RITU AGARWAL
Carey Business School, Johns Hopkins University
100 International Drive, Baltimore, MD 21202

EMPLOYMENT

- William Polk Carey Distinguished Professor, Johns Hopkins Carey Business School (August 2022)
- Distinguished University Professor (2017-2022), The University of Maryland, College Park
- Robert H. Smith Dean's Chair of Information Systems (2004-2022); Robert H. Smith School of Business, The University of Maryland, College Park
- Ralph J. Tyser Professor of Information Systems (2002-2004), Robert H. Smith School of Business, The University of Maryland, College Park
- Associate Professor of Management Information Systems (1999-2002), Robert H. Smith School of Business, The University of Maryland, College Park
- Associate Professor of Management Information Systems (1996-1999), Department of Information and Management Sciences, College of Business, The Florida State University
- Associate Professor of Management Information Systems (1992-1996), Department of Management Information Systems and Decision Sciences, The University of Dayton
- Visiting Associate Professor of Information Systems (1993-94), Stern School of Business, New York University, New York, NY
- Assistant Professor of Management Information Systems (1988-1992), Department of Management Information Systems and Decision Sciences, The University of Dayton

OTHER APPOINTMENTS

- Founding Co-Director, Center for Digital Health and Artificial Intelligence, Johns Hopkins University, September 2022
- Interim Dean (July 2019-January 2021): Robert H. Smith School of Business, The University of Maryland, College Park
- Senior Associate Dean for Faculty and Research, Robert H. Smith School of Business, University of Maryland (2015-2019)
- Affiliate Professor, University of Maryland School of Medicine (since 2019)
- Chair, Department of Decision, Operations, and Information Technologies, Robert H. Smith School of Business, University of Maryland (2014-2015)
- Founding Director, Center for Health Information and Decision Systems, Robert H. Smith School of Business, University of Maryland (2005-2022)
- University of Maryland ADVANCE Professor, 2012-2013.
- Visiting Scholar, FAU Nuremberg, May 2014.
- Visiting Scholar, Stern School of Business, New York University, Spring 2014.
- Visiting Scholar, Center for Information Systems Research, Sloan School of Management, MIT, 2006.
- Visiting Professor, National University of Singapore, Summer 2002.

EDUCATION

Ph.D. Management Information Systems (1988)
Whitman School of Management
Syracuse University, Syracuse, N.Y.

M.S. Computer Science (1988)
L.C. Smith College of Engineering and Computer Science
Syracuse University, Syracuse, N.Y.

Post Graduate Diploma in Management (MBA) (1984)
Indian Institute of Management, Calcutta

B.A. (Honors) Mathematics (1982)
St. Stephen's College, Delhi University

RESEARCH FIELD AND INTERESTS

- Health information technologies and health analytics.
- Digital transformations, technology adoption, diffusion, use, and innovation.
- Artificial intelligence and healthcare.

HONORS, AWARDS AND RECOGNITIONS

- Appointed Member, Gender Advisory Board, United Nations Commission on Science and Technology for Development, 2024-2027.
- Appointed Inaugural W.P. Carey Distinguished Professor, Johns Hopkins University, October 2022.
- Appointed Member, Queensland Digital Health Center International Advisory Board, University of Queensland, Australia, 2022.
- Appointed Member, NIH Workgroup on Integration of Behavioral and Social Science Research, NIH Council of Councils, 2021-22.
- Appointed Member, National Advisory Allergy and Infectious Diseases Council, 2019-2022. This Federal Advisory Council is convened by the US Department of Health and Human Services.
- President's Medal, University of Maryland, 2021. This is the highest honor the University community bestows. There is one recipient every year selected among all faculty and staff.
- President's Inaugural Distinguished Service Award, Information Systems Society, Institute for Operations Research and the Management Sciences (INFORMS), 2021.
- Fellow, Institute for Operations Research and the Management Sciences (INFORMS), 2021.
- Included among top 2% of scientists worldwide across 27 different fields (PLoS Biol 2020).
- Top 20 most downloaded paper in *Decision Sciences Journal* in the journal's 50 year history, "Are individual differences germane to the acceptance of new information technologies?"
- LEO Award for Lifetime Achievement, Association for Information Systems, 2019.
- Distinguished Alumnus Award, Indian Institute of Management, Calcutta, 2018.
- Best Paper Runner-Up, *International Conference on Information Systems*, Dublin, Ireland, 2016.
- Best Paper Award, *MIS Quarterly*, 2016 (selected from all papers published in the journal in 2015).
- Institute for Operations Research and the Management Sciences (INFORMS) Service Award, Editor-in-Chief, *Information Systems Research*, 2011-2016.
- Distinguished Fellow, Information Systems Society, Institute for Operations Research and the Management Sciences (INFORMS), 2013.
- Schoeller Senior Research Fellow, *Dr. Theo and Friedl Schoeller Research Center for Business and Society,* Nuremberg, Germany, 2013
- University of Maryland, Robert H. Smith School of Business, Krowe Teaching Award for Excellence, 2013.

- University of Maryland, Robert H. Smith School of Business NSF ADVANCE Professor, 2012-13.
- Fellow, Association of Information Systems, 2011.
- University of Maryland Distinguished Scholar-Teacher Award, 2011-2012.
- Finalist for 2012 Diana Forsythe Best Paper Award, *American Medical Informatics Association*.
- Best Paper Award, *Information Systems Research*, 2009.
- Top 15% of Professorial Faculty in Teaching, Robert H. Smith School of Business, Fall 2009, Spring 2011.
- *MISQ Executive*, Two articles in Top 10 articles published in the journal up to 2004.
- Service Recognition Award, INFORMS, 2006.
- University of Maryland, Robert H. Smith School of Business, Krowe Teaching Award for Excellence, 2004.
- University of Maryland Graduate Research Board Research Grant, 2003.
- University of Maryland, Outstanding Woman of Color Award, 2003.
- Appreciation Award, University System of Maryland Human Resources and IT Staff, 2001.
- Top 15% of Professorial Faculty in Teaching, Robert H. Smith School of Business, Fall 2000.
- "Rookie of the Year Award," MBA Student Association, University of Maryland, 2000.
- 1st Place, Most Valuable Mentor Award, The William R. Jones Foundation, 1999.
- 1st Place Award, Society for Information Management International Paper Competition, 1998.
- Florida State University Research Grant, 1998.
- Best Research Paper, Academy of Management OCIS Division, 1997.
- Best Research Proposal, Academy of Management MED Division, 1990.

SCHOLARLY ACTIVITIES

PUBLICATIONS --REFEREED JOURNALS

1. C.W. Liu, W. Wang, G. Gao, R. Agarwal, "The Value of Virtual Engagement: Evidence from a Running Platform," *Management Science*, forthcoming.
2. R. Aljafari, F. Soh, P. Setia, R. Agarwal. The local environment matters: Evidence from digital healthcare services for patient engagement. *Journal of the Academy of Marketing Science*. (2023). doi-org/10.1007/s11747-023-00972-0
3. W. Wang, G. Gao, and R. Agarwal, "Friend or Foe: Teaming between AI and Workers with Variation in Experience," *Management Science*, 2023, doi.org/10.1287/mnsc.2021.00588.
4. R. Agarwal, M. Bjarnadottir, L. Rhue, M. Dugas, K. Crowley, J. Clark, G. Gao, Addressing algorithmic bias and the perpetuation of health inequities: An AI bias aware framework, *Health Policy and Technology*, 12, Issue 1, 2023, doi.org/10.1016/j.hlpt.2022.100702.
5. W. Wang, J. Luo, J., M. Dugas, G. Gao, R. Agarwal, R. Werner, R. "Recency in Online Physician Ratings", *JAMA Internal Medicine*, 182(8):881-883, 2022.
6. C.W. Liu, G. Gao, and R. Agarwal, "Reciprocity or Self-Interest? Leveraging Digital Social Connections for Healthy Behavior," *MIS Quarterly,* 46(1), 2022, 261-298.
7. R. Agarwal, M. Dugas, J. Ramaprasad, J. Luo, G. Li, G. Gao, "Socioeconomic privilege and political ideology are associated with racial disparity in COVID-19 vaccination, *Proceedings of the National Academy of Sciences*, July 2021, DOI: 10.1073/pnas2107873118.
8. J. Khuntia, R. Mayya, S. Mithas, R. Agarwal, "Managing Cellphone Services for Customer Satisfaction: Evidence from the Base-of-the-Pyramid Markets," *Production and Operations Management*, 30(2), 2021, 438-450.
9. M. Dugas, K. Crowley, G. Gao, L. McHarry, I. Kenmuir, J. Piper, F. Veronese, F., and R. Agarwal, "Consumer journeys of adolescent girls and young women in South Africa: implications for marketing HIV prevention products. *Social Marketing Quarterly*, 27(3), 230–248, 2021.

10. K. Crowley, M. Dugas, G. Gao, L. Burn, K. Igumbor, D. Njapha, J. Piper, F. Veronese, R. Agarwal, "Psychographic Typology of South African Adolescent Girls and Young Women to Inform HIV Prevention Product Marketing Strategy: A Mixed Methods Study," **Health Marketing Quarterly**, published online ahead of print, December 2021.

