

Curriculum Vitae

VIJAY GURBAXANI

Taco Bell Endowed Professor of Information Systems and Computer Science
Director, Center for Digital Transformation
The Paul Merage School of Business
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RESEARCH INTERESTS

- IT and Innovation
- Value of IT Investment
- Strategic Sourcing of IT-Enabled Services
- Economics of Information Systems

EDUCATION

Ph.D., William E. Simon Graduate School of Business Administration,
University of Rochester, Rochester, New York, June 1987.
Major Field: Computers and Information Systems.
Minor Field: Operations Research.
Additional coursework in Economics.

M.S., William E. Simon Graduate School of Business Administration,
University of Rochester, Rochester, New York, February 1983.
Major Field: Computers and Information Systems.

M.S., Indian Institute of Technology, Bombay, India, May 1980.
Major Fields: Mathematics (Specialization: Computer Science).

HONORS

Doctoral Dissertation Award, best dissertation in the information systems field (co-winner), International Center for Information Technologies, 1987-1988.

Microsoft Best Paper Award, Sunbelt Social Networks Conference XXIX, 2008.

Outsourcing World Achievement Award, Academic Category, PricewaterhouseCoopers and Michael Corbett and Associates, 2002.

Outstanding Faculty Award, Andersen Consulting, 1989-1990.

Corporate Partners Faculty Research Fellowship, University of California, Irvine, 1992 - 1995.

Dean's List, William E. Simon Graduate School of Business Administration, University of Rochester, Rochester, New York.

Highest G.P.A in Ph.D. class, awarded fellowship throughout graduate study at the University of Rochester.

Departmental Fellowship, ranked first in the Department of Mathematics, Indian Institute of Technology, Bombay, India.

Invited participant, Society for Information Management Annual Doctoral Consortium, Tucson, Arizona, 1984.

PROFESSIONAL EXPERIENCE

Taco Bell Endowed Professor of Information Systems and Computer Science, The Paul Merage School of Business, University of California, Irvine, July 2009- present.

Director, Center for Digital Transformation, University of California, Irvine, March 2012- present.

Director, Center for Research on IT and Organizations, University of California, Irvine, July 2007- June 2012.

Visiting Scientist, Sloan School of Management, Massachusetts Institute of Technology, May 2009 - September 2009.

Senior Associate Dean, Academic Affairs, The Paul Merage School of Business, University of California, Irvine, July 2006- June 2008.

Director, Center for Research on IT and Organizations Industry/University Consortium, University of California, Irvine, July 2003-June 2007.

Associate Dean, Full-Time MBA and Undergraduate Programs, The Paul Merage School of Business, University of California, Irvine, July 2004-June 2006.

Professor of Management & Computer Science, The Paul Merage School of Business, University of California, Irvine, July 1997-present.

Faculty Chairman, Graduate School of Management, University of California, Irvine, July 2000–June 2003, July 1993-June 1994.

Visiting Scholar, Graduate School of Business, Stanford University, September 1999-March 2000.

Associate Dean of Academic Degree Programs, Graduate School of Management, University of California, Irvine, July 1995–June 1999.

Research Fellow, CSC/Index Research and Advisory Services, Computer Sciences Corporation, Cambridge, Massachusetts, September 1994-June 1995.

Associate Dean of Research, Graduate School of Management, University of California, Irvine, June 1993-June 1994.

Associate Director, Center for Research on Information Technology and Organizations, University of California, Irvine, July 1992-June 1994.

Associate Professor of Management, Graduate School of Management, University of California, Irvine, July 1991-June 1997.

Visiting Scientist, Sloan School of Management, Massachusetts Institute of Technology, September 1987-December 1987.

Assistant Professor of Management, Graduate School of Management, University of California, Irvine, July 1985-June 1991.

Instructor, William E. Simon Graduate School of Business Administration, University of Rochester, June 1981-May 1985.

Supervisor, Computing Center, William E. Simon Graduate School of Business Administration, University of Rochester, June 1981-December 1984.

TEACHING EXPERIENCE

Taught a variety of courses in Master's, Ph.D., and Executive MBA Programs. Courses include: Critical information systems decisions for business executives, Information Systems for Management

Extensive experience in Executive Education including custom and public programs aimed at middle managers, executives and board members. Also taught in Executive Education programs at Indian School of Business, Stanford and UCLA.

RESEARCH GRANTS

“A Research Agenda for the Economics of Wireless Health,” (with Paul Feldstein), Qualcomm Foundation, \$50,000, January 2013-December 2013.

“Collaborative Research: Industry/University Cooperative Research Center for Social Technologies and Analytics,” NSF, \$11,500, May 2013-May 2014.

