conference on Information Systems and Technology, Montreal, Canada, April 26-28, 1998, pp. 402-415.

Integrated Design of Topology, Concentrator Locations, and Capacity Selection for Tree-Star Access Networks (with Dr. Erik Rolland) Sixth International Conference on Telecommunication Systems, Nashville, TN, March 5-8, 1998, pp. 4-12.

Memory Adaptive Reasoning and Grasp Techniques for the Capacitated Minimum Spanning Tree Problem (8 page extended abstract, with Dr. Erik Rolland and Dr. Hasan Pirkul). 2nd Meta-Heuristics International Conference (MIC '97), Sophia-Antipolis, France, July 21-24, 1997.

Memory-Based Heuristics for the Capacitated Minimum Spanning Tree Problem (with Dr. Erik Rolland and Dr. Hasan Pirkul). Fifth International Conference on Telecommunication Systems, Nashville, TN, March 20-23, 1997, pp 1-13.

Solutions for the Capacitated Minimum Spanning Tree: A Hybrid Neural Network Solutions Approach (with Dr. Hasan Pirkul). Presented in a table topic session at the 1994 Annual Meeting of the Decision Sciences Institute, November 20-22, 1994, Honolulu, HI.

LAN (Local Area Network) Critical Success Factors: An Implementation Model (with Dr. Dennis D. Strouble). Presented at the 2nd International Conference of the Information Resources Management Association, May 19-22, 1991, Memphis, Tennessee.

PROFESSIONAL PRESENTATIONS AND ACTIVITIES

The impact of model choice, aggregation level, and data preparation on solution quality for an EMS station location model. Holmes, G., A. Ingolfsson, R. Patterson, E. Rolland. 2010, 2011, 2012. Invited presentations (speaker indicated with asterisk): University of Connecticut (February, Patterson*), University of Saskatchewan (July, Ingolfsson*). Other presentations: INFORMS Annual Meeting, Charlotte NC (November 2011, Ingolfsson*), INFORMS Annual Meeting, Austin (November 2010, Rolland*), Alberta Research Conference on Operations,

Edmonton, AB (April 2011, Patterson*), INFORMS Health Care Meeting, Montreal (June 2011, Patterson*), INFORMS Annual Meeting, Charlotte (November 2011, Patterson*).

Risk Mitigation Decisions for IT Security (with L. Yeo, Erik Rolland, and Jackie Rees), INFORMS Annual Meeting, Charlotte (November 2011).

Fraud and Social Networks (with Erik Rolland, Dmitry Zhdanov, and Ram Gopal), INFORMS Annual Meeting, Charlotte (November 2011).

Community-Based Knowledge Production: Antecedents of Product Quality in Wikipedia (with Ofer Arazy, Oded Nov, and Lisa Yeo), 6th Annual International Open and User Innovation Workshop, Harvard Business School and Massachusetts Institute of Technology, Boston, MA, USA, August 4-6, 2008.

Wiki Work: An Analysis of User Motivations and Performance (with Ofer Arazy, Ian Gellatley, and Soobaek Jang), 3rd Annual Behavioural Operations Conference, Edmonton, Alberta, Canada, July 23-25, 2008.

Differentiating the Service Firm: e-CRM and Healthcare (with L.C. Burr, Eric Rolland, and Keith F. Ward), e-Service Symposium 2006, Edmonton, Alberta, Canada, October 10-11, 2006.

Discussant, Assessing Financing Investments in Combined Human and Automated Service, e-Service Symposium 2006, Edmonton, Alberta, Canada, October 10-11, 2006.

Wisdom of the Crowds and Decentralized Knowledge Construction in Wikipedia (with Ofer Arazy and Wayne Morgan), UofA/UofC MIS Research Workshop, Canmore, Alberta, October 6-7, 2006.

An Analysis of Open Content Systems (with Ofer Arazy and Yonghua Ji), UofA/UofC MIS Research Workshop, Canmore, Alberta, October 14-15, 2005.

