Curriculum Vitae

**STEVEN R. GORDON**

(December 2016)

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| Babson College | 203 Beethoven Ave. |
| Babson Park, MA 02457 | Newton, MA 02468 |
| 781-239-4579 | 617-527-7687 |

**Education**

Ph.D., Massachusetts Institute of Technology (M.I.T.), Cambridge, MA, Department of Civil Engineering, Transportation Systems Division, November 1974. Dissertation: Relationships Between Economies of Scale and the Shape of Transportation Networks.

S.M., M.I.T., Department of Civil Engineering, June 1972. Thesis: Rationalization of Air Transportation Networks.

S.B., M.I.T., Department of Electrical Engineering, June 1970.

S.B., M.I.T., Department of Mathematics, June 1970.

**Professional Experience**

September 1986 to present.  Babson College, Professor of Information Technology Management (Associate Professor prior to 2003 and Assistant Professor prior to September 1993).

February 1982 to December 1992. Beta Principles, Inc., Newton, MA. Founder and President. Computer consulting, software development, management consulting, and training.

September 1975 to February 1982. Simat, Helliesen & Eichner, Inc., Waltham, MA. Vice President (Senior Associate prior to 1981). Management and economic consulting in the field of air transportation.

May 1975 to September 1975. U.S. Department of Transportation (DOT), Transportation Systems Center, Cambridge, MA. Operations Research Analyst.

December 1974 to March 1975; March 1974 to June 1974, part-time. M.I.T., Cambridge, MA. Research Associate; Research Assistant.

September 1973 to March 1974; May 1972 to June 1973, part-time. Urban Systems Research and Engineering, Cambridge, MA. Senior Transportation Analyst; Transportation Analyst.

September 1970 to June 1973, part-time. M.I.T., Cambridge, MA. Teaching Assistant.

July 1970 to May 1972, part-time. Federal Reserve Bank of Boston, Boston, MA. Systems Analyst.

**Teaching Experience**

Babson College, undergraduate courses taught:

Managing Information Technology and Systems (SME2012) – A core sophomore introductory course.

Business Intelligence and Data Analytics (MIS3545) – Developed and taught this elective survey. It is a required part of the Business Analytics undergraduate concentration.

Problem Solving and Software Design (MIS2630/MIS3640) – An elective introductory computer science course covering generic methods of problem solving, algorithmic problem solving, a programming language (in C, C++, VB.Net, and most recently C#), and software development techniques.

Business Intelligence and Data Analytics (MIS3545) – An elective course covering sources and uses of data, traditional query and reporting, data warehousing, data presentation, and big data.

Web technologies (MIS3690) – An elective course covering HTML, CSS, JavaScript, and proper website design.

Computer and Network Security (MIS3620) – An elective introduction to resource and data security technology and security management.

Foundations of Management and Entrepreneurship (FME1000 and FME1001, formerly Foundation Management Experience) – A year-long course in which freshman learn the basics of business management and then apply these basics in creating and running their own businesses.  Students also take part in a semester-long community service activity.

Introduction to Information Systems (MIS1000) – Taught in the early 1990s as a required freshman course (also as part of a cluster with English Composition), and more recently as a course is offered only to transfer students or those who have failed FME, its replacement course.

Introduction to Web Site Development (MIS1110/MIS1170) – An elective course covering XHTML, Cascading Style Sheets (CSS), Photoshop, and Web design principles, with an introduction to Javascript. This course is no longer offered.

Data Base Systems (MIS3520) – An elective introduction to data design, data management, database systems, and prototyping using Microsoft Access. This course is no longer offered.

Management Support Systems (MSS99) – Taught at the University of Amsterdam during the winter of 1999.  This course addresses the tools and techniques of management support systems and decision support systems.

Calculus (QTM1100 and QTM1300) – Required freshman courses covering linear programming, mathematics of finance, and techniques and applications of both differential and integral calculus (QTM1100 only).

Quantitative Methods (QTM2620) – An elective course covering the fundamentals of optimization, simulation, and decision theory.

Babson College, graduate courses taught:

Introduction to Information Systems (MIS7500) – An elective introduction to information systems and information technology.

Database Systems (MIS7520) – An elective survey course covering hierarchical, network, relational and object models; data normalization; entity-relationship modeling; data and database administration; transaction control in centralized and distributed environments; and specialized systems, including geographical, text, and hypertext systems.

