

ROSANN WEBB COLLINS

Associate Professor, Department of Information Systems and Decision Sciences
College of Business Administration
University of South Florida
4202 East Fowler Avenue, CIS 1040
Tampa, Florida 33620-7800

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EDUCATION

Ph.D. 1993 University of Minnesota, Management Information Systems,
Carlson School of Management

M.L.S. 1978 University of North Carolina at Greensboro, Library Science

B.F.A. 1971 University of North Carolina at Greensboro, Bachelor of Fine Arts

CURRENT RESEARCH INTERESTS

- Global Information Systems
- Impacts of Information Technology on Work
- Systems Development

TEACHING INTERESTS AND EXPERIENCE

- Global Information Systems -- Development and Management
- Systems Analysis and Design
- Research Methods in Organization Science
- Behavioral and Managerial Research in Information Systems

BOOK AND BOOK CHAPTERS

Crossing Boundaries: The Deployment of Global IT Solutions. Cincinnati OH: Pinnaflex Educational Resources, 1999. (with Laurie J. Kirsch)

“Developer-Driven Quality: Guidelines for Implementing Software Process Improvements” in *Measuring Quality Requirements in Information Systems*, edited by E. Duggan and H. Reichgelt, Harrisburg PA: Idea Group Publishing, 2006. (with Gina C. Green and Alan R. Hevner)

“Challenges of Managing the Global IS/IT Workforce” in *Strategies for Managing IS/IT Personnel.* edited by Magid Igarria and Conrad Shayo. Harrisburg PA: Idea Group Publishing, 2004. (with Stanley J. Birkin)

“Academic-Community Partnerships for Advanced Information Processing in Low Technology-Support Settings” in *Community Informatics: Enabling Communities with Information and Communications Technologies.* edited by Michael Gurstein. Harrisburg PA: Idea Group Publishing, 2000.

"Productivity from Information Technology Investment in Knowledge Work." in *Strategic Information Technology Management: Perspectives on Organizational Growth and Competitive Advantage.* edited by Rajiv D. Banker, Robert J. Kauffman, and Mo Adam Mahmood. Harrisburg PA: Idea Group Publishing, 1993. 327-343. (with Gordon B. Davis, Michael Eierman, and William Nance)

REFEREED PUBLICATIONS

- "It's More than Just Use: Investigating Telemedicine Use Quality," to appear in *Decision Support Systems, Special Issue on Decision Support in Medicine*, in press. (with Cynthia LeRouge and Alan R. Hevner) available online via DOI 10.1016/j.dss.2006.02.007
- "Revisiting Global Information Systems Management Education." *Communications of the Association for Information Systems*. October 2005, Volume 16, Article 30. (with Catherine Beise, Fred Niederman, Janet Moody and Jing Quan)
- "Provider Perspectives of Telemedicine Encounter Quality." *International Journal on Healthcare Technology and Management*. 2005, Volume 6, Issue 4-6, 397-419. (with Cynthia LeRouge, Monica Garfield and Alan R. Hevner)
- "The Impacts of Quality and Productivity Perceptions on the Use of Software Process Improvement Innovations." *Information and Software Technology*. June 2005, Volume 47, Number 8, 543-553. (with Gina Green and Alan R. Hevner)
- "Reviewing Software Diagrams: A Cognitive Study." *IEEE Transactions on Software Engineering*, February 2004, Volume 30, Number 4, 82-96. (with Bruce Hungerford and Alan R. Hevner)
- "Perceived Control and the Diffusion of Software Process Innovations." *Journal of High Technology Management Research*, Spring 2004, Volume 15, Number 1. (with Gina Green and Alan R. Hevner)
- "Software Localization for Internet Software: Issues and Methods." *IEEE Software*. March/April 2002, Volume 19, Number 2, 74-80.
- "Product and Project Challenges in Electronic Commerce Software Development." *Database for Advances in Information Systems*. Fall 2002, Volume 33, Number 4, 10-23. (with Alan R. Hevner and Monica J. Garfield)
- "Technology Requirements and Work Group Communication for Telecommuters." *Information Systems Research*. June 2001, Volume 12, Number 2, 155-176. (with France Belanger and Paul Cheney)
- "Distributed Work Arrangements: A Research Framework." *The Information Society: an International Journal*. April-June 1998, Volume 14, Number 2, 137-152. (with France Belanger)
- "The Changing Information Environment." *Journal of the American Society for Information Science*, March 1991, Vol. 42, No. 2, 120-123. (with Detmar W. Straub)
- "Key Information Liability Issues Facing I/S Managers: Software Privacy, Proprietary Databases, and Individual Rights to Privacy." *MIS Quarterly*, June 1990, Vol. 14, No. 2, 143-156. (with Detmar W. Straub)
- "An Experimental Investigation of Software Error Detection by Students." *Journal of Research on Computing in Education*, Summer 1988, Vol. 20, 392-408. (with Kathy Brittain White and Lee Gremillion)