11. A.D. Shukla, G. Gao, and R. Agarwal, "How Digital Word-of-Mouth Affects Consumer Decision Making: Evidence from Doctor Appointment Booking," **Management Science**, 67(3), 1546-1568, 2021.

12. M. Dugas, G. Gao, and R. Agarwal, "Unpacking mHealth interventions: A systematic review of behavior change techniques used in randomized controlled trials assessing mHealth effectiveness," **Digital Health**, *6*, 2055207620905411, 2020.

13. R. Agarwal, M. Dugas, G. Gao, and P.K. Kannan, "Emerging Technologies and Analytics for a New Era of Value-Centered Marketing in Healthcare," **Journal of the Academy of Marketing Science**, Vol. 48, No. 1., 2020.

14. C.W. Liu, G. Gao, and R. Agarwal, "Unraveling the "Social" in Social Norms: The Conditioning Effect of User Connectivity. **Information Systems Research** 30.4, 2019. 1272-1295.

15. R. Agarwal, C.W. Liu, and K. Prasad, "Personal Research, Second Opinions, and the Diagnostic Effort of Experts, **Journal of Economic Behavior and Organization**, Vol. 158, February 2019, 44-61.

16. M. Bjarnadottir, D. Anderson, K. Prasad, R. Agarwal, A.N. Nelson, "The Value of Shorter Initial Opioid Prescriptions: A Simulation Analysis, **Pharmacoeconomics**, 2019 Oct 21, 10.1007/s40273-019-00847-9

17. J. Klier, M. Klier, L. Thiel, and R. Agarwal, "The Power of Mobile Peer Groups: A Design-Oriented Approach to Address Youth Unemployment, **Journal of Management Information Systems**, 36 (1), 2019, 158-193.

18. B. Greenwood, R. Agarwal, R. Agarwal, and A. Gopal, "The Role of Individual and Organizational Expertise in the Adoption of New Practices, **Organization Science**, Vol. 30, No. 1., 2019, 191-213.

19. K. Crowley, A. Mishra, R. Cruz-Cano, R. Gold, D. Kleinman, R. Agarwal, "Electronic health record implementation findings at a large, suburban health and human services department, **Journal of Public Health Management and Practice**, 25(1), E11, 2019.

20. M. Dugas, K. Crowley, G.G. Gao, T. Xu, R. Agarwal, A.W. Kruglanski, and N. Steinle, "Individual differences in regulatory mode moderate the effectiveness of a pilot mHealth trial diabetes management among older veterans," **PLOS ONE**, 2018.

21. A. Nelson, M. Bjarnadóttir, V. Wolcott and R. Agarwal. "Stated Pain Levels, Opioid Prescription Volume and Chronic Opioid Use among United States Army Soldiers", **Military Medicine**, 2018 Mar 26. doi: 10.1093/milmed/usy026.

22. N. Yaraghi, W. Wang, G. Gao, R. Agarwal, "How Online Quality Ratings Influence Patients' Choice of Medical Providers: A Controlled Experimental Survey Study", **Journal of Medical Internet Research**, 2018;20(3):e99.

23. J. Khuntia, S. Mithas, R. Agarwal, "How Service Offerings and Operational Maturity Influence the Viability of Health Information Exchanges," **Production and Operations Management**, Volume26, Issue11, November 2017, 1989-2005.

24. V. Wolcott, R. Agarwal, D.A. Nelson, "Is Provider Secure Messaging Associated with Patient Messaging Behavior? Evidence From the US Army" **Journal of Medical Internet Research** 2017;19(4):e103 DOI: 10.2196/jmir.6804

25. B. Greenwood, R. Agarwal, R. Agarwal, and A. Gopal, "The When and Why of Abandonment: The Role of Organizational Differences in Medical Technology Lifecycles," **Management Science**, Vol. 63, No. 9, 2773-3145, 2017.

26. K. Crowley, R.S. Gold S. Bandi, R. Agarwal. The Public Health Information Technology Maturity Index: an approach to evaluating the adoption and use of public health information

technology. *Frontiers in Public Health Services and Systems Research* 2016; 5(2):26–33. DOI: 10.13023/FPHSSR.0502.05.

27. J.M. Goh, G. Gao, and R. Agarwal, The Creation of Social Value: Can an Online Health Community Reduce Rural Urban Health Disparities, *MIS Quarterly*, 40(1), 2016, 247-263.

28. B. Greenwood and R. Agarwal, "Matching Platforms and HIV Incidence: An Empirical Investigation of Race, Gender, and Socio-economic Status, *Management Science*, 62(8), 2281-2303, 2016.

29. G. Gao, B. Greenwood, R. Agarwal, J.S. McCullough, "Vocal Minority and Silent Majority: How do Online Ratings reflect Population Perceptions of Quality?" *MIS Quarterly*, Vol. 39:3, 565-589, 2015.

30. C.W. Kuenne, R. Agarwal, "Online Innovation Intermediaries as a Critical Bridge between Patients and Healthcare Organizations," *Wirtschaftsinformatik*, 2015, pp. 1268—1282.

31. C.M. Angst, R. Agarwal, G. Gao, J. Khuntia, and J.S. McCullough, "Information Technology and Voluntary Quality Disclosure by Hospitals," *Decision Support Systems,* Vol. 54, C, 367-375, 2014.

32. H.C. Lucas, R. Agarwal, E. Clemons, O. El-Sawy, Bruce Weber, "Impactful Research on Transformational IT: An Opportunity to Inform New Audiences," *MIS Quarterly*, Vol. 27, 2, 371-382, 2013.

33. R. Agarwal, C. Anderson, J. Zarate J, C. Ward, "If We Offer it, Will They Accept? Factors Affecting Patient Use Intentions of Personal Health Records and Secure Messaging," *Journal of Medical Internet Research* 2013;15(2):e43, URL: http://www.jmir.org/2013/2/e43/, doi: 10.2196/jmir.2243

34. M. Magni, C.M. Angst, and R. Agarwal, "Everybody Needs Somebody: The Influence of Team Network Structure on Information Technology Use," *Journal of Management Information Systems* (29:3) Winter, 9-42, 2013.

35. R. Agarwal and P. Weill, "Softscaling: A New Growth Strategy for Volatile Environments," *European Business Review*, November-December 2012, 46-49.

36. X. Xu, H-H. Teo, B. Tan, and R. Agarwal, "Effects of Individual Self-Protection, Industry Self-Regulation, and Government Regulation on Privacy Concerns: A Study of Location-Based Services", *Information Systems Research*, December 2012 23:1342-1363

37. S.L. Daniel, R. Agarwal, and K. Stewart, "The Effects of Diversity in Global, Distributed Collectives: A Study of User Participation in Open Source Projects," *Information Systems Research*, Vol. 24, No. 2, June 2013, 312-333.

38. R. Agarwal and P. Weill, "The Benefits of Combining Data with Empathy," *Sloan Management Review*, Vol. 54, No. 1, Fall 2012, 35-41.

39. G Gao, J. McCullough, R. Agarwal, and A.K. Jha, "A Changing Landscape of Physician Quality Reporting: Analysis of Patients' Online Ratings of Their Physicians Over a 5-Year Period," *Journal of Medical Internet Research*, 14(1):e38, 256-266, 2012.

40. S. Mithas, R. Agarwal, H. Courtney, "Digital business strategies and the duality of IT," *IT Professional,* 14(5), 2012, 2—4.

41. A. N. Mishra, C. Anderson, C.M. Angst, R. Agarwal, R, "Electronic health records assimilation and physician identity evolution: An identity theory perspective," *Information Systems Research,* 23(3-part-1), 2012, 738--760.

42. T. Zhang, R. Agarwal, and H. Lucas, "The Value of IT-Enabled Retailer Learning: Personalized Product Recommendations and Customer Store Loyalty in Electronic Markets," *MIS Quarterly*, Vol. 35 No. 4 pp. 859-881, December 2011.

43. C. L. Anderson, R. Agarwal, "The Digitization of Healthcare: Boundary Risks, Emotion, and Consumer Willingness to Disclose Personal Health Information**,** *Information Systems Research*, Vol. 22, No. 3, 469-410, September 2011.

44. J.M. Goh, G. Gao, and R. Agarwal, "Evolving Work Routines: The Adaptive Routinization of Technology in Healthcare," *Information Systems Research,* Vol. 22, No. 3, 565-585,

September 2011.

45. A. Animesh, S. Viswanathan, and R. Agarwal, "Competing 'Creatively' in Sponsored Search Markets: The Effect of Rank, Differentiation Strategy, and Competition on Performance," *Information Systems Research*, March 2011, Vol. 22, No. 1, 153-169.

46. R. Agarwal, S.L. Johnson, H.C. Lucas, "Leadership in the face of technological discontinuities: the transformation of EarthColor," *Communications of the Association for Information Systems,* 29(1), 2011, 33.

47. C. DesRoches, R, Agarwal, C.M. Angst and M. Fisher, "Differences Between Integrated and Stand-Alone E-Prescribing Systems Have Implications for Future Use," *Health Affairs*, December 2010 29:122268-2277.