“The Economics of Digital Business Models in Healthcare,” SAP America, \$25,000, April 2013-April 2014.

“Industry/University Cooperative Research Center at CRITO,” NSF and corporate support, \$1.3 million, July 2003-June 2008.

“Achieving Value – Network Leadership in the 21st Century,” (with G. Mark, and R. Plice), The Boeing Company, \$125,000, July 2005- September 2006.

“Measuring and Communicating the Value of IT Outsourcing,” IBM Faculty Fellowship, \$40,000, July 2004–June 2005.

“Enterprise of the Future, (with R. Plice), The Boeing Company, \$50,000, July 2003–June 2004.

“Business Process Outsourcing: Implications for Process and Information Integration,” (with J. Mooney), NSF Industry/University Cooperative Research Center, \$20,000, July 2003–June 2004.

“The Governance of IT Sourcing Relationships,” NSF Industry/University Cooperative Research Center, \$35,000, July 2002–June 2004.

“Business-to-Business Exchanges: A Strategic Analysis,” NSF Industry/University Cooperative Research Center, \$35,000, July 2001-June 2003.

“An Investigation of Business-to-Business Marketplaces,” NSF Industry/University Cooperative Research Center, \$50,000, July 2000-June 2002.

“Strategic Frameworks for the Sourcing of Information Services,” NSF Industry/University Cooperative Research Center, \$50,000, July 1998-June 2000.

“The Business Value of Information Technology: Models, Empirical Analysis, and Application,” (with K. Kraemer), National Science Foundation, and IBM Corporation, \$1,644,118, July 1996-June 1998.

"The Production of Information Services: A Model, Empirical Analysis, and Operational Applications," (with K. Kraemer), National Science Foundation and CSC Index, \$237,172, March 1993-February 1995.

"Measuring the Performance of Information Systems," (with K. Kraemer), CSC Index, \$108,000, July 1990-September 1992.

"Computers and Coordination in Manufacturing Firms," (with Y. Bakos, R. Kling and K. Kraemer), National Science Foundation, \$448,146, July 1990-June 1992.

"The Diffusion of Information Technology Capital: An Industry Analysis," National Science Foundation, \$53,164, July 1990-June 1993.

"The Impact of Information Systems on Organizations and Markets," Committee on Research, University of California, Irvine, \$15,000, July 1987-June 1989.

"Diffusion of Computing in Pacific Rim Countries," (with J. King and K. Kraemer), University of California Pacific Rim Research Program, IBM World Trade Organization, National University of Singapore, \$400,000, July 1987-June 1993.

PUBLICATIONS

BOOKS

1. *Managing Information Systems Costs: An Economic Analysis of Hardware-Software Tradeoffs*, ICIT Press, Washington D.C., June 1990.

ARTICLES

2. "Software and Hardware in Data Processing Budgets," *IEEE Transactions on Software Engineering*, (with H. Mendelson), September 1987.
3. "An Agency Theory Perspective on the Management of Information Systems," *Proceedings of the Hawaii International Conference on Systems Sciences, Hawaii*, (with C. Kemerer), January 1989.
4. "An Integrative Model of Information Systems Spending Growth," *Information Systems Research*, (with H. Mendelson), March 1990.
5. "Diffusion in Computing Networks - the Case of Bitnet," *Communications of the ACM*, December 1990.
6. "An Agency Theory View of the Management of End-User Computing," *Proceedings of the Eleventh International Conference on International Systems*, (with C. Kemerer), December 1990.
7. "Institutions and the International Diffusion of Information Technology," *Proceedings of the Eleventh International Conference on Information Systems*, (with J. King, K. Kraemer, F. McFarlan, K. Raman and C. Yap), December 1990.
8. "The Impact of Information Systems on Organizations and Markets," *Communications of the ACM*, (with S. Whang), January 1991.
9. "The Use of Secondary Analysis in MIS Research," *The Information Systems Research Challenge: Survey Research Methods*, Harvard Business School Press, (with H. Mendelson), 1991.
10. Government as the Driving Force Toward the Information Society: National Computer Policy in Singapore," *Information Society*, (with K. Kraemer, J. King, S. Jarman, J. Dedrick, K. Raman and C. Yap), June 1991.
11. "An Empirical Analysis of Software and Hardware Spending," *Decision Support Systems*, (with H. Mendelson), January 1992.
12. "Economic Development, Government Policy and The Diffusion of Computing in Asia-Pacific Countries," *Public Administration Review*, (with K. Kraemer and J. King), March/April 1992.

