Sumantra Sarkar, CISA, PMP

Associate Professor, Management Information Systems,
School of Management, State University of New York,
Binghamton, NY 13902
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Education:

Ph.D. in Computer Information Systems   August, 2014
    Georgia State University, J. Mack Robinson College of Business

MS in Computer Information Systems (Health Informatics)   December, 2010
    Georgia State University, J. Mack Robinson College of Business

MBA in Operations Research   June, 1993
    Jadavpur University, Calcutta, India, Institute of Business Management

B.E in Electronics and Telecommunication   July, 1988
    University of Calcutta, Calcutta, India, Bengal Engineering College

Experience:

Binghamton University, State University of New York (SUNY)
- o   Associate Professor, Management Information Systems   *Sep '20 – present*
- o   Assistant Professor, Management Information Systems   *Sep '14 – Aug '20*

Georgia State University, J. Mack Robinson College of Business
- o   Graduate Research/Teaching Assistant, Department of CIS   *Aug '09 – May '14*

Mumbai University, L.N. Welingkar Institute of Management Development & Research
- o   Visiting Faculty   *Jul '06 – Jul '09*

Royal Bank of Scotland (formerly ABN AMRO), Mumbai, India   *Dec '06 - Jul '09*
- o   VP & Head, Infrastructure & Shared Service Delivery

3 Global Services (a Hutchison Whampoa Company), Mumbai, India   *Nov '04 to Nov '06*
- o   General Manager, Information Technology

Novell Inc., Mumbai, India   *Sept '99 to Oct '04*
- o   National Manager, Technical Services

Mafatlal Consultancy, Mumbai, India   *Aug '94 to Aug '99*
- o   Project Manager

International Data Management, Mumbai, India   *Dec '89 to Jul '94*
- o   Sr. Customer Support Engineer

General Electric Company (GEC plc.), Calcutta, India   *Jul '88 to Nov '89*
- o   Management trainee

Research:

o **Interests**
  - o Health IT
  - o IT Security
  - o Decision making
  - o IT Governance
  - o Agile Development
  - o Pedagogy in IS

o **Journal Publications:**
  - o A. Sengupta, **S. Sarkar**, A. Bhattacherjee, "The Relationship between Telemedicine Tools and Physician Satisfaction, Quality of Care, and Patient Visits During the COVID-19 Pandemic," ***International Journal of Medical Informatics***, Volume 190, 2024, 105541.
  - o L. Cao, **S. Sarkar**, B. Ramesh, K. Mohan, E. H. Park, "Shift of Ambidexterity Modes: An Empirical Investigation of the Impact of Artificial Intelligence in Customer Service," ***International Journal of Information Management***, Volume 76, Jun, 2024, 102773.
  - o L. Cao, B. West, B. Ramesh, K. Mohan, **S. Sarkar**, "A platform-based approach to ambidexterity for innovation: An empirical investigation in the public sector," ***International Journal of Information Management***, Volume 68, Feb, 2023, 102570.
  - o **S. Sarkar**, S. Boss, J. Gray, "Pedagogical Practices of Accounting Departments Addressing AACSB Technology Requirements," ***Issues in Accounting Education***, Volume 36, No 4, 2021, pp. 59-85
  - o **S. Sarkar**, "Using Qualitative Approaches in the Era of Big Data: A Confessional tale of a Behavioral Researcher," ***Journal of Information Technology Case and Application Research***, Volume 23, No 2, 2021, pp. 139-144
  - o **S. Sarkar**, J. Gray, S. Boss, E. Daly, "Developing Institutional Skills for Addressing Big Data Experiences in Implementation of AACSB Standard 5," ***Journal of Accounting Education***, Volume 54, 2021, 100708
  - o H. K. Lee, T. Deng, **S. Sarkar**, "Developing CRMSys at SoftTel: Traditional or Agile?", ***Journal of Information Technology Case and Application Research***, Volume 23, No 4, 2021, pp. 279-302.
  - o **S. Sarkar**, A. Vance, B. Ramesh, M. Demestihas, D. Wu, "The Influence of Professional Subculture on Information Security Policy Violations: A Field Study in a Healthcare Context," ***Information Systems Research***, Volume 31, No 4, 2020, pp. 1240-1259
  - o **S. Sarkar**, K. Ghosh, S. Petter, "Using Secondary Data to Tell a New Story: A Cautionary Tale in Health Information Systems Research," ***Communications of the Association for Information Systems***, Volume 47, No 1, 2020
  - o S. Chatterjee, X. Gao, **S. Sarkar**, C. Uzmanoglu, "Reacting to the Scope of a Data Breach: The Differential Roles of Fear and Anger", ***Journal of Business Research***, Volume 101, 2019, pp. 183-193.
  - o K. Mohan, L. Cao, **S. Sarkar**, B. Ramesh, "Adapting IT Governance Practices for the Changing IT Function", ***IT Professional (IEEE)***, Volume 4, No 1, 2019, pp. 43-58.
  - o H. K. Lee, M. Keil, J. Smith, **S. Sarkar**, "The Roles of Mood and Conscientiousness in Error Reporting - Decisions on IT Projects", ***Information Systems Journal***, Volume 27, No 5, 2017, pp. 589-617.