48. R. Agarwal, G. Gao, C. DesRoches and A.K. Jha, "The Digital Transformation of Healthcare: Current Status and the Road Ahead," *Information Systems Research*, Dec 2010, Vol. 21 Issue 4, p796-809.

49. J. Kuruzovich, S. Viswanathan, and R. Agarwal, "Seller Search and Market Outcomes in Online Auctions," *Management Science*, October 2010; 56: 1702 - 1717.

50. C.M. Angst, R. Agarwal, V. Sambamurthy, and K. Kelley, "Social Contagion and Information Technology Diffusion: The Adoption of Electronic Medical Records in US Hospitals", *Management Science*, Vol. 56, No. 10, August 2010, 1219-1241.

51. C. L. Anderson and R. Agarwal, "Practicing Safe Computing: A Multi-Method Empirical Examination of Home Computer Use Security Intentions," *MIS Quarterly*, Vol. 34, No. 3, September 2010, 613-643.

52. R, Agarwal, D.Z. Sands, and J. Diaz-Schneider, "Quantifying the Economic Impact of Communication Inefficiencies in US Hospitals", *Journal of Healthcare Management*, August 2010, 265-282.

53. R. Agarwal, C.M. Angst, C. DesRoches, M. Fisher, "Technological Viewpoints (Frames) about Electronic Prescribing in Physician Practices," *Journal of the American Medical Informatics Association (JAMIA)*, Vol. 17, 2010, 425-431.

54. G. Gao, A. Gopal, and R. Agarwal, "The Contingent Effects of Quality Signaling: Evidence from the Indian Offshore IT Services Industry," *Management Science*, Vol. 56, No. 6, 2010, 1012-1029.

55. A.N. Mishra and R. Agarwal, "Technological Frames, Organizational Capabilities and Post-Adoption IT Use: An Empirical Investigation of Electronic Procurement," *Information Systems Research*, Vol. 21, No. 2, 249-270, 2010.

56. H. Xu, H., H. Teo, B.C.. Tan, and R. Agarwal, R. "The Role of Push-Pull Technology in Privacy Calculus: The Case of Location-Based Services," *Journal of Management Information Systems (JMIS)*, Vol. 26, No. 3, pp. 137-176, 2010.

57. R. Agarwal, A. Animesh, and K. Prasad, "Social Interactions and the Digital Divide: Explaining Variations in Internet Use," *Information Systems Research*, Vol. 20, No. 2, June 2009, 277-294.

58. C.M. Angst and R. Agarwal, "Adoption of Electronic Health Records in the Presence of Privacy Concerns: The Elaboration Likelihood Model and Individual Persuasion," *MIS Quarterly*, Vol. 33, No. 2, June 2009, 339-370.

59. L. Maruping, V. Venkatesh, and R. Agarwal, "A Control Theory Perspective on Agile Methodology Use and Changing User Requirements" *Information Systems Research*, Vol. 20, No. 3, 2009, 377-399.

60. R. Agarwal, C.M. Angst, and M. Magni, "The Performance Effects of Coaching: A Multi-level Investigation using Hierarchical Linear Modeling," *International Journal of Human Resource Management*, Vol. 20, No. 10, 2110-2134, 2009.

61. C.M. Angst, R. Agarwal, and J. Kuruzovich, "Bid or Buy? Individual Differences as Predictors of Strategic Exit in Online Auctions," *International Journal of Electronic Commerce*, Vol. 13, No. 1, Fall 2008, 59-84.

62. J. Kuruzovich, S. Faraj, C.M. Angst, and R. Agarwal, "The Role of Communication in Patient Service Level: A Study of Wireless VoIP and the Integration with a Nurse Call System, *Computers, Informatics, Nursing (CIN)*, Vol. 26, No. 3, May-June 2008.

63. S. Gosain, J. Kuruzovich, S. Viswanathan, and R. Agarwal, "Marketspace or Marketplace? Online Information Search and Channel Outcomes in Auto Retailing," *Information Systems Research*, Vol. 19, No. 2, 2008, 182-201.

64. A. Rai, V. Sambamurthy, and R. Agarwal, "How CIOs can Enable Governance of Value Nets," *MIS Quarterly Executive*, Vol. 7, No. 4, December 2008, 193-204.

65. R. Agarwal, T.W. Ferratt, and P. De., "An Experimental Investigation of Turnover Intentions Among New Entrants in IT," The *Database*, for Advances in Information Systems, Vol. 38, No. 1, 8-28, 2007.

66. M. Ma and R. Agarwal, "Through a Glass Darkly: Information Technology Design, Identity Verification and Knowledge Contribution in Technology-Mediated Communities," *Information Systems Research*, Vol. 18, No. 1, 2007, 42-67.

67. S. Viswanathan, J. Kuruzovich, S. Gosain, R. Agarwal, and S. Weitzmann, "Online Infomediaries and Price Discrimination," *Journal of Marketing*, Vol. 71, No. 3, July 2007, 89-107.

68. R. Agarwal, C.V. Brown, T.W. Ferratt, and J.E. Moore, "Five Mindsets for Retaining IT Professionals," *MIS Quarterly Executive*, December 2006, 137-150.

69. E. Karahanna, R. Agarwal, and C. M. Angst, "Reconceptualizing Compatibility Beliefs in Technology Acceptance Research," *MIS Quarterly*, Vol. 30, No. 4, December 2006, 781-804.

70. D. Smaltz, V. Sambamurthy, and R. Agarwal, "The Antecedents of CIO Role Effectiveness in Organizations: An Empirical Study in the Healthcare Sector," *IEEE Transactions on Engineering Management*, Vol. 53, No. 2, May 2006, 207-222.

71. V. Venkatesh and R. Agarwal, "Turning Visitors Into Customers: A Usability Centric Perspective on Purchase Behavior," *Management Science*, Vol. 52, No. 3, March 2006, 367-382.

72. R. Agarwal and H. Lucas, "The IS Identity Crisis: Focusing on High Visibility and High Impact Research," *MIS Quarterly*, Vol. 29, No. 3, Sept. 2005, 381-398.

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76. W. Lewis, R. Agarwal, and V. Sambamurthy, "Sources of Influence on Beliefs about Information Technology Use: An Empirical Study of Knowledge Workers," *MIS Quarterly*, Vol. 27, No. 4, 657-, 2003.

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78. R. Agarwal and V. Sambamurthy, "Principles and Models for Designing the IT Function," *MIS Quarterly Executive*, Vol. 1, No. 1, 2002, 1-16

79. E. Carmel and R. Agarwal, "The Maturation of Offshore Sourcing of Information Technology Work," *MIS Quarterly Executive*, Vol. 1, No. 2, 2002, 65-78.

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81. M. R. Tanniru and R. Agarwal, "Applied Technology in Business Program—An Industry-Academia Partnership to Support Student Learning," *E-Service Journal*, Indiana University,

Vol. 1, No. 2, Winter 2002, 5-19.

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86. R. Agarwal, V. Sambamurthy, and R. Stair, "The Evolving Relationship between General and Specific Computer Self-Efficacy: An Empirical Investigation," *Information Systems Research*, Vol. 11, No. 4, December 2000, 418-430.

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88. R. Agarwal and J. Prasad, "A Field Study of the Adoption of Software Process Innovations by Information Systems Professionals," *IEEE Transactions on Engineering Management*, Vol. 47, No. 3, August, 2000, 295-308.

89. R. Agarwal, R., P. De, A. Sinha, and M. Tanniru, "On The Usability of OO Representations," *Communications of the ACM*, Vol. 43, No. 10, October, 2000, 83-89.

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91. S. Nambisan, R Agarwal, and M. Tanniru, "Organizational Mechanisms for Enhancing User Innovation in Information Technology," *MIS Quarterly*, Vol. 23, No. 3, September 1999, 365-395.

92. R. Agarwal, P. De, and A.P. Sinha, "Comprehending Object and Process Models: An Empirical Study," *IEEE Transactions on Software Engineering*, Vol. 25, No. 4, July/August 1999, 541-556.

93. R. Agarwal, R. and J. Prasad, "Are Individual Differences Germane to the Acceptance of New Information Technologies?" *Decision Sciences*, Vol. 30, Spring 1999, 361-391.

94. R. Agarwal and J. Prasad, "A Conceptual and Operational Definition of Personal Innovativeness in the Domain of Information Technology," *Information Systems Research*, Vol. 9, No. 2, 1998, 204-215.