Path Selection With Protection For Existing Telecommunication Networks With Pre-Specified Alternative Paths (with Samit Soni and Erik Rolland), INFORMS Meeting, San Jose, California, November 2002; Tenth International Conference on Telecommunication Systems (ICTSM-10), Monterey, California, October 6, 2002; and INFORMS Computing Society, January 2003, Chandler, Arizona.

Adaptive Reasoning Technique, Alberta Research Conference on Operations, Telus Centre, University of Alberta, April 5, 2002.

Session Chair – "Web Content Placement and Scheduling," The 11th Workshop on Information Technologies and Systems, New Orleans, Louisiana, U.S.A., December 15-16, 2001.

Firm-Level Restructuring in the Electronic Economy, (with E. Rolland). Sabanci University & University of Florida Joint Workshop on The Globalization of Business Processes, July 6-7, 2000, Istanbul, Turkey.

Solving the Traveling Salesman Problem with Integer Programming Using Constraint Addition (with E. Rolland). INFORMS Computing Society Conference, Cancun, Mexico, January 5-7, 2000.

Integer Programming by Constraint Addition: Design of Minimum Coverage Connected Ring Networks (with R. Gupta and R. Chandrasekaran). INFORMS Meeting, Cincinnati, Ohio, May 1999.

Effects of Synergy on Workgroups (with D. Wierschem and J. Kalvenes). INFORMS Meeting, Seattle, Washington, October, 1998.

Survey of Implementation Choices in the Adaptive Reasoning Technique. INFORMS Meeting, Seattle, Washington, October, 1998.

Session Chair - "Electronic Commerce," 3rd INFORMS Conference on Information Systems and Technology, INFORMS Meeting, Montreal, Canada May 1998.

Invited presentation: New Directions for Research in Accounting Information Systems: Responding to the Challenges of the Information Age (with Dr. Rajiv Banker). Conference on Information Systems and Technology, Montreal, Canada, April 26-28, 1998.

An Overview of Adaptive Reasoning Technique (with Dr. Erik Rolland). University of California at Davis, Meta Heuristic Conference, January 10, 1998.

Memory Based Heuristics and Grasp for Audit Scheduling (with Dr. Erik Rolland and Dr. Bajis Dodin). Informs CSTS Conference, Monterey, CA, January 7-9, 1998.

New Heuristics for the Capacitated Minimum Spanning Tree Problem (with Dr. Erik Rolland). Informs CSTS Conference, Monterey, CA, January 7-9, 1998.

Invited Paper - Business Process Reengineering session - A Decision Tool for Reengineering and Outsourcing Digitized Transaction Processing. 1997 Decision Sciences Institute Meeting, San Diego, CA, November 22-24, 1997.

Enhanced Memory Adjusting Heuristics for Audit Scheduling (with Dr. Erik Rolland and Dr. Bajis Dodin). Informs Conference, Dallas, TX, October 26-29, 1997.

New Meta-Heuristics for the CMST (with Dr. Erik Rolland). Informs Conference, Dallas, TX, October 26-29, 1997.

Computer Investments in a Networked Office Environment (with David C. Wierschem and Dr. Joakim Kalvenes). Informs Conference, Dallas, TX, October 26-29, 1997.

New Heuristics For The Capacitated Minimum Spanning Tree Problem (with Dr. Erik Rolland and Dr. Hasan Pirkul). EURO XV - Informs XXXIV, Barcelona, Spain, July 14-17, 1997.

A Memory Adaptive Reasoning Technique for Solving the Audit Scheduling Problem (with Dr. Erik Rolland and Dr. Bajis Dodin). Workshop on Scheduling and Heuristic Search, sponsored by The A. Gary Anderson Graduate School of Management (AGSM), University of California, Riverside, May 8, 1997.

Invited Paper, Telecommunication Cluster - An Accounting Perspective of the Effect of Telecommunications on A Disposable Work Force (with Dr. Mark Anderson). INFORMS Conference, May 4-7, 1997, San Diego, CA.

Session Chair - "Hybrids of Heuristic Techniques with Artificial Intelligence For Combinatorial Optimization Problems," Computer Science Technical Section, INFORMS Meeting, San Diego, May 1997.