13. "Government Policy and Information Technology in Asia-Pacific Countries: A Conceptual Overview," *Informatization and the Public Sector*, (with J.L. King, K.L. Kraemer, J. Dedrick, K.S. Raman, and C.S. Yap), 1992.
14. "Computers and Coordination in Manufacturing," *Journal of Organizational Computing*, (with E. Shi), September 1992.
15. "The Demand for Information Technology Capital: An Empirical Analysis," *Decision Support Systems*, November 1992.
16. "Information Systems in Manufacturing Coordination: Economic and Social Perspectives," *Proceedings of the International Conference on Information Systems*, Dallas, TX, (with R. Kling, K. L. Kraemer, J. Allen, Y. Bakos, and J. King), December 1992.
17. "Institutional Factors in Information Technology Innovation," *Information Systems Research*, (with J. King, K. Kraemer, F. McFarlan, K. Raman and C. Yap), June 1994.
18. "Modeling vs. Forecasting: The Case of Information Systems Spending," *Information Systems Research*, (with H. Mendelson), June 1994.
19. "Does Information Technology Lead to Smaller Firms?" (with E. Brynjolfsson, T. Malone, and A. Kambil), *Management Science*, December 1994.
20. "A Process Oriented Framework for Assessing the Business Value of Information Technology," (with J. Mooney and K. Kraemer), *Database*, Spring 1996 (first appeared in *Proceedings of the International Conference on Information Systems*, December 1995).
21. "The New World of Information Technology Outsourcing," *Communications of the ACM*, July 1996.
22. "An Economic Analysis of Information Systems Budgets," (with K. Kraemer and N. Vitalari), *Management Science*, December 1997.
23. "Transforming Coordination: The Promise and Problems of Information Technology in Coordination," (with R. Kling, K.L. Kraemer, J.P. Allen, Y. Bakos, and M. Elliott). In *Coordination Theory and Coordination Technology*, T. Malone and G. Olson (Eds.), Hillsdale, NJ, Lawrence Erlbaum, 1997.
24. "Strategic Intent for IT Outsourcing," (with A. DiRomualdo), *Sloan Management Review*, Summer 1998.
25. "Disaggregating the Return on Investment to IT Capital," (with N. Melville and K. Kraemer), *Proceedings of the International Conference on Information Systems*, December 1998.
26. "Executives' Perceptions of the Business Value of Information Technology: A Process-Oriented Approach," (with P. Tallon and K. Kraemer), *Journal of MIS*, Spring 2000.

27. "The Production of Information Services: A Firm-Level Analysis of Information Systems Budgets," (with N. Melville and K. Kraemer), *Information Systems Research*, June 2000.
28. "Information Technology and Economic Performance: A Critical Review of the Empirical Evidence," (with J. Dedrick and K. Kraemer), *ACM Computing Surveys*, March 2003.
29. "Information Technology and Organizational Performance: An Integrative Model of IT Business Value," (with N. Melville and K. Kraemer), *MIS Quarterly Review*, June 2004.
30. "An Empirical Investigation of Information Technology Returns: The Role of IT and Competition as Determinants of Efficiency," (with Y. Chang), *Proceedings of the International Conference on Information Systems*, Washington D.C., December 2004.
31. "Perceptual Structure of the Functionality of Internet-Based Information Systems," (with I. Currim, J. Labelle and J. Lim), *Health Care Management Science*, July 2006.
32. "Migration of Open Standard Interorganizational Systems: Network Effects and Path Dependency," (with K. Zhu, K. Kraemer and S. Xu), *MIS Quarterly*, August 2006.
33. "The Productivity Impact of Information Technology Across Competitive Regimes: The Role of Industry Concentration and Dynamism," (with N. Melville and K. Kraemer), *Decision Support Systems*, February 2007.
34. "Information Systems Outsourcing Contracts: Theory & Evidence," in *Managing in the Information Economy: Current Research*, U. Karmarkar and U. Apte (Eds.), New York, NY, Spring 2007.
35. "Debating the Nature of Empirical E-Commerce Research: Issues, Challenges and Future Directions," with P. Tallon and H. Lucas, in *Economics, Information Systems and E-Commerce Research II: Advanced Empirical Methodologies*, M.E. Sharpe Publishers, pp. 273-296, 2007.
36. "Investigating the Risk-Return Relationship of Information Technology Investment: Firm-Level Empirical Analysis," with C. Shi and Sanjeev Dewan, *Management Science*, Vol. 53 (12) December 2007.
37. "Social Networks and Contract Enforcement in IT Outsourcing," (with K. Ravindran and A. Susarla), *Proceedings of the Internal Conference on Information Systems*, Phoenix, AZ, December 2009.
38. "IT Outsourcing Contracts and Performance Measurement," (with D. Fitoussi), *Information Systems Research*, March 2012.