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- M.V. Bjarnadottir, R. Agarwal, K. Crowley, Q. Jin, L. Zia, S. Barnes, and K. Prasad, "Improving Decision Making using Health Data Analytics," in *Big Data and Health Analytics,*" H. Lehman and K. Marconi (ed.), Taylor and Francis, 2014.
- R. Agarwal, S. Viswanathan, and A. Animesh, "The 'New' World of Negotiating: Interactions Mediated by Information Technology," in *The Psychology of Negotiations in the 21st Century Workplace: New Challenges and New Solutions*, B.M. Goldman and D.L. Shapiro (eds.), Routledge: NY, 2012, 399-434.
- Designing Consumer Health IT: A Guide for Developers and Systems Designers. (Prepared by Westat, under Contract No. HHSA290200900023I.) Rockville, MD: Agency for Healthcare Research and Quality. September 2012.
- R. Agarwal, P.K. Crowley, S. Finley, L. Olinger, C. Russell Model Children's EHR Format: Conformance Assessment Report (Prepared by Westat, under Contract No. HHSA290200900023I.) Rockville, MD: Agency for Healthcare Research and Quality, 2011.
- R. Agarwal, C. Anderson, P.K. Crowley, P.K. Kannan "Improving Consumer Health IT Application Development: Lessons From Other Industries, Background Report. (Prepared by Westat, under Contract No. HHSA290200900023I.) AHRQ Publication No. 11-0065-EF. Rockville, MD: Agency for Healthcare Research and Quality. May 2011.
- R. Agarwal and J. Khuntia, "Personal Health Information Management and the Design of Consumer Health Information Technology," Technical Report, *Agency for Healthcare Research and Quality*, Publication No. 09-0075-EF, June 2009.
- R. Agarwal, & C.M. Angst, "Technology-Enabled Transformations in Health Care: Early Findings on Personal Health Records and Individual Use," in D. Galletta and P. Zhang (eds.) *Human-Computer Interaction in Management Information Systems: Advances in Management Information Series*, 2006, 357-378.
- R. Agarwal and T.W. Ferratt, "Validation of Human Resource Strategies in Information Technology," *IT Workers*, F. Neiderman and T.W. Ferratt (eds.), Idea Group Publishing, 2006, 3-44.

- R. Agarwal and A. Bharadwaj, "Considering Risk," in F. Hoque, V. Sambamurthy, R.W. Zmud, T. Trainer, C. Wilson (eds.) *Winning the 3-Legged Race: When Business and Technology Run Together*, Prentice-Hall, 2006, 157-180.
- R. Agarwal and C.M Beath, "Grooming the 2010 CIO," SIM International, 2006.
- R. Agarwal, "Teamwork in the Netcentric Organization, in D. Tjosvold, K. Smith, and M. West (eds.),"*International Handbook of Organizational Teamwork and Cooperative Working*," Wiley, 2003.
- R. Agarwal, A. Rai, and V. Sambamurthy, "Unleashing Enterprise Value Nets," SIM International, 2004.
- R. Agarwal and V. Sambamurthy, "Organizing the IT Function for Business Innovation Leadership," SIM International, 2002.
- E. Carmel and R. Agarwal, *The Globalization of America's Information Technology Work*, 2000.
- R. Agarwal and V. Sambamurthy, "Organizing For Hypercompetition: A Guidebook of Practice for the IT Function," SIM International, 2000.
- R. Agarwal, "Individual Adoption of New Information Technology," in *Framing the Domains of IT Management Research: Glimpsing the Future through the Past*, R.W. Zmud (ed.), Pinnaflex, 2000.
- R. Agarwal and T.W. Ferratt, *Coping with IT Labor Scarcity: Strategies and Practices for Effective Recruitment and Retention*, Pinnaflex Publishing, 1999.
- R. Agarwal and T.W. Ferratt, "Recruiting, Developing, And Retaining A World-Class IT Staff: An Analysis Of IT Human Resource Strategies," SIM International, 1998.
- R. Agarwal and T.W. Ferratt, "Recruiting, Retaining, and Developing a World-Class IT Staff: A Study of Innovative and Effective Practices," SIM International, 1997.
- R. Agarwal and M. Tanniru, "Organizational Management of Expert Systems Development," in *Expert Systems in Management and Engineering*, Ellis Horwood, 1990, 21-35.

EDITORIALS AND EDITED PROCEEDINGS

- R. Agarwal, G.G. Gao, K. Crowley, J. McCullough, "Proceedings of the 10th Conference on Health IT & Analytics," *Proceedings of the 10th Conference on Health IT & Analytics*, July 8, 2020.
- R. Agarwal, G.G. Gao, K. Crowley, J. McCullough, "Proceedings of the 9th Conference on Health IT & Analytics (CHITA 2018),' *Proceedings of the 9th Conference on Health IT & Analytics (CHITA 2018)*, February 1, 2019.
- R. Agarwal, "Editorial: On the Intellectual Structure and Evolution of *ISR*," *Information Systems Research*, Vol. 27, No. 4, December 2016, pp. 665–667.
- R. Agarwal, A. Tiwana, "Editorial: Evolvable systems: Through the looking glass of IS," *Information Systems Research*, 26(3), 2015
- R. Agarwal, V. Dhar, "Editorial: Big data, data science, and analytics: The opportunity and challenge for IS research," *Information Systems Research,* 25(3), 2014.
- R. Agarwal, "Editorial: Reflections on Year One: A 2011 Retrospective," *Information Systems Research,* 22(4), 2011, 685--686.
- R. Agarwal, A.K. Gupta, R. Kraut, "Information Systems Research Special Issue: The Interplay Between Digital and Social Networks," *Information Systems Research,* 16(3), 2005, 329--330.

PRESENTATIONS/PANELS AT CONFERENCES

- "AI, LLMs, and Medicine: What's the Fuss All About?" panel participant, *INFORMS Conference on Healthcare*, Toronto, CA, July 2023.
- "Threats to the Integrity of Marketing and Public Policy Research," panel participant, *American Marketing Association Conference*, Crystal City, VA, June 2023.
- "Federal Health Responsible AI: From Principles to Practice," panel participant, *Academy Health Annual DataPalooza and National Policy Conference*, Washington, D.C., February 2023.
- "Practicing Responsible AI: Risks, Challenges and Opportunities," panel participant, e-Health Conference, June 2022.
- "Practicing Responsible AI: Risks, Challenges and Opportunities," panel participant, *Academy Health Annual DataPalooza and National Policy Conference*, Washington, D.C., April 2022.
- "Business school deans and institutional leader perspectives on the impacts and implications of the COVID-19 pandemic for the IS field and academic community," *International Conference on Information Systems*, December 2020.
- C "The Virtualization of Large Social Events: Effects on Platform Users," *INFORMS Annual Meeting*, November, 2020.
- "Speech is Silver, Silence is Golden — Motivational Framing Backfires: Evidence from a Field Experiment" *INFORMS Annual Meeting*, Seattle, USA, 2019.
- "Seeking Public Intellectuals in the Information Systems Discipline: Towards an Impact and Engagement Agenda," *International Conference on Information Systems*, San Francisco, CA, December 2018.
- "Government/Academia Collaboration in Research," *Workshop on Information Technology and Systems (WITS)*, Seoul, South Korea, December 2017.
- "Gender Inequalities in Online Doctor Ratings," *INFORMS Annual Meeting*, Houston, TX, October 2017.
- "The Digital Transformation of Healthcare," *Korea Advanced Institute for Science and Technology (KAIST)*, Seoul, South Korea, September 2017.
- "The Digital Transformation of Healthcare," *Yonsei University*, Seoul, South Korea, September 2017.
- "Creating Value: The Role of Platforms in Healthcare," *KPMG Ph.D. Project*, Boston, MA, August 2017.
- Workshop Mentor, Junior Faculty Workshop, *Academy of Management Annual Conference*, Atlanta, GA, August 2017.
- "The Digital Transformation of Healthcare," *Beijing Institute of Technology*, September 2017"
- The Dark Side of Positive Social Influence," *INFORMS Annual Meeting* Nashville, TN, November 2016.
- Invited Panelist, "The AIS Grand Vision Project: What, Where, and How," *Americas Conference on Information Systems*, San Juan, PR, August 2015.
- Invited Panelist, "Does Growing Demand for Data Science Create New Opportunities for Information Systems?" *International Conference on Information Systems,* December 2014.
- Faculty Advisor, Doctoral Consortium, *Americas Conference on Information Systems*, Savannah, GA, August 2014.
- Research Seminar, "Social Media and Patients," November 2013.
- Invited Panelist, Professional Development Workshop "Simulation in IS Research," *Academy of Management Annual Meeting*, Orlando, August 2013.