Heuristic Algorithms Hybridized With Memory Functions for the Capacitated Minimum Spanning Tree Problem (with Dr. Erik Rolland and Dr. Hasan Pirkul). INFORMS Conference, May 4-7, 1997, San Diego, CA.

Building Heuristic Algorithms Into Neural Network Topologies for the Capacitated Minimum Spanning Tree Problem (with Dr. Hasan Pirkul). INFORMS Conference, May 4-7, 1997, San Diego, CA.

Research Presentations at The Ohio State University (1994), The University of Texas at Dallas (1995, 1997 and 2000), The University of California Riverside (1999, 2009), Vanderbilt University (2000), Penn State University (2001), University of Alberta (2001, 2002), United States Naval Postgraduate School (2002), University of Calgary (2002, 2009), Bilkent University, Ankara, Turkey (2007), Koc University, Istanbul, Turkey (2007), Sabanci University, Istanbul, Turkey (2007), The University of Connecticut (1994, 2012).

UNIVERSITY SERVICE

Committee Assignments at The University of Alberta

- Accounting, Ph.D. working group for program revision, committee chair, 2001-2002
- Operations and Information Systems, Ph.D. in Operations and Information Systems, working group, 2009-2011.
- Academic Search Committee for MIS area faculty, 2001-2002; 2002-2003, 2003-2004
- Academic Search Committee for OM area faculty, 2011-2012.
- MIS Area Program Committee – member, 2001-2002; 2002-2003
- Computing Committee, School of Business, 2002-present
- Strategic Management and Organization Academic Recruiting Committee, ad-hoc member 2003
- Marketing and Business Law Academic Recruiting Committee, ad-hoc member 2010
- University of Alberta – Faculty ICT Steering Committee (university-wide), 2004-2006
- University of Alberta – TLAT (Teaching, Learning and Technology Council), 2011-present
- University of Alberta – General Faculties Council, 2012-2015

Significant Program Development Achievements at the University of Alberta

- Led team to overhaul undergraduate MIS degree program
- Team member - created the operations and information systems Ph.D. program

Committee Assignments at The University of Texas at Dallas

- UTD Core Curriculum Committee, 1995-1997
- UTD Distance Learning Committee, 1998-1999
- UTD School of Management Undergraduate Curriculum Committee, 1995-1998
- UTD School of Management Steering Committee for Undergraduate Curriculum Committee, 1996
- UTD School of Management Strategic Planning Committee, 1996
- School of Management Library and Facilities Committee, 1997-2000.
- Academic Search Committee for accounting junior faculty, 1996-1997, 1998-1999, 1999-2000
- Accounting Ph.D. Program Task Force, 1997-1998
- Accounting Curriculum and Schedule Review Task Force, 1997-1998
- Accounting Area Student Relations Committee, 1997-1998
- Accounting Programs Committee, 1999-2000
- Chair of Accounting and Information Technology Programs Subcommittee, 1999-2000
- Auditing and Assurance Programs Subcommittee, 1999-2000
- Accounting Curriculum and Schedule Review Task Force focusing on undergraduate and masters level education, 1997-1998, 1998-1999

Special Service Contributions at The University of Texas at Dallas

- Master of Science in Accounting, Track III coordinator, 1995-2000
- Redesign of Accounting Undergraduate and Graduate Curriculum, 1995-1997
- Lecturer on Accounting Information Systems for the Advanced International Program in Oil & Gas Financial Management, 1996 and 1997

Significant Program Development Achievements at the University of Texas at Dallas

- Principal architect of innovative undergraduate accounting degree program integrating Management Information Systems into the accounting curriculum.
- Significant contributor to the startup undergraduate Management Information Systems concentration in Business Administration.
- Architect of the dual Master of Science (MS) degree program in Accounting and Management Information Systems (MS in Accounting and MS in Administrative Sciences concentrating in MIS). This curriculum became a feature of the five-year accounting degree program.
- Contributor to the redesign of the Management Information Systems graduate program (MS in Administrative Sciences concentrating in MIS).
- Significant contributor to the redesign of the Accounting graduate program.
- Served on numerous curriculum committees at the university, school, and departmental levels.