REFEREED PUBLICATIONS (continued)

- "Analysis of the Trials and Tribulations of Starting, Maintaining, and Continuing a Student Microcomputer Laboratory." *The Journal of Computer Information Systems*, Winter 1985, Vol. 26, No. 2, 23-30. (with Robert C. Tesch)
- "An Investigation of Componential Skill Relationships in Programming." *AEDS Journal*, Winter 1984, Vol. 18, No. 2, 123-129. (with Kathy Brittain White)
- "An Experimental Investigation Utilizing the Computer as a Tool for Stimulating Reasoning Skills." *AEDS Journal*, Summer 1983, Vol. 16, No. 4, 234-243. (with Kathy Brittain White)
- "The Children's Media Data Bank." *Top of the News*, Winter 1980, 176-180. (with Theodore C. Hines and Lois Winkel)
- "Fear of Success Theory and Librarians: A Preliminary Investigation." *International Library Review*, January 1980, Vol. 12, 49-63. (with Richard Eggleton)

FUNDED RESEARCH

2002. "**Digital Agent Technology: Enabling Implementation of Continuous On-Line Controls to Develop and Monitor Key Performance Indicators**", The Institute of Internal Auditors Research Foundation (with Anita Reed). The grant supports field research on the use of digital agent technology in web-based information cockpits, for both large ERP systems and low volume business applications.
1999. "**Centers for Graduate Scholarship**", Microsoft Corporation (with Joseph Moxley, Bruce Cochrane, and Anita Callahan). This grant supports the development of a suite of computer tools and templates for graduate students and faculty that will enable preparation of electronic theses and dissertations.
1998. "**The Evolutionary Nature of Data Warehouse Development.**" The Data Warehousing Institute, matched with I-4 Corridor Matching Funds (with Donald J. Berndt). This field study includes case studies in organizations with important on-going data warehouse projects.
- August 1996 - January 1998. "**Coordinating and Controlling the Deployment of Global IT Solutions.**" Advanced Practices Council of SIM International Grant (with Laurie J. Kirsch). This grant was awarded on a highly competitive basis, and supported field research that included both telephone interviews and case studies of global IT solutions in over 20 companies.

RESEARCH IN PROGRESS

- "The Impact of Function Extraction Technology on Knowledge Workers' Program Comprehension" (with Alan R. Hevner, Gwendolyn H. Walton and Richard C. Linger) manuscript in preparation
- "Managing the Communications Gap in Globally Distributed Software Development" (with Michael L. Harris and Alan R. Hevner) manuscript under revision
- "Controlled Experimentation on Adaptations of Pair Programming" (with Madeline A. Domino and Alan R. Hevner) manuscript submitted to a refereed journal January 2006, in second round of reviews
- "Technology-Enabled Service Encounters as Actor Networks" (with Cynthia LeRouge, Monica Garfield and Alan R. Hevner) manuscript in preparation