39. “The Impact of IT-Related Spillovers on Long-Run Productivity: An Empirical Analysis, (with Y. Chang), *Information Systems Research*, September 2012.
40. “IT Outsourcing and Firm Productivity: An Empirical Analysis,” (with Y. Chang), *MIS Quarterly*, December 2012.
41. “Information Technology and Efficiency: The Role of IT Intensity and Competition,” (with Y. Chang), *Information Systems Research*, September 2013.
42. “Social Capital and Contract Duration in Buyer-Supplier Networks for Information Technology Outsourcing,” (with K. Ravindran, A. Susarla, and D. Mani), *Information Systems Research*, June 2015.
43. “You Don’t Have To Be A Software Company To Think Like One,” *Harvard Business Review Online*, May 2016.
44. “Information Technology Outsourcing: Asset Transfer and the Role of Contract,” (with Y. Chang and K. Ravindran), *MIS Quarterly*, September 2017.

WORKING PAPERS

45. “The Impact of Advertising Strategies on Consumer Search Behavior,” (with M. Xin and A. Prompijit), July 2017.
46. “Uber On: Until You Are Free of Debt,” (with T. Nian and Y. Zhu), July 2017.
47. “Optimal Asset Transfer in IT Outsourcing Contracts,” (with S. Shivendu and D. Zeng), May 2017.
48. “The Role of Investment in Asset Ownership in IT Outsourcing,” (with V. Choudhary), August 2014.

RESEARCH REPORTS AND OTHER PROFESSIONAL WRITINGS

49. The Economics of Offshoring, (Chapter 2), (with A. Arora, W. Aspray and B. Barnow), Globalization and Offshoring of Software, W. Aspray, F. Mayadas, and Moshe Vardi (eds.), A report of the ACM Job Migration Task Force, 2006.
50. “Competing Via Structure: How Value Networks Drive Success,” *Keynotes*, Siemens Customer Magazine, October 2004.
51. “Partner Integration Networks: The Make vs. Buy Decision,” *Achieving Supply Chain Excellence through Technology*, N. Mulani, Editor. Montgomery Research, 2002.

52. "Returns to IT Investments: What the Numbers Say," (with J. Dedrick and K. Kraemer), *CSC World*, Spring/Summer 2002.
53. "Competing in Book Retailing: The Case of Amazon.com," (with A. Shrikhande), Center for Research on IT and Organizations, November 1999.
54. "On-Line Discount Brokerages: E*Trade vs. Charles Schwab," (with A. Ramchandran), Center for Research on IT and Organizations, November 1999.

SELECTED PROFESSIONAL PRESENTATIONS

- "New Mobility Solutions for Materials Efficiency," World Materials Forum, panel presentation, Nancy, France, June 2017.
- "Digital Transformation: Coming of Age," keynote presentation, Mitel Elite Experience, San Antonio, TX, May 2017.
- "Digital Transformation: Coming of Age," keynote presentation, Road to Reinvention: Leadership in the Digital Age conference, Center for Digital Transformation, March 2017.
- "Disruption is Closer Than You Think," keynote presentation, Amgen Manufacturing Innovation Summit, San Juan, PR, October 2016.
- IT Outsourcing: Asset Transfer and the Role of Contract," College of Business, University of Louisville, September 2016.
- "Disruption is Closer Than You Think," keynote presentation, Mercury Insurance Town Hall, Brea, CA, July 2016.
- "Disruption is Closer Than You Think," keynote presentation, Informatica World Data Disruption Summit, San Francisco, June 2016.
- "New Mobility Systems," World Materials Forum, panel presentation, Nancy, France, June 2016.
- "Disruption is Closer Than You Think," keynote presentation, Road to Reinvention: Leadership in the Digital Age conference, Center for Digital Transformation, March 2016.
- "Disruptive Innovations in Health Care: Big Data," panel presentation, Health Care Forecast Conference, Center for Healthcare Management and Policy, UC Irvine, Irvine, CA, February 2016.
- "Transformative Technologies and Big Data," Experian Business Strategy Retreat, Irvine, CA, June 2015.

“Digital Transformation: New Rules of Competition,” keynote presentation, Thales InFlyt Experience Innovation Initiative, Irvine, CA, November 2015.

“Digital Transformation: New Rules of Competition,” University of Minnesota Industry Affiliates program, Minneapolis, MN, November 2015.

IT Outsourcing: Asset Transfer and the Role of Contract,” Carlson School of Management, University of Minnesota, November 2015.

IT Outsourcing: Asset Transfer and the Role of Contract,” Eli Broad School of Business, Michigan State University, E. Lansing, MI, November 2015.

“The Business Imperative: Digital Forces of Change,” keynote presentation, CNS Summit: Shaping the Future of Drug Development, Boca Raton, FL, October 2015.