Software Project Management (MIS7540) – An elective introduction to software development practices, the software development life cycle, CASE tools, and the Visual Basic programming language.

Powering the e-Business with Information Technology (MIS7571, formerly Information Technology Through the Value Chain) – Examines how information technology adds value to organizational and inter-organizational processes.  The course also addresses how information technology helps integrate processes across functional boundaries and examines issues involved in implementation of ERP systems.

Foundations of Decision Support Systems (QTM7020) – A core course covering optimization techniques, including linear and mixed-integer programming; simulation; and decision theory.

Operations Research (QTM7520) – A case-based elective covering advanced optimization, queuing theory, game theory, and simulation using GPSS.

Training and Executive Education:

International Controllers Program, University of Amsterdam, November, 1998. Decision Support Systems, Knowledge Management, On-Line Application Processing.

Baystate Health Care, Cambridge, MA, Spring 1991. An Overview of UNIX and Relational Database Management. Short courses for professionals and managers.

**Refereed Journal Articles**

Gordon, S., Blake, R., and Shankaranarayanan, G. (2013). Case-based research in information systems: Gaps and trends, *Journal of Information Technology Theory and Application*, Vol. 14, No. 2, 47-68.

Gordon, S. and Tarafdar, M. (2010). The IT audit that boosts innovation. *MIT Sloan Management Review*, Vol. 51, No. 4, 39-47.

Gordon, S., Tarafdar, M., Cook, R., Maksimoski, R., and Rogowitz, B. (2008). Improving the Front End of Innovation with Information Technology, *Research Technology Management*, Vol. 51, No. 3, 50-58.

Tarafdar, M. and Gordon, S. (2007). Understanding the Influence of Information Systems Competencies on Process Innovation: A Resource-Based View, *Journal of Strategic Information Systems*, Vol. 16, No. 4, 353-392.

Gordon, S. and Tarafdar, M. (2007). How Do a Company's Information Technology Competences Influence Its Ability to Innovate? *Journal of Enterprise Information Management*, Vol. 20, No. 3, 271-290.

Mulligan, P. and Gordon, S. (2003). Restructuring in Financial Services: A Transaction Cost Perspective, *e-Service Journal*, Vol. 3, No. 1, 77-98.

Gordon, S. and Gordon, J. (2002). Organizational Options for Resolving the Tension Between IT Departments and Business Units in the Delivery of IT Services, *Information Technology & People*, Vol. 15, No. 4, 286-305.

Mulligan, P. and Gordon, S. (2002). The Impact of Information Technology on Customer and Supplier Relationships in the Financial Services, *International Journal of Service Industry Management*, Vol. 13, No. 1, 29-46.

Gordon, S. and Mulligan, P. (2002). Business Models for Integrated Personal Financial Services in a Networked Economy, *Strategic Finance*, June, 44-49.

 “Information Service Delivery: An International Comparison,” with Judith R. Gordon, *Information Systems Management* (Winter 2002).

“The Entrepreneurial Opportunity of Integrated Financial Services,” with Paul Mulligan, *Babson Entrepreneurial Review*, (Spring, 2001).

“Structuring the Interaction Between IT and Business Units: Prototypes for Service Delivery,” with Judith R Gordon, *Information Systems Management 17,* Number 1 (Jan-Mar 2000).

“Standardization of Information Systems and Technology at Multinational Companies,” *Journal of Global Information Management 1* (1993): 5-14.

“Organizational Hurdles to Distributed Database Management Systems (DDBMS) Adoption,” with Judith R. Gordon, *Information & Management 22* (Fall, 1992): 333-345.

“Tables, Trees and Formulas in Decision Analysis,” with S.C. Palvia, *Communications of the ACM 35*, Number 10 (October, 1992).

“Solving Recursive Problems with LOTUS Macros,” *Collegiate Microcomputer 8*, Number 2 (May, 1990).

“Rationalization of the European Air Net,” with R. deNeufville, *Transportation Research 11* (Pergamon Press, 1977).

“Design of Air Transportation Networks,” with R. deNeufville, *Transportation Research, 7* (Pergamon Press, 1973).

**Refereed Book Chapters**

Gordon, S. (2015). “Experimenting with a flipped classroom,” in *Evolving Entrepreneurial Education: Innovation in the Babson Classroom*, Eds. Victoria L. Crittenden, Kathy Esper, Nathanial Karst, and Rosa Slegers, Emerald Group Publishing, 335-348.