OTHER PUBLICATIONS AND TECHNICAL REPORTS

- “The CERT Function Extraction Experiment: Quantifying FX Impact on Program Comprehension and Verification,” **Technical Report CMU/SEI-2005-TN-047, Software Engineering Institute, Carnegie Mellon University**, November 2005. (with Alan R. Hevner, Richard C. Linger, and Gwendolyn H. Walton)
- “The Impact of Function Extraction Technology on Next-Generation Software Engineering,” **Technical Report CMU/SEI-2005-TR-015, Software Engineering Institute, Carnegie Mellon University**, June 2005. (with Alan R. Hevner, Richard C. Linger, Mark G. Pleszkoch, Stacy J. Prowell and Gwendolyn H. Walton)
- “The Global Information Systems Management Course – An Idea Whose Time Keeps Coming.” Editorial Preface, *Journal of Global Information Management*, July-September 2006, Vol. 14, No. 3, p. i-iii. (with Catherine Beise, Fred Niederman, Janet Moody and Jing Quan)
- Book Review of *Communications Policy and Information Technology: Promises, Problems and Prospects*. *Academy of Management Review*, October 2003, Vol. 28, No. 4, p. 673.
- “Using Reflection Papers for Continuous Improvement.” *Journal of Information Systems Education*, Vol. 10, Spring 1999, No. 1, 3. (with Craig Van Slyke)
- “Use of Information Technology in Knowledge Work” and “Desktop Publishing”, entries in *Blackwell Encyclopedia of Management, Encyclopedic Dictionary of MIS*, 1998; 2005, 82-83.
- “Knowledge Work”, entry in *The Concise Encyclopedia of Management*, edited by Cary L. Cooper and Chris Argyris. Malden MA: Blackwell Publishers, 1998, 351-352; 2005, 200-202.
- “Global Information Systems and the World Wide Web.” Editorial Preface. *Journal of Global Information Management*, Summer 1996, Volume 4, Number 3, 3-4. (with Paul Cheney)
- "Conceptual Model for Research on Knowledge Work." University of Minnesota Management Information Systems Research Center Working Paper 91-10, 1991. (with Gordon B. Davis, Michael Eierman, and William Nance)
- "An Information Technologies Workstation for Schools and Homes: Proximate, Border Zone, and Distant Educational Possibilities for the Future." *Educational Technology*, November 1987, Vol. 27, No. 11, 14+. (with J. Allen Watson and Sandra L. Calvert)
- "The Computer Camp Approach to Introducing Children to Computers." *Educational Technology*, June 1984, Vol. 24, 29-32. (with Kathy Brittain White)
- "Library Applications of Microcomputers." *ACCESS: Microcomputers in Libraries*, November 1981. Also published in *AEDS Monitor* and distributed by the New York State Library and the Minnesota Educational Computing Consortium. (with Theodore C. Hines, Francis Harvey and Lois Winkel)
- "Microcomputers and the Serials Librarian." *The Serials Librarian*, 1980, Vol. 4, No. 3, 275-279. (with Theodore C. Hines and Lois Winkel)