- Invited Panelist, Professional Development Workshop "Publishing Research on IT-enabled Phenomena in Top Journals," *Academy of Management Annual Meeting*, Orlando, August 2013.
- "Online Physician Ratings: Random or Reliable?" *INFORMS Annual Meeting*, Phoenix, AZ October 2012.
- "The Shadow of Goliath: Scientific Discovery and the Abandonment of Technology," *3rd Annual Workshop on Health IT and Economics*, Washington, D.C., October 2012.
- Editor's Panel, *Mediterranean Conference on Information Systems*, Guimaraes, Portugal, September 2012.
- Faculty Advisor, Doctoral Consortium, *European Conference on Information Systems*, Barcelona, Spain, June 2012.
- Panel Participant, "Nurturing a Thriving Information Systems Discipline: A Call to Action," *International Conference on Information Systems*, Shanghai, China, December 2011.
- Faculty Advisor, Doctoral Consortium, *Pacific Asia Conference on Information Systems*, Taipei, Taiwan, July 2010.
- Faculty Advisor, Doctoral Consortium, *Pacific Asia Conference on Information Systems*, Hyderabad, India, July 2009.
- "Human Capital Development in the IT/ITES Sector," Panel Participant, *Third International Symposium of Information Systems*," Hyderabad, India, December 2008.
- "Theorizing about IT, Strategy, and Emerging Technologies," Panel Participant, *Journal of Strategic Information Systems Workshop*, ICIS, Montreal, CA, December 2007.
- "Isolating the Effects of Health IT on Performance," *INFORMS Annual Meeting*, Seattle, WA, November 2007.
- "Social Interactions and the Digital Divide," *INFORMS Annual Meeting*, Seattle, WA, November 2007.
- "Transforming the Practice and Delivery of Healthcare Through Information Technology," Panel Chair and Presenter, *Academy of Management Annual Symposium*, August 2007.
- "The Science (Art) of Publishing in the Top IS Journals," Panel Participant, *European Conference on Information Systems*, St Gallen, Switzerland, June 2007.
- "Offshoring Services," Panel Chair and Presenter, *CIBER Conference on Offshoring*, Duke University, April 2007.
- "Information Technology Enabled Transformations: Research that Bridges the Functional Divide," Panel Participant, *International Conference on Information Systems*, Las Vegas, NV, December 2005.
- Deng, X. and Agarwal, R. "Knowledge Transfer in Outsourced Software Development: A Contingency Perspective". Paper presented at the *Academy of Management Annual Meeting*, New Orleans, LA, USA. OCIS Division, 2004.
- "IT as a Platform for Competitive Agility, *IFIP 8.6 Meeting*, Ireland, May, 2004.
- "IT Strategy and Firm Value," Panel Participant, *Academy of Management Annual Meeting*, August 2003.
- "Moving Beyond the Individual in Innovation Adoption Research: Multiple Levels of Analysis," Invited Panelist, *Workshop of the Special Interest Group on Diffusion, Transfer, and Implementation of IT*, Barcelona, Spain, December 2002.
- "Networking of Organizational Behavior and Information Systems Researchers," Workshop Participant, *Academy of Management Annual Meeting*, Denver, August 2002.
- "Supply Chain Management in The Automotive Sector: An Investigation Using Control Theory," *SAP Innovation Congress*, Tampa, FL, February 2002.
- "For Whom Do We Toil?" Panel Participant, *Kristiansand International Workshop on Information Systems*, Kristiansand, Norway, August 2001.
- "Strategic Imperatives in the Digital Age" Symposium Participant, *Academy of Management*

Annual Meeting, Washington DC, August 2001.
- "Balancing Rigor and Relevance in IS Research: Strategies, Tactics, and Recommendations," Panel Participant, *European Conference on Information Systems*, Vienna, Austria, July, 2000.
- "A New Model for the IT Organization," Symposium Participant, *Academy of Management Annual Meeting*, Toronto, August 2000.
- "Getting Grant Dollars," Panel Participant, *International Conference on Information Systems*, Charlotte, NC, December 1999.
- "Crafting a Strategy for Electronic Commerce," *Conference on Managing Advanced Information Technologies*, Oakland University, October 1999.
- "Human Resource Strategies for Information Technology Professionals," *Information Technology in the Workplace Conference*, Creighton University, September 1999.
- "Sustaining Innovation Through IT-Competent Organizations: Insights from Practice," Panel Participant, *IFIP 8.2, 8.6, Joint Working Conference*, Helsinki, December 1998.
- "The Leadership Initiative at 3M," *Society for Information Management International Conference*, Seattle, December 1988.
- "Are Existing Systems Analysis and Design Methods Obsolete for Web-based Application?" Panel Participant, *Workshop on Information Technologies and Systems (WITS),* Atlanta, December 1997.
- "Adopting Software Process Innovations," *Conference on Managing Advanced Information Technologies*, Syracuse University, October 1996.
- "Radical Planning and Incremental Implementation of Business Process Reengineering," *Conference on Managing Advanced Information Technologies*, Syracuse University, October 1995.
- "Experimental Research in Systems Analysis and Design Methodologies: Opportunities and Challenges," Panel Participant, *15th International Conference on Information Systems,* Vancouver, BC, 1994.
- "Achieving Success in Business Process Reengineering," Conference on *Managing Advanced Information Technologies*, Syracuse University October 1994.
- "User Acceptance of Information Technology Innovations," Conference on *Managing Advanced Information Technologies*, Syracuse University October 1993.
- "The Effects of Prior Biases on Object Oriented Modeling," Conference on *Expert Systems in Management*, Syracuse University October 1992.
- "Continuous Verification and Validation of Expert Systems," *National Meeting of TIMS/ORSA,* San Francisco, October 1992.
- "Structured Tools for Rule-Based Systems," Conference on *Expert Systems in Management,* Syracuse University October 1991.
- "Distributed Operational Control of Flexible Job-Shops," *National Meeting of ORSA/TIMS*, Nashville, May 1991.
- "Group Decision Support for Multiple Expert Teams," *National Meeting of ORSA/TIMS*, Las Vegas, May 1990.
- "The Role of Expert Systems in Systems Development," Conference on *Expert Systems in Management*, Syracuse University, October 1990.
- "An Expert System for Project Selection," *National Meeting of the Association for Intelligent Systems Technology*, Syracuse, October 1989.
- "Ensuring Integrity in Rule-Based Systems," Conference on *Expert Systems in Management*, Syracuse University, October 1989.
- "The Use of Non-Monotonic Reasoning in the Determination of Payees," *National Meeting of the Association for Intelligent Systems Technology*, September 1988.
- "Implementation Issues in Expert Systems," *National Meeting of ORSA/TIMS*, Denver, October 1988.

- "Implementing Belief Revision in the Regular Benefits Consultant," *Teknowledge Users' Group Meeting at AAAI 1987*, Seattle, July 1987.

SELECTED INVITED KEYNOTE PRESENTATIONS AND SEMINARS

- Keynote Presentation, "Crisis and Opportunity: The Digital Transformation of Healthcare" *National University of Singapore Research Workshop*, Singapore, June 2023.
- Invited Panelist, "AI Governance and Medtech," *AIxSG Conference*, Singapore, May 2023.
- Invited Speaker, "Health Equity in Hypertension," *Transforming Hypertension Diagnosis and Management in the Era of Artificial Intelligence,"* NIH/NHLBI Conference, March 2023.
- Keynote Presentation, "The Digital Transformation of Healthcare," *International Conference of the Center for Digital Organizations*, Indian Institute of Management, Ahmedabad, January 2023.
- Invited Panelist, "Emerging Areas of IS Research," *International Conference on Information Systems (ICIS,)*, December 2020.
- Invited Presentation, "Pivoting in Academia," *Conference on Information Systems and Technology (CIST,)* November 2020.
- Keynote Presentation, "Crisis and Opportunity: IS Research in a Post-Pandemic World," *Americas Conference on Information Systems* (AMCIS), August 2020.
- Invited Panelist, "Pivoting with the Pandemic," *MIS Academic Leadership Conference (MALC)*, July 2020.
- Invited Panelist, "*The Future of Business Education", Statistical Challenges in E-Commerce Research* (*SCECR,*) June 2020.
- Invited Speaker, "Unlocking the Power of AI and Machine Learning in Healthcare," Columbia University HIT Lab, New York, New York, April 2019.
- Keynote Presentation, "Unraveling the Social in Social Norms: The Conditioning Effect of User Connectivity," *Virginia Research Symposium in Information Systems*, Arlington, VA, March 2019.
- Invited Speaker, "Crafting your Research Story," KPMG Ph.D. Project for Minority Doctoral Students, New Orleans, LA, August 2018.
- Keynote Speaker, "The Bright Internet: Opportunities, Challenges, and the Road Ahead," *Bright Internet Global Summit*, South Korea, December 2017
- Invited Speaker, "Platforms and Digital Innovation," *KPMG PhD Project*, Boston, MA, August 2017.
- Research Seminar, "Unravelling the "Social" in Social Norms: The Conditioning Effect of User Connectivity," DeSautels School of Management, McGill University, April 2017.
- State Farm Distinguished Speaker, "Quality Transparency in Healthcare: How Digital Word of Mouth Affects Consumer Decision Making," Terry College of Business, University of Georgia, April 2016.
- Research Seminar, "Quality Transparency in Healthcare: How Digital Word of Mouth Affects Consumer Decision Making," Ross School of Business, University of Michigan, April 2016.
- Keynote Speaker, "The Digital Transformation of Healthcare," Workshop on E-Business (WEB), Fort Worth, TX, December 2015.
- Plenary Presentation, "Patients are Consumers: The Digital Transformation of Healthcare Services," *Frontiers in Service Conference*, San Jose, CA, July 2015.
- Plenary Presentation, "The Big Data Opportunity: Setting the Context, *NASSCOM Big Data and Analytics Summit*, Hyderabad, India, June 2015.
- Research Seminar, "Crafting a "Successful" Academic Career," Morgan State University, October 2014.