Gordon, S. (2015). “The editor is often a coach,” in *A Guide to Publishing for Academics*, Ed. Liebowitz, J., Taylor & Francis LLC, 127-140.

Blake, R., Gordon, S., and Shankaranarayan, G. (2012). “The role of case-based research in information technology and systems,” in *Information Systems Research and Exploring Social Artifacts: Approaches and Methodologies*, Eds. Isaias, P. and Baptista Nunes, M., IGI Global Publishing, 200-220.

Gordon, S. and Tarafdar, M. (2007). “How portals support innovation,” in Tatnall, A., *Encyclopaedia of Portal Technology and Applications*, Idea Group Publishing, 449-453.

Gordon, S. and Mulligan, P. (2005). “An infocratic perspective on the future delivery of personal financial services,” in *Encyclopedia of Information Science and Technology*, Ed. Khosrow-Pour, M., IGI Global, 1452-1457.

Mulligan, P. and Gordon, S., “The Impact of Information Technology on Customer and Supplier Relationships in the Financial Services,” in *Information Technology and e-Business in the Financial Services*, Ivy League Publishing, 2004.

Gordon, S. and Mulligan, P., “The Coming Infocracy: New Organizational Forms for the Delivery of Personal Financial Services,” in *Computing Information Technology: The Human Side*, Idea Group Publishing, 2003.

**Books**

Gordon, S. and Gordon, J. (2004). *Information Systems: A Management Approach*, 3rd edition, Wiley, 2004.

Smith, L.M., Smith, K.T., and Gordon, S. (2003). *Essentials of Accounting Information Systems*, Leyh Publishing, 2003.

Gordon, S. and Gordon, J. (1999). *Information Systems: A Management Approach*, 2nd edition, Fort Worth: The Dryden Press (Harcourt Brace College Publishers).

Gordon, S. and Gordon, J. (1996) *Information Systems: A Management Approach*, Fort Worth: The Dryden Press (Harcourt Brace College Publishers).

**Invited Articles and Chapters**

Gordon, S., Prospects for case-based research on social media, *Journal of Information Technology Case and Application Research,* Vol. 18, No. 4 (2016).

Gordon, S. and Shankaranarayanan, G. (2015). Assessing and managing the quality of big data, *Babson Insight*, November, <http://www.babson.edu/executive-education/thought-leadership/premium/Pages/assessing-and-managing-the-quality-of-big-data.aspx>.

Gordon, S., Blake, R., and Shankaranarayanan, G. (2014). An agenda for case-based research. *Journal of Information Technology Case and Application Research*. Vol. 16, No. 2, 61-69.

Gordon, S. and Tarafdar, M. (2011). How to foster greater collaboration between innovators and the IT department, *Innovation Management*. http://www.innovationmanagement.se/2011/05/19/how-to-foster-greater-collaboration-between-innovators-and-the-it-department/.

Gordon, S. (2008). The Case for Case-Based Research, *Journal of Information Technology Case and Application Research*, Vol. 10, No. 1, 1-6.

Gordon, S. (2002). Editorial preface sixteenth issue: Information technology and eBusiness in the financial services industry, *Journal of Information Technology Cases and Applications*, Vol. 4, No. 4, 1-3.

Gordon, S. (2002). The expert opinion: An interview with Blaise Heltai, *Journal of Information Technology Cases and Applications,* Vol. 4, No. 4, 77-83.

Gordon, S. (1999). Leading with Information Technology, *Journal of Information Technology Cases and Applications,*Vol. 1, No. 3, 1-3.

**Books Edited**

Gordon, S. (2004). *Information Technology and e-Business in the Financial Services*, Ivy League Publishing.

Gordon, S. (2003). *Computing Information Technology: The Human Side*, Idea Group Publishing.

Gordon, S. and Gordon, J. (1996). *Activities and Readings in Information Systems*, Editors, Fort Worth: The Dryden Press (Harcourt Brace College Publishers).

**Editorial Review**

Advisory Board Member, *Journal of Information Technology Case and Application Research,* Ivy League Publishing, Jan 2011 to present.

Editor-in-Chief, *Journal of Information Technology Case and Application Research,* Ivy League Publishing, 2008-2010.

Senior Associate Editor for *Journal of Information Technology Cases and Applications*, Ivy League Publishing, 2004-2008

Advisory Board Member, *International Journal of E-Politics*, 2009-present.