REFEREED CONFERENCE PROCEEDINGS

- “The Impact of Culture on Global Information Markets for Software Cost Estimation” (with Areej Hussein and Donald Berndt) *Global Information Technology Management Association Conference*, Orlando FL., June 11-13, 2006.
- “Information Sharing in Virtual Teams: An Experiment” (with Delmar Nagy) *Global Information Technology Management Association Conference*, Orlando FL., June 11-13, 2006.
- “Controls in Flexible Software Development” (with Michael Harris and Alan R. Hevner) *Thirty-Ninth Hawaii International Conference on System Sciences (HICSS-39)*. Hawaii, January 4-7 2006.
- “Managing Technology Service Encounters: Provider Perspectives of Telemedicine Encounter Quality” (with Cynthia M. Lerouge, Monica Garfield, and Alan R. Hevner) *AMCIS 2004 Conference*, New York City NY, August 6-8, 2004.
- “An Experiment in Collaborative Programming: How Distributed Cognition Impacts Performance Outcomes” (with Madeline Domino, Tim Klaus and Alan R. Hevner) *AMCIS 2004 Conference*, New York City NY, August 6-8, 2004.
- “Global Information Systems Management: What is it and How Should We Teach it?” (with Catherine Beise, Fred Niederman, Janet Moody and Jing Quan) panel at *AMCIS 2004 Conference*, New York City NY, August 6-8, 2004.
- “A Within-Firm Framework for Assessing Feasibility of Global IS/IT” (with Tim Klaus) *Global Information Technology Management Association Conference*, San Diego CA., June 13-15, 2004.
- “Social and Technical Quality Attributes in a Telemedicine Encounter: Contrasting Perspectives.” (with Cynthia LeRouge, Alan R. Hevner, and David Law) *American Telemedicine Association 2004*, Ninth Annual Meeting and Exposition, Tampa, Florida, May 2004. (Abstract published in the *Telemedicine Journal and e-Health*, 2004, Volume 10, Supplement)
- “Telemedicine Encounter Quality: Comparing Patient and Provider Perspectives of a Socio-Technical System.” (with Cynthia LeRouge, Alan R. Hevner, Monica Garfield and David Law) *Thirty-Seventh Hawaii International Conference on System Sciences (HICSS-37)*. Hawaii, January 5-8, 2004. Winner of Best Paper Award in the Information Technology in Health Care Track
- “Personality and Information Systems Development Teams – Is There a Link With Performance?” (with Ken Trimmer, Madeline Domino, and Richard Will) *International Conference on Informatics Education & Research* in Seattle, Washington, December 12-14, 2003.
- “The Impacts of Process Structure, Communication, and Coordination on Software Project Estimation,” *Proceedings of the 18th International Forum on COCOMO and Software Cost Modeling*, Los Angeles, October 2003. (with Michael Douglas and Alan R. Hevner)
- “Are Two Heads Always Better Than One in Collaborative Programming?” (with Keith Garrison and Madeline Domino) *Proceedings of the AMCIS 2003 Conference*, Tampa FL, August 3-6, 2003.
- “Conflict in Collaborative Software Development.” (with Madeline Domino, Alan R. Hevner, and Cynthia Cohen) *Proceedings of the 2003 ACM SIGCPR/SIGMIS Conference*, Philadelphia PA, April 10-12, 2003.
- “System Dynamics and Case Research: Triangulation in Software Development,” *Proceedings of the International Symposium on Research Methods*, Barcelona, Spain, December 2002, pp. 12-13. (with Michael Douglas and Alan R. Hevner)

REFEREED CONFERENCE PROCEEDINGS (continued)