“The Business Imperative: Digital Forces of Change,” keynote presentation, Yum! Brands Big Data Summit, Irvine, CA, September 2015.

“The Business Imperative: Digital Forces of Change,” keynote presentation, Schwab Knowledge Forum, Dana Point, CA, September 2015.

“The Business Imperative: Digital Forces of Change,” keynote presentation, Welltok Board of Directors meeting, Newport Beach, CA, June 2015.

“The Business Imperative: Digital Forces of Change,” keynote presentation, Road to Reinvention: Leadership in the Digital Age conference, Center for Digital Transformation, March 2015.

“How Technology is Changing the World,” keynote presentation, Technology Leadership Group, Newport Beach, October 2012.

“The Role of Wireless Health and Social Media in 21st Century Healthcare,” panel presentation, Financing Innovation and Technology in Healthcare, University of Chicago, October 2012.

“The Digital Transformation of Healthcare,” keynote presentation, m-Health in the Era of Affordable Care, Healthcare Information Management Systems Society, Yorba Linda, CA, June 2012.

“Transformative Technologies Update,” keynote and panel presentation, Convergence Summit, Wireless Life Sciences Alliance, San Diego, CA, May 2012.

“Digital Transformation: Power to the People,” keynote presentation, The Digital Uprising Conference, Center for Digital Transformation, March 2012.

“Vendor-offered Performance Monitoring, Signaling, and Incentive Contracts in IT Outsourcing,” Workshop on Information Systems and Economics, Shanghai, China, December 2011.

“Strategic Perspectives on IT Outsourcing,” iGate Senior Management Program, Bangalore, India, February 2011.

“Winning the BPO Wars: Driving Customer Value With Analytics,” Accenture Platinum Certification Program, Bangalore, India, November 2011.

“Consumerization of Information Technology,” Microsoft Leadership Conclave, New Delhi, India, February 2011.

“Enterprise Dashboards: The Strategic Role of the CIO: Microsoft Leadership Conclave, New Delhi, India, February 2011.

“Social Networks and Contract Enforcement in IT Outsourcing,” INFORMS, Austin, Texas, November 2010.

“Digital Instincts,” Microsoft Global CIO Summit, Redmond, WA, September 2010.

“CIO in the Spotlight,” Panel Chair, Microsoft Global CIO Summit, Redmond, WA, September 2010.

“Driving Transformation with IT,” UC Irvine Executive Education, Irvine, CA, April 2010.

“Strategic Perspectives on IT Outsourcing,” iGate Senior Management Program, Bangalore, India, March 2010.

“Social Networks and Contract Enforcement in IT Outsourcing,” International Conference on Information Systems, Phoenix, Arizona, December 2009.

“The Impact of IT-Related Spillovers on Long-Run Productivity: An Empirical Analysis,” invited paper, Information Systems Research hosted session, INFORMS, San Diego, CA, October 2009.

“Information Systems Economics: A Tutorial,” invited session, Americas Conference on Information Systems, San Francisco, CA, August 2009.

“Social Networks and Contract Enforcement in IT Outsourcing,” Proceedings of the Pacific-Asia Conference on Information Systems, Hyderabad, India, July 2009.

“IT Outsourcing Contracts and Performance Measurement,” Stern School of Business, New York University, New York, April 2009.

“IT Outsourcing Contracts and Performance Measurement,” Smith School of Business, University of Maryland, College Park, Maryland, November 2008.

“Asset Specificity in Information Technology Outsourcing: the Role of Contracts in Mitigating Ex-Post Opportunism,” NYU Conference on Global Delivery of Professional Services, May 2008.

“New Emerging Services and Technologies,” iGATE Global Services Customer Conference, Chicago, IL, May 2008.

“Asset Specificity in Information Technology Outsourcing: the Role of Contracts in Mitigating Ex-Post Opportunism,” Workshop on Information Systems and Economics, Montreal, Canada, December 2007.

“IT Outsourcing Contracts and Performance Measurement,” Simon School of Business, University of Rochester, Rochester, New York, November 2007.

“Business Model Innovation: Technology, Partnership and Value Creation,” Information Economy Seminar, Helsinki School of Economics, Helsinki, Finland, October 2007.

“The CEO’s IT Agenda,” Indian School of Business, Hyderabad, India, September 2007.

“IT Outsourcing and Firm Productivity: Theory and Evidence,” the 3rd International Conference on Outsourcing of Information Services, Heidelberg, Germany, May 2007.

“Competing in the Digital Economy: Technology Partnerships and Value Creation,” The Innovation Value Institute at National University of Ireland, Maynooth, February 2007.

“Performance Measurement and IT Outsourcing,” NYU-IBM Global Sourcing Workshop, January 2007.