Editor for the special issue of the *Journal of Information Technology Cases and Applications* on eBusiness in the Financial Services, December 2002.

**Reviewed Presentations/Proceedings**

Gordon, S., Dotan, H., Parise, S., and Volpe, E., “Does Organizational Support of Social Media Affect Worker Satisfaction, Involvement, and Organizational Knowledge?,” CIST 2012: Conference on Information Systems and Technology, Phoenix, AZ, October 2012.

Gordon, S., Shankaranarayanan, G., and Blake, R., “The Role of Case Based Research in Information Technology and Systems,” IADIS International Workshop on Information Systems Research Trends, Approaches and Methodologies (ISRTAM 2011), Rome, Italy, 20 July 2011.

Tarafdar, M. and Gordon, S. “Understanding Employee Use of Web 2.0 Tools for Front End of Innovation Activities,” The Special Interest Group on the Adoption and Diffusion of Information Technology, St. Louis, MO, December 12, 2010, DIGIT 2010 Proceedings. Paper 7, <http://aisel.aisnet.org/digit2010/7>.

Mulligan, P. and Gordon, S., “A Comparative Analysis of Evolving Service Organization Structures,” POMS 2008, La Jolla, CA, May 2008.

Tarafdar, M. and Gordon, S., “Understanding How Information Technology Facilitates the ‘Front End’ of the Innovation Process,” International Federation for Information Processing (IFIP) Working Group 8.2, Organizations and Society in Information Systems (OASIS) 2007 Workshop, Montreal, Canada, December 2007.

Tarafdar, M. and Gordon, S., “Understanding How Information Technology Facilitates Organizational Innovation,” International Federation for Information Processing (IFIP) Working Group 8.2, Organizations and Society in Information Systems (OASIS) 2006 Workshop, Milwaukee, Wisconsin, December 2006.

Tarafdar, M. and Gordon, S., “How Information Technology Capabilities Influence Organizational Innovation: Exploratory Findings From Two Case Studies,” ECIS 2005, May 26-28, 2005. Available at <http://aisel.aisnet.org/ecis2005/17>.

Tarafdar, M. and Gordon, S.,“How IT Makes Organizations More Innovative: The Influence of IT Capabilities on Organizational Innovation,” AMCIS-2004, August 6-8, 2004.

Gordon, S. and Mulligan, P., “The Coming Infocracy: New Organizational Forms for the Delivery of Personal Financial Services,” IRMA 2002 International Conference, Seattle, WA, May 19-22, 2002.

Mulligan, P. and Gordon, S. “Business Model Drivers for Integrated Personal Financial Services,” *Proceedings of the 2001 International Business & Economics Research Conference*, October 8-10, 2001. Recipient of best paper award.

“Structuring the Interaction Between Information Technology and Business Units: Prototypes for Service Delivery,” with Judith Gordon, *Proceedings of the 1998 Decision Sciences Institute*, November 1998.

“Setting IS Standards in Multinational Companies: The Interaction between IS and Business Units,” with Judith Gordon, *Northeast Decision Sciences Institute (NEDSI) Proceedings*, March 1998.

“A Comparison of the Analytic Hierarchy Process and Conjoint Analysis Techniques for Multiple Criteria Decision Making,” with Laine O'Mara, *Northeast Decision Sciences Institute (NEDSI), 1995 Proceedings*, March, 1995.

“Factors Affecting the Success of Organizational Software and Hardware Standards,” with D. Rosenthal. In M. Khosrowpour (Ed.), *Challenges for Information Management in a World Economy*. Harrisburg: Idea Group Publishing, May, 1993.

“Factors that Affect DDBMS Adoption,” with Judith R. Gordon, *Proceedings of the ACM SIGCPR Group*, March, 1993, DOI: 10.1145/158011.158135.

“Standardization of Information Systems and Technology at Multinational Companies.” In M. Khosrowpour (Ed.) *Emerging Information Technologies for Competitive Advantage and Economic Development*. Harrisburg: Idea Group Publishing, May, 1992.

“Organizational Determinants of Distributed Database Management System Adoption,” with Judith R. Gordon. In M. Khosrowpour (Ed.), *Managing Information Technology in a Global Society Harrisburg*: Idea Group Publishing, May, 1991.

“Mortgage Selection -- An Analysis of the Biweekly Option”, with Saber, J., 1990 *NEDSI Proceedings*, April, 1990.