- “Intercultural Work Assignments in Global Software Development: Preparation for Entry and Re-entry” (with Stanley Birkin) *Proceedings of the 2002 ACM SIGCPR Conference*, Kristiansand Norway, May 14-16, 2002.
- “Applying Agile Software Development Processes to Global Virtual Teams: A Study of Communication Modalities” (with Madeline Domino and Alan Hevner) *Proceedings of the 2002 ACM SIGCPR Conference*, Kristiansand Norway, May 14-16, 2002.
- “Investigating Behavioral Factors Affecting Software Testing: A Test Bed Approach.” (with Harold W. Webb) *First International Symposium on Research Methods*, Las Vegas, Nevada, April 3, 2002.
- “The Impact of Controlled Language for Automatic Translation: Effective Global Communications” (with Michael J. Douglas) *Proceedings of the Americas Conference on Information Systems*, Boston Massachusetts, August 2-5, 2001.
- “Software Localization: Issues and Methods” *Proceedings of the 9th European Conference on Information Systems*, Bled Slovenia, June 27-29, 2001. (Best Paper in Track Award)
- “Information Systems Development: Can There be "Good" Conflict?” (with Ken Trimmer and Ellis Blanton) *Proceedings of the 2000 ACM SIGCPR Conference*, Chicago Illinois, April 6-8, 2000, 174-179.
- “Academic-Community Partnerships for Advanced Information Processing in Low-Technology Support Settings” *Proceedings of the Americas Conference on Information Systems*, Milwaukee Wisconsin, August 13-15, 1999.
- “The “New” Contract Between IS Employees and Organizations: Workplace and Individual Factors.” (with Mary B. Burns) *Proceedings of the 1998 ACM SIGCPR Conference*, Boston Mass, March 26-28, 1998, 180-183.
- “End User Training: A Decade of Research.” (with Creggan Gjestland, Craig Van Slyke, and Paul Cheney) *Proceedings of the 12th Annual Conference of IAIM*, Atlanta Georgia, December 12-14, 1997, 368-378.
- “Trust Between Users and Their Intelligent Agents.” (with Craig Van Slyke) *Proceedings of the Decision Sciences Institute Conference*, Orlando Florida, Nov. 1996.
- “Transforming Scholarly Publishing: A Demonstration of Hypermedia Delivery of IS Research.” (with Craig Van Slyke) *Proceedings of the Americas Conference on Information Systems*, Phoenix Arizona, August 16-18, 1996, 906-908.
- "Identifying Candidates for Successful Telecommuting Outcomes." (with France Bélanger) *Telecommuting '96*, Jacksonville Florida. This paper was revised and published in *The Information Society*.
- "Innovative Solutions: Incorporating 'Lead Users' in Systems Development." (with Mary B. Burns) *Proceedings of the Decision Sciences Institute Conference*, Boston Massachusetts, Nov. 1995.
- "Antecedents and Manifestations of Conflict in Information Systems Development." (with Dianne H. Jordan) *Proceedings of the Inaugural Americas Conference on Information Systems*, Pittsburgh Pennsylvania, August 25-27, 1995, 232-234.
- "An Interactionist Approach to Complexity in Computer-Supported Knowledge Work." (with Gina C. Green) *Proceedings of the Inaugural Americas Conference on Information Systems*, Pittsburgh Pennsylvania, August 25-27, 1995, 83-85.

REFEREED CONFERENCE PROCEEDINGS (continued)

"Organizational Citizenship Behavior in the IS Context: A Research Agenda." (with Mary B. Burns)
Proceedings of the Inaugural Americas Conference on Information Systems, Pittsburgh Pennsylvania, August 25-27, 1995, 157-159.

"Faculty Support Services: A Transformer between User Needs and a Changing Technology."
Proceedings of the ACM SIGUCCS XIV Conference, Montreal Canada, Sept. 27-Oct. 1 1986, 455-458.

"Strategies for Supporting Diversity in End User Computing." *Proceedings of the Information Systems Education Conference*, Atlanta Georgia, Oct. 25-26 1986, 179-183.

RESEARCH PRESENTATIONS

"Data Acquisition and Analysis Using Office 2000" (with Bruce Cochrane) Workshop for the **Third International Symposium on Electronic Theses and Dissertations: Applying New Media to Scholarship**. St. Petersburg Florida, March 16-19, 2000.

Cognitive Costs of Information Technology Use, IS/DS Workshop, Carlson School of Management, **University of Minnesota**, June 1994

Is Planning for Information Technology Use in Knowledge Work Tasks Critical to Performance? **TIMS/ORSA Joint National Meeting**, Nashville Tennessee, May 1991

Strategies of Faculty Development in the Use of Microcomputers
Conference on Faculty Development in the Small College, Coastal Carolina College, November 1986

Microcomputers as an Educational Research Tool
North Carolina Educational Research Association, Greensboro NC, November 1981

Children's Media Data Bank
International Conference on Data Bases in the Humanities and Social Sciences, Dartmouth College, August 1979