“Global Outsourcing: Your Biggest Challenge or Your Next Opportunity.” Panelist, Harvard Business School Association of Orange County, January 2007.

“IT Outsourcing Contracts and Performance Measurement,” Workshop on Information Systems and Economics, Northwestern University, Evanston, IL, December 2006.

“Does IT Matter in Core MBA Education,” Panel Presentation, International Conference on Information Systems, Milwaukee, Wisconsin, December 2006.

“Technology, Partnership and Value Creation,” The Center for Innovation Management Studies and Innovation (CIMS), Healdsburg, CA, September 2006.

“Business Model Innovation,” KPMG LLP Executive Briefing, Santa Monica and Costa Mesa, CA, June 2006.

“Beyond Outsourcing: The Next Opportunities for Doing Business with India,” Association for Corporate Growth, Irvine, CA, April 2006.

“IT and Transformation of Healthcare,” Moderator, UC Irvine Healthcare Forecast Conference, Irvine, CA, February 2006.

“Is Pay-per-Use the Model of the Future,” ChakraView, iGate Global Services Customer Conference, Amelia Island, FL, October 2005.

“IT Services and Software in Healthcare,” Moderator, OCTANE@UCI, Irvine, CA, October 2005.

“Beyond Outsourcing: The Next Opportunities for Doing Business with India,” Moderator, Association for Corporate Growth, Irvine, CA, April 2006.

“The Value of Information System Outsourcing,” Business Information Technologies Conference, Anderson School of Management, UCLA, CA, July 2005.

“Sourcing Strategies for IT Services in a Networked Economy,” Orange County CIO Roundtable, Newport Beach, CA, June 2005.

“The Value of Information System Outsourcing,” Stern School of Business, New York University, NY, May 2005.

“The Value of Information Systems Outsourcing,” Katz School of Business, University of Pittsburgh, PA, May 2005.

“The Value of Information Systems Outsourcing,” School of Management, University of Texas, Dallas, TX, April 2005.

“Competing Via Structure: Technology, Partnership and Value Creation,” 4th Annual Price Waterhouse Coopers and IESE e-business Center Encounter, IESE Business School, Barcelona, Spain, April 2005.

“The Value of Information Systems Outsourcing,” Fox School of Business, Temple University, Philadelphia, PA, March 2005.

“Critical Issues in Offshore Outsourcing: A Comprehensive Analysis,” Newkirk Center, Irvine, CA, March 2005.

“Project LAO: Life after Outsourcing,” The Concours Group, Multi-client Project Presentation, Boston, MA, December 2004.

“Should the Core Information Systems Curriculum Be Structured Around a Fundamental Question,” Panel Presentation International Conference on Information Systems, Washington DC, December 2004

“Managing Partnerships, Organization and Governance in Dynamic Outsourcing,” CSC Research and Advisory Services, Executive Briefing, Berlin, Germany, November 2004.

“Sustaining Business Innovation through Outsourcing: New Insights into How You Can Drive Success, CSC Research and Advisory Services, Management Update, New York, NY, October 2004.

“Critical Issues in Offshore Outsourcing: a Comprehensive Analysis,” Sourcing Leadership Conference, Huntington Beach, CA, October 2004.

“Competing Via Structure: Technology, Partnership and Value Creation,” The Cash Concours, Chicago, IL, September 2004.

“Strategic Sourcing for BPO Services in a Networked Economy,” Keynote Presentation, Outsourcing Strategies Conference, Las Vegas, NV, March 2004.

“Sourcing Strategies for IT Services in a Networked Economy,” Avaya Sourcing Summit, Dallas, TX, June 2003.

“Sourcing Strategies for IT Services in a Networked Economy,” Outsourcing World Summit, Palm Springs, CA, February 2003.

“The IT Artifact in the Information Systems Economics Literature: IT as Capital,” Panel Presentation, International Conference on Information Systems, Barcelona, Spain, December 2002.

“Project BPO: Best Practices in Business Process Outsourcing,” The Concours Group, Multi-client Project Presentation, Boston, MA, November 2002.

“Project SLM: Services Level Management,” The Concours Group, Multi-client Project Presentation, Boston, MA, September 2002.

“Competing in the Networked Economy: Strategy and Structure,” Keynote Presentation, From Value Chains to Value Networks Conference, UC Irvine, CA, May 2002.

“Sourcing Strategies for IT Services in a Networked Economy,” Keynote Presentation, Gartner IT Services and Sourcing Summit, Las Vegas, NV, May 2002.

“Returns to IT Investment: An Executive Perspective,” Sourcing 2002, Rancho Mirage, CA, May 2002.

“Productivity and the PC Revolution,” Anderson School of Management, UCLA, CA, December 2001.

“IT Value: Measuring Contribution to Economic Performance,” IBM Academic Conference, Armonk, NY, August 2001.