“Effectiveness and Efficiency of Different Modes of Presentation: Pedagogical and Practical Insights from an Experiment for the Decision Analysis Problem”, with Palvia, S., *1990 NEDSI Proceedings*, April, 1990.

“A Mathematical Formulation of the Requirements of an Order Preserving Hash Function”, *Proceedings of the International Conference on Computing and Information, ICCI'89*, Vol. 2, R. Janicki and W. Koczkodaj, eds., (Toronto: Canadian Scholars' Press, May 1989).

“A Taxonomy of Distributed Database Management Software”, *Proceedings of the International Conference on Computing and Information, ICCI'89*, Vol. 2, R. Janicki and W. Koczkodaj, eds., (Toronto: Canadian Scholars' Press, May 1989).

“Information Systems Priorities -- Are They Being Met?”, *NEDSI 1988 Proceedings*, P.J. Billington, Ed., March 25, 1988, Newport, RI.

“Estimating the Market Share of International Air Carriers,” *Proceedings of the Transportation Research Board, 1980, National Research Council*, 1981. Also included in Transportation Research Record #768, NTIS, 1980.

“On Propagation of Delay Through an Air Transport Network,” presented to the Fourth Intersociety Conference on Transportation, July 23, 1976.

**Unreviewed Research and Case Publications**

Gordon, S., Fostering Social Movements with Social Media, Working Paper, Aug 28, 2015, DOI: 10.13140/RG.2.1.1845.5121.

Gordon, S., Dotan, H., Parise, S., and Volpe, E., “Does Organizational Support of Social Media Affect Worker Satisfaction, Involvement, and Organizational Knowledge?,” Babson College BFRF Working Paper, 2012.

Gordon, S., Blake, R., and Shankaranarayanan, G., “Case-Based Research in Information Systems: Gaps and Trends,” Babson College BFRF Working Paper, 2011.

Gordon, S. and Tarafdar, M., “Using Web 2.0 Technologies for Innovation,” CIMS Working Paper, 2010.

Gordon, S. and Tarafdar, M., “The Impact of Web 2.0 Applications on Innovator Productivity,” Babson College BFRF Working Paper, 2009.

“Business Model Drivers for Integrated Personal Financial Services,” with Paul Mulligan, *Babson College Board of Research Working Paper #01-109-00SS13*, 2001.

“Organizational Structure and Control in the Delivery of Information Technology Services: A Typology,” *Primavera Working Paper #2000-07*, Universiteit van Amsterdam, 2000.

“[The Delivery of IT Services: The Cases of the United States and the Netherlands](http://faculty.babson.edu/gordon/papers/CIMSwp1099A.doc),” with Judith R. Gordon, *CIMS Working Paper Series 99-10*, 1999.

“Emerging Models for Supply Chain Management in the Financial Services: The Role of Information Technology,” with Paul Mulligan, *CIMS Working Paper Series 99-08*, 1999.

“[Structuring the Interaction Between Information Technology and Business Units: Prototypes for Service Delivery](http://faculty.babson.edu/gordon/papers/itstruct.htm),” with Judith Gordon, *CIMS Working Paper Series 98-01*, 1998.

“[The Interaction between IS and Business Units in Setting IS Standards](http://faculty.babson.edu/gordon/papers/itstand.htm),” with Judith Gordon, *CIMS Working Paper Series 97-07*, 1997.

“It Won’t Work in Kanji: The Case of Expert Systems Standardization at Global Sekiyu,” with Margaret Harding, in *Information Management: A Management Approach*, Steven Gordon and Judith Gordon. Fort Worth: The Dryden Press (Harcourt Brace College Publishers), 1996.

“[Benchmarking the Information Systems Function](http://faculty.babson.edu/gordon/papers/F94BENCH.HTM),” *CIMS Working Paper Series 94-08*, Babson College, November, 1994.

“Pros and Cons of IT Standardization,” with D. Rosenthal. *CIMS Working Paper Series 93-06*, Babson College, July, 1993.

“Organizational Issues and Distributed Database Management Systems Adoption” with Judith R. Gordon. *CIMS Working Paper Series 93-02*, Babson College, January, 1993.

“Organizational Factors Affecting DDBMS Adoption,” with J.R. Gordon, *Babson Board of Research Working Paper*, Babson College, September, 1992.

“Adopting Standards in a Global Environment,” *CIMS Working Paper Series 92-05*, Babson College, February, 1992.