PRESENTATIONS TO PRACTITIONERS

Presentations to the Advanced Practices Council of SIM International:

Proposal Presentation: Control and Coordination Issues in Global IT Solutions, July 1996, Chicago Illinois

Coordinating and Controlling the Development of Global IT Solutions, October 1996, Baltimore Maryland

Global IT Solutions: Motivations, Strategies and Challenges, January 1997, Atlanta Georgia

The Deployment of Global IT Solutions, September 12, 1997, Chicago Illinois

Final Results: The Deployment of Global IT Solutions, January 1998, St. Petersburg Florida

Instructional Techniques for Introduction to Data Processing Teachers

North Carolina Vocational Education Conference, Charlotte NC, July 1983 and July 1984

The Microcomputer Revolution and Librarians (Keynote speech)

Kentucky Library Association, Academic Librarians Section Annual Meeting, Eastern Kentucky University, April 1983

Library Applications of Microcomputers in Higher Education

Charleston Consortium of Higher Education, Charleston SC, April 1983

Applications of Microcomputers in Technical Services

Iowa Library Association Annual Meeting, Des Moines Iowa, October 1982

Programming for Librarians (with Theodore C. Hines)

Library and Information Technology Association Annual Meeting, Milwaukee WI, October 1982

Technology in Education (with Theodore C. Hines and Francis Harvey)

North Carolina State School Boards Association, Wilmington NC, November 1981

Uses of Microcomputers in School Media Centers (with Theodore C. Hines)

National Meeting of State School Media Supervisors, Baltimore Maryland, March 1979

ACADEMIC EXPERIENCE

1992-present Department of Information Systems and Decision Sciences, College of Business Administration, University of South Florida, Assistant Professor 1993-1999; Associate Professor 1999-

Courses Taught: Systems Analysis and Design (undergraduate and MBA)
Advanced Systems Analysis and Design (undergraduate)
Global Information Systems (undergraduate and graduate MBA and MS/IS)
Management Information Systems (MBA, executive MBA, distance learning)
Management of Information Resources (undergraduate)
Research Methods (Ph.D. seminar)
Seminar on MIS Organizational Research (Ph.D. seminar)
MIS Conceptual Foundations (Ph.D. seminar)
Management of the MIS Function (graduate)

2005-present Visiting Scientist, Software Engineering Institute, Carnegie Mellon University
Research Project on Function Extraction Technology in Program Comprehension

1987-1992 Research Assistant and Instructor;
Carlson School of Management, University of Minnesota

Courses Taught: Information Systems and Decision Sciences (Core MBA Course Laboratory)
Fundamentals of Information Development and Use (Undergraduate Core)
Introduction to Computer Based Graphics (Undergraduate Elective)
Introduction to Spreadsheets (Undergraduate/Extension Elective)

1985-1987 Trainer/Consultant
Academic Computer Center, University of North Carolina, Greensboro

Responsibilities included curriculum design and instruction of all seminars on computing for faculty and staff, consultation with faculty and staff on individual and departmental computing needs, participation in computer center management

1983-1985 Instructor, School of Business and Economics, University of North Carolina, Greensboro

Courses Taught: Introduction to Business Information Systems (Undergraduate Core)
Microcomputers in Business (Requirement for Undergraduate MIS majors)

1981-1983 Teaching Assistant, School of Education, University of North Carolina, Greensboro

Courses Taught: Introduction to Library Automation (Graduate Core)
Introduction to Computers in Education (Graduate Elective)