- Dean's Distinguished Speaker, "The Digital Transformation of Healthcare: Opportunities, Challenges, and Solutions," University of Washington Bothell, October 2014.
- Research Seminar, "The Digital Transformation of Healthcare: Opportunities, Challenges, and Solutions," George Mason University, September 2014.
- Research Seminar, "Physician Heal Thyself: Changes in Decision Making After Information Shocks," The Broad School of Business, Michigan State University, April 2014.
- Research Seminar, "Physician Heal Thyself: Changes in Decision Making After Information Shocks," Stern School of Business, New York University, April 2014.
- Keynote Presentation, "Financial Incentives and the Norms of Science: Unpacking the Drivers of Organizational Technology Adoption and Abandonment," *IS Research Workshop*, City University of Hong Kong, July 2014.
- Keynote Presentation, "Financial Incentives and the Norms of Science: Unpacking the Drivers of Organizational Technology Adoption and Abandonment," *Taiwan Summer Workshop on Information Management*, National Sun-Yat Sen University Taiwan, July 2014.
- Keynote Presentation, "Digital Footprints and Vulnerabilities: The Evolution of Privacy in the Internet Age," *Future of the Internet Congress*, Frankfurt, Germany, December 2013.
- Research Seminar, "A Double Digital Divide? The Paradox of Efficient Markets and HIV Incidence among the Digitally Disadvantaged," The Wharton School, University of Pennsylvania, November 2013.
- Research Seminar, "A Double Digital Divide? The Paradox of Efficient Markets and HIV Incidence among the Digitally Disadvantaged," University of California at Irvine, October 2013.
- Keynote Presentation, "The Social Value of Online Health Communities," IS Research Workshop, City University of Hong Kong, July 2013.
- Keynote Presentation, "The Social Value of Online Health Communities," IS Research Workshop, National Sun-Yat Sen University Taiwan, July 2013.
- Research Seminar, "Vocal Majority and Silent Minority: How do Online Physician Ratings Reflect Population Opinions?" University of Florida at Gainesville, April 2013.
- Distinguished Speaker, "Vocal Majority and Silent Minority: How do Online Physician Ratings Reflect Population Opinions?" HEC Montreal, April 2013.
- Keynote Presentation, "The Digital Transformation of Healthcare: Opportunities, Challenges, and Solutions," McCombs Health IT Workshop, University of Texas at Austin, November 2012.
- Distinguished Speaker, "The Digital Transformation of Healthcare: Opportunities, Challenges, and Solutions," McMaster University DeGroote School of Business, Hamilton, Ontario, Canada, September 2012.
- Keynote Presentation, "Digital Word of Mouth and Credence Goods: Studies of Online Physician Reviews," IS Research Workshop, National University of Taiwan, July 2012.
- Keynote Presentation, "Digital Word of Mouth and Credence Goods: Studies of Online Physician Reviews," IS Research Workshop, City University of Hong Kong, June 2012.
- Keynote Presentation, "Bits, Bytes, and Potions: The Digital Transformation of Health and Medicine," *Management and Economics of ICT Conference*, Munich, Germany, March 2012.
- Keynote Panel, "Leadership in the Information Systems Discipline," Doctoral Consortium, *International Conference on Information Systems*, Shanghai, China, December 2011.
- Research Seminar, "A Digital Soapbox? The Information Value of Online Doctor Ratings," Seminar, Tepper School of Management, Carnegie-Mellon University, September 2011.
- Research Seminar, "A Digital Soapbox? The Information Value of Online Doctor Ratings," Seminar, Fogelman School of Business, University of Memphis, September 2011.
- Research Seminar, "The Digitization of Healthcare and Online Doctor Ratings," Seminar, University of British Columbia, April 2011.

- Research Seminar, "Physician Identity and Electronic Health Records," Seminar, Krannert School of Business, Purdue University, November 2010.
- Research Seminar, Smith School Thought Leadership Series, "Digital Transformation of Healthcare," October 2009.
- Research Seminar, "Privacy and Digital Health Information," Arizona State University, November 2008.
- Research Seminar, "The Digitization of Healthcare," Katz School of Business, University of Pittsburgh, February 2008.
- Research Seminar, "Propensity, Susceptibility, Infectiousness, and Spatial Proximity Contagion: Electronic Medical Record Diffusion in US Hospitals," Emory University, Atlanta, GA, November 2007.
- Research Seminar, "The Diffusion of Electronic Medical Records," University of Washington, Seattle, April 2007.
- Research Seminar, "Online-Infomediaries and Price Discrimination," Stern School of Business, New York University, October 2006.
- "But Does IT Add Value?" Panel Participant, Partner's Health Care Telemedicine Symposium, Harvard Medical School, October 2006.
- Invited Talk, "Using IT to Improve Outcomes in Healthcare Delivery, "PHRs, EHRs, EMRs: Research Opportunities and Challenges," Workshop on Healthcare and IT, Boston College, October 2006.
- Research Seminar, "Identity in Virtual Communities," University of Texas at Arlington, April 2006.
- Invited Talk, "Informating Health Care: Electronic Health Records and Individual and Institutional Use," Graduate School of Business Administration Congress, Zurich, Switzerland, October 2005.
- Research Seminar, "Online Infomediaries in Auto-Retailing," University of Texas at Dallas, October 2005.
- Keynote Speaker, "Informating Health Care Through IT," Economic and Social Research Council Seminar, University of Nottingham, July 2005.
- Invited Talk, "Reflections on MBA and E-MBA Teaching," Gordon Davis Symposium, Carlson School of Business, University of Minnesota, May 2005.
- Research Seminar, "Digital Re-Intermediation in the Automobile Value Chain," Heinz School of Public Policy, Carnegie-Mellon University, March 2005.
- Research Seminar, "Digital Re-Intermediation in the Automobile Value Chain," College of Business, Ohio State University, March 2005.
- Invited Talk, "In Search of Superior Performance: The Alignment of IT Capabilities and Firm Strategy," 30th Anniversary Celebration, Eller College of Business and Public Policy, University of Arizona, November 2004.
- Seminar Leader, "Theories of Diffusion of Innovation in IT," INFWEST.IT Program, Jyvaskyla, Finland, August 2004.
- Distinguished Speaker, "Generating Value from IT: Triangulating on Assimilation Behaviors in Organizations," McGill University, Faculty of Management, May 2004.
- Research Seminar, "Turning Visitors into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels," School of Business, Case Western Reserve University, February 2004.
- Research Seminar, "Turning Visitors into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels," Seminar, School of Business, Michigan State University, September 2003.
- Research Seminar, "Turning Visitors into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels," College of Business, Georgia Tech University, May 2003.

- Invited CIO Seminar, "Individual Adoption of New Technologies," Center for Information Management Studies, Babson College, May 2003.
- Research Seminar, "Turning Visitors into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels," McCombs School of Business, University of Texas At Austin, April 2003.
- Research Seminar, "Turning Visitors into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels," School of Business, University of Houston, April 2003.
- Research Seminar, "Turning Visitors into Customers: A Usability-Centric Perspective on Purchase Behavior in Electronic Channels," Michael F. Price College of Business, University of Oklahoma, April 2003.

GRANTS AND CONTRACTS

- Principal Investigator, "Artificial Intelligence/Machine Learning Consortium to Advance Health Equity and Researcher Diversity (AIM-AHEAD)," Data Science Core, *National Institutes of Health*, 2021-2023.
- Principal Investigator, "Precision Therapy for Neonatal Opioid Withdrawal Syndrome" AI + Medicine for High Impact (AIM-HI) Challenge Award, 2020-2021, 2021-23.
- Principal Investigator, "Ambiguity in Medical Decision Making," UMB ICTR, 2022-2023.
- Principal Investigator, "Specialty Practice Transformation Network," *Maryland Healthcare Commission*, 2019-2020.
- Principal Investigator, "Creating National Surveillance Infrastructure for Priority Devices," 2018-2019, *Food and Drug Administration*.
- Principal Investigator, "Conference on Health IT and Analytics 2018-2020," *Agency for Healthcare Research and Quality*.
- Co-Investigator, "Health Innovation Artificial Intelligence Laboratory," *Inovalon*, 2016-2018.
- Principal Investigator, ""Promoting Better Pain Management Outcomes: Precision Decision Support for Opioid Prescription," *National Institute of Health Care Management*, 2016-2017.
- Co-Investigator, "Real-Time Chronic Disease Management Platform II", *Maryland Industrial Partnerships*, 2016.
- Co-Investigator, "Real-Time Chronic Disease Management Platform I", *Maryland Industrial Partnerships*, 2015.
- Principal Investigator, "Mobile and Social Informatics for Regulatory Decision-Making" *M-CERSI Small Conference Grant*, 2015.
- Principal Investigator, "Advancing Predictive Modeling and Health Data Analytics with the UMD-Army Medical Data Repository," *Leidos Seed Grant*, 2014-2015.
- Co-Investigator, "mHealth Strategic Industry Partnership II" *Maryland DLLR EARN Program*, 2015-2016.
- Co-Investigator, "mHealth Strategic Industry Partnership I" *Maryland DLLR EARN Program*, 2015-2016.
- Principal Investigator, "Annual Workshop on Health IT and Economics," *Agency for Healthcare Research and Quality*, 2010-2016.
- Co-Investigator, "Public Health and Primary Care Integration through Enhanced Public Health Information Technology (PHIT) Maturity: A Case for Behavioral Health*," Robert Wood Johnson Foundation*, 2013-2015.
- Principal Investigator, Health Informatics Research Initiative, *Air Force Medical Service*, 2012-2013.
- Co-Investigator, "Social Media Strategy for a Payer," *CareFirst BlueCross BlueShield*, 2011-2012.