“Overcoming the Hurdles to Distributed Database Management System (DDBMS) Adoption,” with Judith R. Gordon. *CIMS Working Paper Series 91-01*, Babson College, January, 1991.

“Structured Programming with LOTUS 1-2-3 Macros,” *Babson College Teaching Note Series #TN-89-5*, Babson College, December, 1989.

“Biweekly Mortgages: Do they Really Decrease Costs?,” with John Saber, *Babson College Teaching Note Series #TN-89-4*, Babson College, 1989.

“A Model for Evaluating Distributed Database Management Systems,” *CIMS Working Paper Series: #89-04*, Babson College, February, 1989.

“A Senior Management Perspective on Information Systems,” with J. Kanter, *CIMS Working Paper Series: 87-04-P*, Babson College, June, 1987.

The Airport Network Flow Simulator, *Report No. FAA-ASP-75-6*, NTIS, May, 1976.

*Regulation of Transportation Networks*, co-authored, prepared under U.S. Department of Transportation Grant DOT-OS-5023947, May 1976.

“The Impact of Economies of Density on the Concentration of Transportation Networks,” presented to the Operations Research Society of America, April 1976.

*The Airport Performance Model*, co-authored, Report No. FAA-ASO-75-5, April 1976.

**Invited Presentations**

“Flipping the Classroom, with Ruth Gilleran,” Spotlight Video, recorded Nov 26, 2014 and subsequently presented on the Babson portal and website.

“BIG Business: The Influence of Data & Analytics on Consumers and Companies,” with David Drollette, David Dietrich, and Jesse Weissman, November 5, 2014.

“Flipping the Classroom,” with Ruth Gilleran, Faculty Learn & Share Day presentation, Aug 29, 2013.

“Does Organizational Support of Social Media Affect Worker Satisfaction, Involvement, and Organizational Knowledge?,” Babson Faculty Research Fund Research Chat, October 2012.

“Case-Based Research in Information Systems and Technology: Trends and Gaps,” Babson BFRF Research Chat, November 2011.

“How Can Social Media and Web 2.0 Technologies Abet Innovation,” Babson BFRF Research Chat, Jan 26, 2011

“Improving the Front End of Innovation with Information Technology,” Presented to the Business Innovation Research Center, UMass, Dartmouth, December 6, 2007.

“Improving the Front End of Innovation with Information Technology,” Presented at the Babson Faculty Research Chat, October 10, 2007.

“IT and Innovation,” Presented to the Center for Information Management Studies, January 25, 2006.

**Other Publications**

From the editor’s desk: A bittersweet farewell, *Journal of Information Technology Case and Application Research*, Vol. 12, No. 4, 2010, 1-3.

In Gottleib, A. (2010). Puzzle Corner, J/A 2: Can you fill an eight-by-eight grid so that no number repeats in any row, column, or diagonal, *Technology Review,* Nov/Dec 2010, M62-63.

An Interview with Blaise Heltai Managing Director of Internet Strategy and Management FleetBoston Financial, *Journal of Information Technology Case and Application Research, 4*(4), 2002, 77-82.

**Selected Unpublished Research Reports**

“Report to the Babson College Board of Research,” Report #00-106-96CRF03, Fall 1999.

“Systems Development Methodology Improvement Project, Final Report,” with Alan M. Bauer and Joyce Flavin, for The Gillette Company, February 28, 1995.

“Report to the Babson College Board of Research,” Fall 1987.

Beta Principles, Inc., “Analysis of Alternative Hardware to Replace ALM's IBM System 3,” prepared for ALM Netherlands Antilles Airlines, August 1982.

Simat, Helliesen & Eichner, Inc. (SH&E), “Estimation of the Fair Market Value of the Designer's Rights to the Lear Fan and Designer's Royalties for the Canadair Challenger, prepared for the U.S. Internal Revenue Service, December 1981.

SH&E, “A Long-Term Operating Plan for Braniff Airways, Inc.,” prepared for Braniff Airways, Inc., December 1981.

SH&E, “Financial Implications of Replacing PSA's B727 Fleet with Leased DC9-80 Equipment: An Analysis of the Tradeoff Between Fuel and Ownership Costs,” prepared for PSA, May 1980.

SH&E, “Used Market Value of Six Commuter Aircraft,” prepared for General Electric Credit Corp., February 1980.

SH&E, “Market Value of Used Transport Aircraft,” prepared for Citibank, May 1979.