“Information Systems Outsourcing Contracts: Theory and Evidence,” 2nd International Conference on Outsourcing of Information Services, Bayreuth, Germany, June 2001.

“Productivity and the PC Revolution,” Intangibles Conference, New York University, New York, NY, May 2001.

“Project EM: Making Sense of Emerging Electronic Marketplaces,” Multi-client Project Presentation, The Concours Group, Boston, MA, October 2000.

“E-Marketplaces,” IBM Academic Conference, Armonk, NY, August 2000.

“Competing in the Digital Economy: E-Commerce Business Models,” Keynote Presentation, E-Commerce 2000 Conference, UC Irvine, CA, May 2000.

“The Production of Information Services: A Firm-Level Analysis of IS Budgets,” Carlson School of Business, University of Minnesota, Minneapolis, MN, May 2000.

“The Production of Information Services: A Firm-Level Analysis of IS Budgets,” Cox School of Business, Southern Methodist University, Dallas, TX, February 1999.

“Disaggregating the Return on Investment to IT Capital,” International Conference on Information Systems, Helsinki, Finland, December 1988.

"A Strategic Perspective on Information Systems Outsourcing," National University of Singapore, Singapore, January 1998.

"Information Systems Outsourcing," Panel Presentation, International Conference on Information Systems, Atlanta, GA, December 1997.

"Information Systems Outsourcing," Anderson Graduate School of Management, UCLA, CA, January 1997.

"Information Systems Outsourcing," McCombs School of Business, University of Texas at Austin, TX, November 1996.

"Doing Business on the Internet," Melbourne Business School, Melbourne, Australia, June 1996.

"A Strategic Perspective on Information Systems Outsourcing," Melbourne Business School, Melbourne, Australia, June 1996.

"A Strategic Perspective on Information Systems Outsourcing," GSM Corporate Partners Presentation, Irvine, CA, December 1995.

"Information Systems Outsourcing," Workshop on Information Systems and Economics, London, England, December 1995.

"Information Systems Outsourcing," Stern School of Business, New York University, New York, NY, April 1995.

"Information Systems Outsourcing," Sloan School of Management, Massachusetts Institute of Technology, Cambridge, MA, February 1995.

"The IT Productivity Paradox: The Problems Facing Managers and Researchers," Panel Presentation, International Conference on Information Systems, Vancouver, Canada, December 1994.

"Information Technology and Business Value: Untangling the Productivity Paradox," GSM Corporate Partners Presentation, Irvine, CA, May 1994.

"New Trends in Information Technology and Management," GSM MBA Update Series, Irvine, CA, April 1994.

"An Economic Analysis of Information Systems Budgets," Workshop on Information Systems and Economics, Orlando, FL, December 1993.

"An Economic Analysis of Information Systems Budgets," School of Business Administration, University of Southern California, Los Angeles, CA, November 1993.

"Information Systems Budgets and Performance Measurement: An Economic Analysis," Carlson School of Management, University of Minnesota, March 1993.

"The Economics of Information Technology Investments: Theory and Empirical Analysis," Institute for Management of Innovation and Technology, Lund, Sweden, October 1992.

"Information Technology Investments in Asia-Pacific Countries," conference presentation, Second Annual Country Expert Conference, Singapore, March 1992.

"Information Technology, Coordination & Control in Manufacturing Firms," invited talk, Wharton School, University of Pennsylvania, Philadelphia, PA, February 1992.

"Information Economics," session chair, International Conference on Information Systems, New York, NY, December 1991.

"Contracting Issues in Information Systems," session chair, ORSA/TIMS Winter Conference, Anaheim, CA, November 1991.

"An Economic Analysis of Information Technology Investments in the United States," ORSA/TIMS Winter Conference, Anaheim, CA, November 1991.

"The Demand for Information Technology Capital," Carlson School of Management, University of Minnesota, May 1991.

"The Demand for Information Technology Capital," Haas School of Business, University of California, Berkeley, March 1991.

Computers and Coordination in Manufacturing, IC² Institute, University of Texas, Austin, February 1991.

"An Integrative Model of Information Systems Spending Growth," Graduate School of Industrial Administration, Carnegie Mellon University, December 1989.

"Information Economics," Session Chair, International Conference on Information Systems, Boston, MA, December 1989.

"Information Systems Spending Trends," Workshop on Information Systems and Economics, Massachusetts Institute of Technology, Cambridge, MA, December 1989.

"The Use of Secondary Analysis in MIS Research," invited talk, Harvard/UCI Workshop on Survey Research in MIS, Irvine, CA, February 1989.

"An Agency-Theory Perspective on the Management of Information Systems," conference presentation, Hawaii International Conference on Systems Sciences, Kona, HI, January 1989.