- Co-Investigator, "Innovate 4 Healthcare Challenge," *Johnson and Johnson*, 2012.
- Co-Investigator, "Health Information Exchange Leadership Program," 2011-2012.
- Co-Investigator, "Center of Excellence in Health IT Research," *University of Maryland Division of Research*, 2012-2013.
- Co-Investigator, "Modeling and Optimizing Intensive-Care Unit Performance," research grant, *Lockheed Martin*, 2011-2012.
- Principal Investigator, *Air Force Medical System/CTSA Collaboration Workshop*, AFMS, 2011.
- Co-Investigator, Office of the National Coordinator for Health IT HIE Challenge Grant, *Department of Health and Human Services*, 2011-2012.
- Co-Investigator, "Development Methods from Other Industries to Inform the Development of Consumer Health IT," *Agency for Healthcare Research and Quality*, 2010-2012.
- Co-Investigator. "Usability Toolkit for Electronic Health Records," *Agency for Healthcare Research and Quality*, 2010-2012.
- Co-Investigator, "Development of a Model Electronic Health Record for Children," *Agency for Healthcare Research and Quality*, 2010-2012.
- Principal Investigator, "Documenting Public Private Partnership Value," *FDA*, 2009-2011.
- Principal Investigator, "Developing a Cardiology Specific Electronic Health Record," *Maryland Industrial Partnerships Grant*, 2009-2010.
- Principal Investigator, "Evaluation of the District of Columbia Regional Health Information Organization, *DC Department of Health*, 2009-2011.
- Co-Investigator, "Personal Health Information Management and the Design of Consumer Health IT," *Agency for Healthcare Research and Quality*, 2008-2009.
- Co-Investigator, "Impact of an Electronic Prescribing System on Physician Practices," *Agency for Healthcare Research and Quality*, 2007-2009.
- Co-Investigator, "IT is Risky Business: Mindfulness, Routine, and Reliability in IT Infrastructure," *National Science Foundation*, 2007-2008.
- Principal Investigator, I/U CRC Planning Grant for Center for Health Information and Decision Systems, *National Science Foundation*, 2006.
- Co-Investigator, "Grooming the 2010 CIO," research contract with the Advanced Practices Council of the *Society for Information Management*, 2006-2007.
- Co-Investigator, "Deriving IT Value Through Strategic Alignment of IT Human Capital," research grant, *Center for Information Systems Research*, MIT, 2004.
- Co-Investigator, "Unleashing IT-Enabled Value Nets: Relational and Governance Architectures," research contract with the Advanced Practices Council of the *Society for Information Management*, 2001-2003.
- Co-investigator, "DARPA Netcentricity Project," *University of Maryland*, 2000-2001.
- Co-investigator, "The Globalization of America's Information Technology Work," research contract with *US Department of Labor*, 1999-2000.
- Co-Investigator, "Organizational Logic for the IT Function: Realizing Business Value through Client Relationships, Sourcing Networks, and Expertise Leverage," research contract with the Advanced Practices Council of the *Society for Information Management*, 1999-2001.
- Co-Investigator, "Recruiting, Developing, and Retaining a World-Class IT Staff: A Study of Innovative Practices," research contract with the Advanced Practices Council of the *Society for Information Management*, 1996-98.
- Principal Coordinator, "Decision Support for Management Decision Making," executive education workshops, *National Air Intelligence Center, Wright Patterson Air Force Base*, Ohio, 1996.
- Co-investigator, "Business Process Reengineering as Organizational Innovation: A Model for Predicting Success," research grant*, Earl V. Snyder Innovation Management Center*, Syracuse University, 1995-96.

- Co-investigator, "Artificial Intelligence Applications in Logistics," research contract with the *Intelligent Systems Application Center (ISAC)*. The ISAC is funded through Federal, State, and Department of Defense monies with the mission of exploring the potential of Artificial Intelligence applications.
- Co-investigator, "Intelligent Schedulers for Training Management Systems," research contract with *ISAC*, Summer 1992.
- Principal Investigator, "Innovative Applications of Artificial Intelligence to Enhance Small Business Competitiveness and/or Productivity," research contract with *ISAC*, 1992-1993.

SERVICE ACTIVITIES

PROFESSIONAL SERVICE

Appointed Member, Gender Advisory Board, United Nations Commission on Science and Technology for Development, 2024-2027.

Appointed Member, Scientific Advisory Group, USAID MATRIX Project for HIV Prevention.

Appointed Member, NIH Workgroup on Integration of Behavioral and Social Science Research, NIH Council of Councils, 2021-22.

Appointed Member, National Advisory Allergy and Infectious Diseases Council, 2019-2022. This Federal Advisory Council is convened by the US Department of Health and Human Services.

Standing Member, AHRQ Study Section, Healthcare Quality and Effectiveness Research, 2010-2013.

Member, Advocacy and Governance Committee, INFORMS, 2020-22.

Dean's Review Committee, Department of Operations, Information, and Decisions, The Wharton School, University of Pennsylvania, 2020.

Canadian Research Council Review Committee, Canada Excellence Research Chair, University of British Columbia, 2020.

Provost's External Review Committee, National University of Singapore School of Computing, 2019.

INFORMS President Nominating Committee, 2019-2020.

INFORMS Advocacy Governance Committee, 2020-2021.

External Reviewer, National University of Singapore, Department of Computing, 2019, 2014.

Editorial Roles

Editor-in-Chief, *Information Systems Research* (January 2011-December 2013; reappointed for second term, January 2014-December 2016).

Senior Editor, *MIS Quarterly Executive*, 2008-2011.

Editorial Board, *Organization Science*, 2007-2009.

Senior Editor, *Information Systems Research*, 2005-2008.

Guest Editor, *Information Systems Research*, Special Issue on "The Interplay Between Digital and Social Networks," 2006-2007.

Senior Editor, *MIS Quarterly*, 2001-.2004.

Associate Editor, *Management Science*, 2003-2006.

Editorial Board, *Journal of AIS*, 2002-2007.

Associate Editor, *Decision Support Systems*, since 1999.

Editorial Board, *Journal of Information Technology and Management*, since 1998.

Editorial Board, *IEEE Transactions on Engineering Management*, 2000-2004.

Associate Editor, *MIS Quarterly*, 1998-2001.

Associate Editor, *International Journal of Human-Computer Studies*, 1993-2003.

Ad hoc Reviewer for *Journal of the American Medical Informatics Association*, *ORSA Journal on Computing*, *Journal of Management Information Systems*, *IEEE Transactions on Software Engineering*, *Human Relations*, *Communications of the ACM*, *IEEE Transactions on Knowledge and Data Engineering*, *Journal of Organizational Computing*.

Reviewer for 11th, 12th, 13th, 14th, 15th, 17th International Conference on Information Systems, 1990, 1991, 1992, 1993, 1994, 1997.

Conference and Workshop Activities

Conference Chair, *Conference on Health IT and Analytics* (CHITA), 2010-2024.

Faculty Mentor, *MIS Quarterly Scholarly Development Academy*, 2022.

Track Co-Chair, Linking Digital Health with Well-Being: Data, Tools, and Quest for Sustainable Transformations, *17th International Conference on Wirthschaftinformatik*, Nuremberg, Germany, February 2022.

Faculty Mentor, AOM OCIS Junior Faculty Consortium, August 2017.

Conference Co-Chair, *International Conference on Information Systems*, Seoul, South Korea, December 2017.

Co-Chair, *International Conference on Information Systems Doctoral Consortium*, December 2013.

Conference Chair, *Annual Workshop on Health IT and Economics* (WHITE), 2010, 2011, 2012, 2013, 2014.

Track Chair, ICIS 2008.

Faculty Participant, Junior Faculty Workshop, Academy of Management, 2005.

Program Co-chair, ICIS 2004.

Program Committee, ICIS 2000, 2001, 2002.

Conference Chair, SIGCPR 1999.

Program Committee, ICIS 1999.

Program Committee, IFIP WG8.2 and WG8.6 Working Conference, 1998.

Program Chair, SIGCPR 1998.

Associate Program Chair, SIGCPR 1997.

Conference Committee, SIGCPR 1996, 1997.

Program Committee, Workshop on Information Technologies and Systems (WITS), 1993, 1994, 1999, 2000.

Session Chair, ORSA/TIMS National Meeting, Detroit, October, 1994.

Session Chair, ORSA/TIMS National Meeting, Nashville, May 1991.

Session Chair, ORSA/TIMS National Meeting, Las Vegas, May 1990.