**University and Divisional Service**

Fall 2013 to present, Babson Data Security Committee

Fall 2012 to present, Faculty Senate

Fall 2014, CIO Search Committee

Fall 2014, TOIM Search Committee, Chair

Fall 2013 to spring 2014, TOIM Faculty Search Committee

Summer 2012 to spring 2013: Development & shepherding of Business Analytics concentration proposal

Summer 2012 to present, Data Analytics Task Force

Fall 2012 to summer 2013, Committee to design SME (sophomore IT core course)

Fall 2012 to spring 2013, Faculty liaison to Babson Center for Information Management Studies

May 2012 to Feb 2013, Undergraduate Dean Search Committee

Spring 2011 to present, Faculty Technology Advisory Committee

Fall 2008 to spring 2012, Appointments Decision Making Body, co-chair fall 2011 to spring 2012

Fall 2004 to spring 2008, Honors Council

Fall 2004 to present, Student Opinion Survey Task Force, Chairperson

Spring 2004 to spring 2007, Faculty Compensation Committee

Fall 2002 to spring 2004, CIMS faculty liaison.

Fall 2002, Undergraduate Information Technology Management Elective Redesign Task force, chairperson.

September 2000 to June 2002, Appointments DMB (first year as alternate).

Fall 2000, MIS Group strategic planning committee.

Summer 2000, Technology Task Force.

January 2000 to present, Champion of Electronic Commerce Career Path.

September 1999 to December 2000, Technology Advisory Board, chairperson.

February 16, 1999, evaluated University of Leyden AIFS program as agent of Babson’s Office of International Programs.

December 8, 1998, participated in half-day OCS session for IMC regarding careers in information technology.

September 1998 to May 1999, Acting Chairperson, Math/Science Division.

Fall 1998, Committee to provide faculty input on selection of Academic Vice President.

September 1997 to December 1998, Appointments DMB.

February 10, 1997, addressed 1st year MBA students on information technology careers.

November 6, 1996, presented “10 Technology Tips for Faculty,” for TAB program for faculty.

September 1996 to August 1999, Coordinator, MIS subgroup of the Math/Science Division.

May 7, 1996, panel member, “Workstyle and Time Management,” Board of Research program.

March 1996, evaluated IMBAP in Paris as agent of Babson’s Office of International Programs.

1996 to 1997, MBA Evening Task Force.

Fall 1995, Interim MIS coordinator.

1995 to 1996, Faculty advisor, Babson Chess Club.

Fall 1995, Faculty advisor to Coleman Hall.

1994, Faculty advisor to Van Winkle Hall.

Spring 1994, Curriculum Integration Task Force of the Undergraduate DMB.

1993 to 1994, Faculty liaison to CIMS.

Spring and summer 1993, Library Electronic Services Task Force (Quality Program).

September 1992 to December 1993, Faculty Development Task Force (Quality Program).

September 1992 to June 1994, Board of Research.

Spring 1992, Graduate DMB.

Spring 1992, assisted Graduate Alumni Networking Task Force in planning electronic information sharing among faculty and graduates.

September 1990 to May 1993 and fall 1995, Math/Science Colloquium coordinator (fall 1990 with Shailendra Palvia).

September 1990 to May 1993, Enrollment Management Committee.

September 1989 to May 1991, All-College Council.

1987, Institutional Research Committee.

**External Service**

Reviewer for ICIS 2013-2016

Reviewer for International Journal of e-Business Research, 2015

Ad hoc reviewer for the European Journal of Information Systems, 2012-2013

January 2004 to 2008, Advisory Board for New England Information Security Group (NEISG).

October 2002 to April 2003. Consultant, pro bono, Educational Development Center, development of information systems and technology curriculum module for 11th graders.

**Professional Society Memberships**

Boston Society for Information Management (Boston SIM)

INFORMS

Association for Computing Machinery (ACM)

**Professional Certifications**

CompTIA Security+

**Awards**

Babson CIMS IT Achievement Award, June 2013.

Babson Faculty Research Fund, spring 2012, “The impact of social media support on office friendship.”

Babson Faculty Research Fund, spring 2011, “Trends and Gaps in the Use of Case-Based Research in Information Systems and Technology Research.”

Babson Faculty Research Fund, spring 2009, “The Impact of Web 2.0 Technologies on Innovator Productivity.”

Babson Board of Research, fall 2005, “The Role of Information Technology in Managing the Innovation Process.”.

James Perry Term Chair, 1994-1999.