"Debates on the Value of Agency Theory to MIS Research," invited panelist, International Conference on Information Systems, Minneapolis, MN, December 1988.

"Markets, Hierarchies and the Impact of Information Technology," conference presentation, OECD/NSF Summer Workshop on Information Technology and Economic Growth, Tokyo and Osaka, Japan, September 1988.

"Information Systems Budgets - Theory and Evidence," Anderson Graduate School of Management, UCLA, CA, February 1988.

"Information Systems Budgets - Theory and Evidence," Harvard Business School, Harvard University, Boston, MA, November 1987.

"Information Systems Budgets - Theory and Evidence," Sloan School of Management, Massachusetts Institute of Technology, November 1987.

"Software and Hardware in Data Processing Budgets," Stern School of Business, New York University, New York, NY, March 1985.

"Software and Hardware in Data Processing Budgets Faculty of Commerce & Business Administration, University of British Columbia, Vancouver, Canada, March 1985.

PROFESSIONAL ACTIVITIES

Senior Editor

MIS Quarterly, October 2007 – December 2011.

Associate Editor

California Management Review, July 2009 - June 2014.

Foundations and Trends in Technology, Information and Operations Management, 2004 - 2009.

Management Science, 1991-1998.

Information Society, 1995-1998.

Ad hoc Reviewer

Communications of the ACM.

Information Systems Research.

Management Science.

MIS Quarterly.

National Science Foundation.

Member

Institute for Operations Research and the Management Sciences.

Association for Information Systems.

Conferences

Co-Chairman, IS Teaching Workshop, Irvine, 2012.

Chairman, Wireless Health: Transforming Healthcare with Technology, 2010.

Co-Chairman, Workshop on Information Systems & Economics, 2005.

Program Committee, ICIS 1991, 2000, 2006.

Co-chairman, Workshop on Information Systems & Economics, 1990.

Planning Committee, Workshop on Information Systems & Economics, 1990-2000.

Task Forces

Blue Ribbon Task Force on Sustainable Digital Preservation and Access, National Science Foundation and Andrew W. Mellon Foundation, 2007-2010.

Job Migration Task Force, Association for Computing Machinery, 2004-2006.

SCHOOL ACTIVITIES

Center for Digital Transformation, Director, 2012-present.

Digital Strategy Steering Committee, co-chair, 2016-2018.

Master's Program Committee 2016-18 (chair), 1990-1992, 1995-2001, 2004-2008.

Joint Masters Degrees Committee 2016-18 (chair).

Dean's Faculty Advisory Committee, 2000-2003, 2004-2008, 2010-12 (chair 2010-11), 2013-2015 (chair 2013-14).
IS Area Coordinator, 2000-2002, 2012-14, 2017-2018.
Healthcare and Executive MBA Steering Committee, 2010-13 (chair 2010-12).
Executive Education Committee, Chair, 2009-11.
Curriculum Innovation Committee, Chair, 2004-2006; member, 2009-2010.
Executive MBA Program Committee, 2009-10 (Chair, Spring 2010).
GSM Dean Search Committee, 2002-2004.
Faculty Chairman, 1993-94, 2000-03, 2011-12, 2014-15.
Information Technology for Management Conference Chair, 2000, 2002.
Graduate School of Management Rankings Task force, 2001.
IT Focus Steering Committee, 1995-1997.
Executive Committee, 1992-1994.
Personnel Committee 1988-89, 1991-1993.
Recruiting Committee 1989-1990.
Computing Committee 1985-1988.

UNIVERSITY ACTIVITIES

Data Science Initiative, Governing Board, 2014-present.
CallIT2 Division Council, 2008-present.
Task Force for New Graduate Programs, Spring 2010.
Task Force on Graduate Student Support/Resources and Development of Professional Master's Programs, Fall 2009.
CRITO, Director, July 2007-June 2012.
UC Irvine CIO Roundtable, Founding Director, March 2006-present.
CRITO Industry/University Consortium, Director, 2003-2008.
CallIT 2, Layer Leader, Policy, Management and Socioeconomic Impacts, 2001-2005.
CRITO Executive Committee, July 1998-June 2012.
UC Irvine Academic Senate Divisional Assembly, GSM Representative, 2000-2003.
Joint Senate Administration Taskforce on Information Studies, 1995-1996.
Academic Senate Executive Committee, 1993-1994.
Campuswide Information Systems Steering Committee, 1992-1994.
Computer Policy Committee, 1992-1994.
Bookstore Management Committee 1989-1991.
Administrative Information Services Steering Committee, 1989-1991.
Summer Undergraduate Research Fellowship Mentor.
Student Faculty Board of Review.