Grant Proposal Reviewer - Graduate Student Alumni Research Award, 1993, The Ohio State University

ACADEMIC SERVICE

SPECIAL PROFESSIONAL RECOGNITION

2011 Decision Sciences Journal, Outstanding Associate Editor.

2003 and 2002 Operations Research Meritorious Service Award, granted by the Editorial Board of the journal Operations Research, an INFORMS publication.

JOURNAL EDITING

Associate Editor, Decision Science Journal, 2010-present

Associate Editor, Information Technology and Management, 2010-present

Lead editor of May/June 2001 special issue on Telecommunications Grooming for the journal *Optical Network Magazine*; co-edited with Richard Barr, Gary W. Ester, and Eric Rolland.

Ad hoc paper editor, Information Technology and Management, 2003, 2005.

Ad hoc paper editor, Management Science, 2005.

ACADEMIC SOCIETIES

INFORMS Information Systems Society (ISS) Executive Committee, Web Strategist, 2006 – 2008.

WORKSHOP CONFERENCE CHAIR

Conference Co-Chair, Workshop on Information Technologies and Systems, St. Louis, December, 2010.

Conference Co-Chair and Lead Organizer, Alberta Workshop on Information Security, Edmonton, May 2010.

Conference Co-Chair, University of Alberta/University of Calgary MIS Research Workshop, Canmore, Alberta, October 6-7, 2006.

Conference Co-Chair, University of Alberta/University of Calgary MIS Research Workshop, Canmore, Alberta, October 14-15, 2005.

PROGRAM COMMITTEES

Associate Editor, ICIS conference, 2012.

Workshop on Information Technologies and Systems (WITS), 2001 to present.

INFORMS Conference on Information Systems and Technology, 2011 to present.

International Conference on Electronic Commerce, 2011, 2012

Cluster Chair, INFORMS Computing Society (ICS) track, CORS/INFORMS Joint International Meeting, Banff, Alberta, Canada, 2004.

INFORMS Conference on Information Systems and Technology, Atlanta, Georgia, October, 2003.

INFORMS Computing Society, Phoenix, Arizona, January, 2003.

8th INFORMS Conference on Information and Technology, Atlanta, Georgia, October, 2003.

6th INFORMS Conference on Information and Technology, Miami, Florida November, 2001.

4th INFORMS Conference on Information and Technology, Cincinnati, Ohio, May, 1999.

REVIEW OF ACADEMIC RESEARCH

Extensive reviewing activity for leading academic journals, including Annals of Operations Research, Communications of the ACM, Computers and Operations Research, Decision Support Systems, European Journal of Operations Research, Information Systems Research, Information Technology and Management, Information Sciences - An International Journal, INFORMS Journal on Computing, INFORMS Interfaces Journal, INFORMS Transactions on Education, IEEE Communications Letters, IEEE Transactions on Neural Networks, MIS Quarterly, Mobile Networks and Applications, Management Science, Journal of Heuristics, Journal of Scheduling, Naval Research Logistics, Operations Research, Socio-Economic Planning Sciences, Telecommunication Systems, Transactions on Engineering Management, INFORMS Conference on Information and Technology, WITS conference, ICIS Conference, and others.

HONORS AND AWARDS

As a Professor

Outstanding Undergraduate Teaching Award, runner-up, 1998-1999
School of Management, The University of Texas at Dallas

As a Graduate Student

Richard T. Baker Doctoral Fellowship for Research, The Ohio State University
Joseph B. Collinson Fellowship for Research, The Ohio State University

As an Undergraduate

Ernst & Whinney Scholarship for academic excellence among accounting majors;
University Achievement Scholarships (3 times); Alumni Book Scholarships (3 times);
Undergraduate Dean's List (6 semesters); Beta Alpha Psi (officer); and
Member of Phi Kappa Phi, Beta Gamma Sigma, Golden Key National Honor Society,
Alpha Lambda Delta, and Phi Eta Sigma.