Ph.D. COMMITTEES

France Bélanger, MIS, **co-advisor**, completed July 1997
Bruce Hungerford, MIS, **co-advisor**, completed January 2002
Madeline Domino, MIS, **co-advisor**, completed Fall 2004
Michael Douglas, MIS, **co-advisor**, completed Summer 2006
Gary Poe, MIS, **co-advisor**, proposal in development
Michael Harris, MIS, **co-advisor**, completed Summer 2006
Dianne Jordan, MIS, member, completed May 1994
Thomas Schambach, MIS, member, completed August 1994
Linda Nelsestuen, Accounting, member, completed June 1996
Karen Kennedy, Marketing, member, completed July 1997
Michael Harkness, Accounting, member, completed 1999
Gina Green, MIS, member, completed Summer 1998
Christy Communale, Accounting, member, completed Spring 1999
Henry Efebera, Accounting, member, completed Fall 1998
Tanya Benford, Accounting, member, completed Summer 2000
Ken Trimmer, MIS, member, completed Fall 2000
Jude Edminister, Rhetoric, member, completed Spring 2002
Linda Gipson, Public Health, member, proposal defended Spring 2003
Leroy Robinson, Marketing, member, completed Summer 2001
Phyllis Sweeney, Education, member, completed Summer 2004
John Fisher, MIS, member, completed Spring 2002
Cynthia LeRouge, MIS, member, completed Summer 2003
El-Hussein El-Masry, Accounting, member, completed Fall 2003
Anita Reed, Accounting, member, proposal defended Spring 2006
Antoinette Lynch, Accounting, member, completed Summer 2004
Sandra Newton, MIS, member, completed Spring 2006
Matthew D. Barton, Rhetoric, member, completed Summer 2005
Monica Tremblay, MIS, member, proposal in development
Carolyn Holton, MIS, member, proposal in development

CONSULTING EXPERIENCE

2000 Creation of business plan and technology development – WorldTelehealth

1993 Planning for end user support program and support -- AlliedSignal Corporation

1979-1985 Workshops and in-service training for librarians and teachers on the uses of computers in libraries and education; Selected sites: Salem College, Fayetteville Technical Institute, Wake County Schools, Greensboro City Schools, Southern Coalition for Educational Equity

1979-1983 Computer-based thesaurus and index production
National Criminal Justice Manpower Center, Sam Houston State University; Department of Defense; State Library of North Carolina; Women Studies Abstracts, Rush Publishing Company

WORK EXPERIENCE

- 1979-1983 **Senior Programming Consultant**, Rothines Associates, Greensboro North Carolina
- 1980-1981 **Manager**, Byte Shop of Greensboro, North Carolina
- 1978-1979 **Senior Research Associate**, Children's Media Data Bank,
University of North Carolina at Greensboro
- 1971-1976 **Outside Plant Engineer**, Engineering Department, Southern Bell Telephone, Greensboro,
North Carolina

PROFESSIONAL ACTIVITIES

Associate Editor, *ISWorld* webpage on *Global Information Systems Management Education*

Reviewer for journals: *Information Systems Research*, *Organization Science*, *MIS Quarterly*, *Decision Sciences*, *Communications of the ACM*, *Data Base*, *Decision Support Systems*, *Journal of High Technology Management Research*, *Information Technology & People*

Reviewer for conferences: *ICIS*, *HICSS*, *AMCIS*, *SIGCPR*, and the *Academy of Management*

Program Committee: *ACM SIGCPR 98*, *2000*, *2002*, *2003*

Discussant and Session Chair, *ICIS*, *AIS* and the *Academy of Management* Conferences

Member: Association for Information Systems, Academy of Management, Association for Computing Machinery, Decision Sciences Institute, IEEE, Institute of Management Sciences

Local Arrangements Chair for IFIP Working Group 8.2 Working Conference, Minneapolis
Minnesota June 15-17, 1992

Co-Chair, MIS Camp, AMCIS 2003, Tampa FL, August 2, 2003.

HONORS

Beta Gamma Sigma

Teaching Incentive Award for Teaching, University of South Florida, 1995

Carlson School of Management Dissertation Fellowship, 1990-1991

Carlson School of Management Graduate Fellowship, 1987-1991

Chancellor's Purchase Award, 1970