Program Review Panel, SIGCPR Conference, 1990, 1991, 1992.

Professional Positions (Elected)

Member**,** AIS Council, 2018-2019.

Member, Executive Committee, *International Conference on Information Systems*, 2018-19.

Member, INFORMS Board, 2004-2006.

Vice President, Subdivisions, INFORMS, 2004-2006.

Chair, INFORMS Information Systems Society, 1999-2005.

Member, Subdivisions Council, INFORMS, 2004-2006.

Vice President, Member Services, Association for Information Systems, 2003-2006.

Vice-Chair, ACM SIGCPR, 1999-2001.

SELECT CORPORATE OUTREACH ACTIVITIES

Special Advisor, Division of AIDS, Institute of Allergy and Infectious Diseases, NIH (ongoing).
Research collaboration with Medstar Health Research Institute (ongoing).
Research collaboration with Accenture (ongoing).
Research collaboration with Welldoc (ongoing).
Research collaboration with Inovalon 2017-2022.
Research collaboration with MobileWalla 2018-2020.
Research collaboration with Defense Health Agency, 2015-2017.
Research collaboration with Booz-Allen Hamilton Health Systems Practice, 2014-2015.
Research collaboration with CNSI, 2013-2015.
Panel Participant, "Election Eve Insights," Smith School Executive Education IMPACT Workshop, November 2012.
Research collaboration with Children's National Medical Center, Washington, DC, 2007-ongoing.
Research engagement with Johnson and Johnson, HCS, 2006-2011.
Research engagement with Pfizer, Inc. 2006-2008.
Presentation to SIM NY Chapter, November 2007.
Expert Testimony, American Health Information Community, Department of Health and Human Services, Washington DC, August 2006.
Expert Testimony, National Committee on Health and Vital Statistics, Department of Health and Human Services, Washington DC, January 2005.
Briefing, Office of the National Coordinator for Health Information Technology, Department of Health and Human Services, Washington DC, July 2005.
Advisor and Consultant, Astra Zeneca Corporation, Wilmington, DE, 2003-2005.
Expert Advisor, The Nature Conservancy, Arlington, VA, 2002-2004. Advised the CIO and his leadership team on redesigning and restructuring the IT function.
Presentation at SIM Webinar on Offshore Outsourcing, 2003.
Presentation at IT Leadership Retreat, The Nature Conservancy, Arlington, VA, 2003.
Presentation to Industry Partner's Forum, Kristiansand, Norway, 2001.
Presentation to Intel IT Leadership Forum, Sacramento, CA, 2000.
Presentation to SIM Chapter, Washington DC, 2000.
Presentation to University System of Maryland CIO Council, College Park, MD, 2000.
Presentation to University of Maryland, Center for Knowledge and Information, CIO Forum, College Park, MD, 2000.
Presentation to IT Management Team, Aon Corporation, Chicago, IL, 2000.

UNIVERSITY SERVICE

Johns Hopkins University
Member, Digital Health and AI Advisory Board, Gupta-Klimsky India Institute
Member, Johns Hopkins University Research Administration (JHURA) Faculty Advisory Council
Member, EMBA Task Force, Carey Business School
Member, India Faculty Work Group, Carey Business School
Chair, Ph.D. Exploration Committee, Carey Business School

University of Maryland

    Member, President's Search Committee for VP University Relations.

    Chair, President's Search Committee for VP and CFO, 2021.

    Member, President's Search Committee for Provost, 2021.

    Member, Chancellor's Search Committee for President, 2019-2020.

    Member, Provost's Distinguished University Professor Selection Committee, 2018-2019.

    Member, President's Committee for Honorary Degrees, University of Maryland, 2013-.

    Member, Provost's Distinguished Scholar-Teacher Selection Committee, 2013.

    Member, Provost's Dean Search Committee, University of Maryland, 2012-2013.

    Member, M.S. Oversight Committee, Robert H. Smith School of Business, 2013-2014.

    Member, Faculty Grant Incentives Committee, Robert H. Smith School of Business, 2013-2014.

    Member, Departmentalization Review Committee, Robert H. Smith School of Business, 2012-2013.

    Chair, Search Committee, Assistant/Associate Dean for Undergraduate Studies, Robert H. Smith School of Business, 2011-2012.

    Member, Board of Regents University President Search Committee, 2010.

    Member, University Senate Pay Review Committee, 2009-2010.

    Member, Provost's Dean Search Committee, University of Maryland. 2007-08.

    Chair, Faculty Council, Robert H. Smith School of Business, 2009-2011.

    Chair, Master's Design, Development, and Innovation Committee, Robert H. Smith School of Business, 2007-2008.

    Chair, Founder, and Organizer, CIO Forum, Center for Electronic Markets and Enterprises, Robert H. Smith School of Business, 2002-2009.

    Co-Chair, 3rd , 5th Annual Netcentricity Conference, Robert H. Smith School of Business, 2003, 2005.

    Member, Provost's Committee to Review Dean Frank, 2005-2006.

    Chair, MS Oversight Committee, Robert H. Smith School of Business, 2001-2002.

    Chair, IS Recruiting Committee, 2001-2002.

    Member, Ph.D. Committee, Department of Decision and Information Technologies, Robert H. Smith School of Business, 2002.

    Member, Publication Policy Committee, Department of Decision and Information Technologies, Robert H. Smith School of Business, 2002.

    Advisor, MS IS Program, Robert H. Smith School of Business, 2001-.

    Member, MS Oversight Committee, Robert H. Smith School of Business, 2001-2002.

    Chair, IS Recruiting Committee, Department of Decision and Information Technologies, Robert H. Smith School of Business, 2001-2002.

    Member, Provost's Committee to Review Dean Howard Frank, 2001.

    Member, IS Recruiting Committee, 2000-2001.

    Member, Statistics Recruiting Committee, 2000-2001.

    Chair, Masters Program Committee, 2000-2001.

    Co-Chair, Netcentricity Research Committee, 2000-2001.

    Co-Chair, IS Recruiting Committee, 1999-2000.

    Member, Management of Technology Recruiting Committee, 1999-2000.

STUDENT ACTIVITIES

Supervised several independent study projects.

Faculty Advisor, Graduate Women in Business Club, Robert H. Smith School of Business, 2001-2006.

Faculty Advisor, Tech@Smith, 2002-2006.

TEACHING EXPERIENCE

Taught required and elective Information Systems courses at the undergraduate, master's, and Ph.D. level at four academic institutions. Supervised student projects with industry as well as graduate student research projects.

Undergraduate teaching

Systems analysis and design; Decision support and expert systems

Artificial intelligence applications; Database management systems

Masters teaching (MBA and MS)

Electronic commerce: Business models and technology

Systems analysis and design

Artificial intelligence and expert systems

Database management systems

Advanced software: C++ and UNIX

Core MBA course

Managing the information systems function

Management of information resources

Corporate transformation through IT

Strategic and Transformational IT

Doctoral seminars

Philosophy of science and introduction to IS research

IS research methods

Strategic Management of IT: Adoption and Value Leverage

Executive education

Florida State University, College of Business Executive Education Program

National Air Intelligence Center, Wright-Patterson AirForce Base, Executive Education Program "Using Information for Decision Making"

US Census Bureau, Executive Education Program, "Understanding the New Economy and Corporate Transformations"

American Management Systems, Certificate Program in E-Business, "Crafting eStrategy"

University of Maryland, "Assessing the Value of Information Technology."

University of Maryland, Executive MBA Program, College Park, MD.

University of Maryland, Executive MBA Program, Beijing, China.

University of Maryland, Hughes Network Systems Program, College Park, MD.

University of Maryland, Faculty Lead, "The Business of Practicing Medicine."

DOCTORAL ADVISING (Chair or Co-Chair; First Placement)

       Weiguang Wang, Assistant Professor, University of Rochester

       Chewei Liu, Assistant Professor, Indiana University

       Brad Greenwood, Assistant Professor, Temple University.

       Jiban Khuntia, Assistant Professor, University of Colorado at Denver.

       Jie-Mein Goh, Assistant Professor, IE Business School.

       Catherine Anderson, Senior Administrator, University of Virginia.

       Corey Angst, Associate Professor, University of Notre Dame.

       Animesh Animesh, Associate Professor, McGill University.

       Sherae Daniel, Assistant Professor, University of Pittsburgh.

       Jason Kuruzovich, Associate Professor, Rensellear Polytechnic University.

       Likoebe Maruping, Assistant Professor, University of Louisville. .

       Fei Ye, Assistant Professor, St. John's University.

       Jessie Ma, Assistant Professor, Appalachian State University.

       Catherine Zhang, Assistant Professor, University of Kentucky.

       Alan Carswell, Director, University of Maryland, University College.

       Pamela E. Carter, Assistant Professor, Florida State University

       John Galvin, Assistant Professor, Indiana University.

       William Lewis, Assistant Professor, University of Georgia.

       Detlev Smaltz, CIO, School of Informatics, Ohio State University.

AFFILIATIONS

Academy Health; Association for Information Systems (AIS); Institute for Operations Research and Management Sciences (INFORMS)