TEACHING EXPERIENCE

The University of Alberta, School of Business, 2001 – present

Undergraduate Courses Taught:

- Introduction to Management Information Systems (2003, 2004, 2005, 2007-present)
- Electronic Commerce, undergraduate and combined undergraduate and graduate (2001 and 2002)
- Systems Analysis and Design, undergraduate and combined undergraduate and graduate (2003 to present)

MBA Courses Taught

- Management Information Systems (2005)

Executive MBA Courses Taught

- Information Technology (2008, 2009, 2011)

Ph.D. Student Advising:

- Edgar Cabral, Dissertation committee, 2005, FGV-EAESP University, São Paulo, Brazil.
- Lisa Yeo, Supervisor, 2012, Loyola University, Baltimore, MD, USA.

Executive Education

- Many courses annually - IT Strategy, E-Commerce Strategy, Knowledge Management, Information Management, Resource Management, Value Creation and Innovation, Business Models, etc. (2003 to present)

The University of Texas at Dallas, School of Management, 1995-2001

Courses Taught:

- Advanced Telecommunications, graduate
- Electronic Commerce, undergraduate and graduate
- Accounting Information Systems, undergraduate and graduate
- Intro Management Accounting, undergraduate
- Seminar on Accounting Information Systems, Oil and Gas Industry international accounting executives (1996, 1997)

Ph.D. Student Advising:

- Co-chair of dissertation committee: David Wierschem, 1998, Texas A&M University at Commerce.
- Dissertation committee: Samit Soni, 1999, Georgia Tech.

The Ohio State University, Department of Accounting and MIS, 1991-1995.

Courses Taught:

- MBA Spreadsheet mini-course
- Accounting Information Systems
- Intro Management Accounting

Bowling Green State University, 1/90-5/91.

Courses Taught:

- Intro Management Accounting
- Combined Intro Financial/Managerial Accounting

PROFESSIONAL EXPERIENCE

Accounting and Information Systems Supervisor, **Alvada Construction Inc.,** Alvada, Ohio, 9/88 - 7/89.
Responsible for:

- financial statement preparation;
- systems implementation; and
- accounting and micro systems consulting for various firms.

Staff Accountant - Audit Department, **Arthur Young & Company,** Toledo, Ohio, 8/86 - 8/88.
Audit duties included assignments in:

- manufacturing;
- not-for-profit agencies;
- banking (including venture capital);
- real estate development and retail natural gas.

Micro Computer Task Force member:

- developed specialized micro computer programs for small and medium sized businesses.

Information Systems Intern, Seaman Corporation, Millersburg, Ohio, Summer, 1985.
Summer internship duties included:

- assisting with the implementation of a Decision Support System with an emphasis on cost accounting;
- requirement analysis and systems study of the manufacturing IS; and
- designed the General Ledger.

COMMUNITY SERVICE

Tiffin-Seneca Day Care Center, 6/89 - 5/91

- Vice-President of Board of Directors (1990, 1991)
- Finance Committee Chair (1990)
- Long Range Planning Committee Chair (1991)
- Public Relations Committee Co-Chair (1991)

RESEARCH GRANTS

$8,500 CGA Association of Alberta, IT Security and Controls, 2011-2012.
$4,400 CGA Association of Alberta, IT Security and Controls, 2011-2012.
$10,000 U.S. IBM Research Fellow, 2011.
$550,000: $110,000 CAN grant awarded annually for 5 years to University of Alberta in my name, SSHRC, Canada Research Chairs Program, 2002-2007.
$62,416 CAN, Canada Foundation for Innovation (CFI) Infrastructure Award plus matching funds, for computing hardware and software, 2002-2003.
$180,000: $60,000 CAN, annually for 3 years, research grant from Bell to examine the Alberta Supernet topological network design, co-applicant, 2002-2005.
$60,000 CAN, research grant from NSERC to match Bell's 2002 funding, co-applicant.
$25,000 U.S. research grant from Alcatel Research, with Dr. Rakesh Gupta, Summer 1999.

INDUSTRY INVOLVEMENT

CIO Association of Canada – Edmonton chapter, Board of Directors (2012 – present)

- Education Liaison member

Alberta Analytics Conference, April, 2012

- Steering Committee

ICT Cluster Leadership Team, Edmonton, Alberta, Canada (2003)