- o L. Cao, K. Mohan, B. Ramesh, **S. Sarkar**, "Evolution of Governance: Achieving Ambidexterity in IT Outsourcing", ***Journal of Management Information Systems***, Volume 30, No 3, 2013, pp. 115-140.
- o L. Cao, K. Mohan, B. Ramesh, **S. Sarkar**, "Adapting Funding Processes for Agile IT projects: an empirical investigation", ***European Journal of Information Systems***, Volume 22, No 2, 2013, pp. 191-205.
- o K. Mohan, L. Cao, **S. Sarkar**, B. Ramesh, "Managing Disruptive and Sustaining Innovations in Green IT", ***IT Professional (IEEE)***, Volume 14, No 6, 2012, pp. 22-29.

- **Conference Publications:**
  - o S. Varshney, N. Singh, S. Sarkar, U. Varshney, M. Sone, S. Ayuthu, R. Tampi, W. McCall, "Exploring the Burnout in Nurses in Long-term Care Environment", In ***Proceedings of American Association of Geriatric Psychiatry***, Phoenix, AZ, USA March 14-17, 2025
  - o A. Aryal, **S. Sarkar**, "Developing Explainable AI Systems for Cybersecurity Audits", ***ICIS TREO Talks***, Bangkok, Thailand, Dec 15-18, 2024
  - o A. Sengupta, **S. Sarkar**, A. Bhattacherjee, "Controlled Drug Monitoring: An Analysis of Prescription Patterns from an Electronic Database", ***ICIS TREO Talks***, Bangkok, Thailand, Dec 15-18, 2024
  - o S. Varshney, N. Singh, **S. Sarkar**, U. Varshney, "Does the Use of IT Influence Burnout in Nurses?", ***ICIS TREO Talks***, Bangkok, Thailand, Dec 15-18, 2024
  - o B. Do, H. Hong Nguyen, T. Tran, **S. Sarkar,** "Leveraging Machine Learning to Combat AI-Driven Sophisticated Social Engineering Threats Online", ***ICIS TREO Talks***, Bangkok, Thailand, Dec 15-18, 2024
  - o D. Hoang, T. Tran, A. Vu-Minh, **S. Sarkar**, "Fighting the Dark World of "Bulletproof hosting": An Integrated Approach of Monitoring Dark Web Activities to Mitigate Threats", ***ICIS TREO Talks***, Bangkok, Thailand, Dec 15-18, 2024
  - o A. Vu-Minh, T. Tran, D. Nguyen-Quy, D. Hoang, **S. Sarkar**, "Fake news warning system: An exploratory study on using Large Language Model to spot fake news", ***ICIS TREO Talks***, Bangkok, Thailand, Dec 15-18, 2024
  - o U. Varshney, N. Singh, **S. Sarkar**, S. Varshney "IT and Medication Reduction process", ***AMCIS TREO Talks***, Salt Lake City, Utah, USA, Aug 15 - 17, 2024
  - o T. Tran, B. Do, A. Ngo, S. Krishtipati, A. Dang, **S. Sarkar**, "The Impacts of Layoffs Announcement on Cybersecurity Breaches" ***PACIS 2024***, Ho Chi Minh City, Vietnam, July 1-4, 2024.
  - o A. Bhattacherjee, A. Sengupta, **S.Sarkar**, "The Short, Medium, and Long-Term Effects of ICT Use on Corruption: A Panel Data Model", ***Conf-IRM***, AUC New Cairo, Egypt, May 26-28, 2024 **(Best paper award)**
  - o G. Babalola, J. Felag, **S. Sarkar**, Z. Ertem, S. Walter, S. Tulk Jesso, ""HeRoEs WoRk HeRe": An Exploration of the Impact of Pandemic Virtue Signaling on Nursing Culture" Proceedings of the ***International Symposium on Human Factors and Ergonomics in Health Care*** 2024, Chicago, Illinois, USA, March 24 - 27, 2024.
  - o S. Tulk Jesso, C. Greene, S. Zhang, A. Booth, M. DiFabio, G. Babalola, A. Adegbemijo, **S. Sarkar**, "On the potential for human-centered, cognitively inspired AI to bridge the gap between optimism and reality for autonomous robotics in healthcare: a respectful

- critique." Proceedings of the ***International Symposium on Human Factors and Ergonomics in Health Care*** 2024, Chicago, Illinois, USA, March 24 - 27, 2024,
- A. Sengupta, **S.Sarkar**, A. Bhattacherjee, "The Effect of ICT Use on Corruption and Mitigating Factors: A Panel Data Model", ***ICIS TREO Talks***, Hyderabad, India, December 10, 2023
- U. Varshney, N. Singh, **S. Sarkar**, S. Varshney, "Role of Information Quality on Medication Management: Evidence from a Nursing Home", ***ICIS TREO Talks***, Hyderabad, India, December 10, 2023
- B. Do, T. Ngo, T. Tran, **S. Sarkar**, "My Data Matters: Examining Public Sentiments and Reactions Facing Data Breach Incidents" Proceedings of the Bright Internet Global Symposium 2023, ***Pre-ICIS 2023***, Hyderabad, India, December 08, 2023.
- X. Zhang, T. Tran, L. Al-Arfaj, Z. Ertem, **S. Sarkar**, "Two Faces of Truth and Lie: The Vacillation of Misinformation from Information" Proceedings of the ***International Conference on Secure Knowledge Management***, Tempe, Arizona, USA, September 22-23, 2023,
- T. Tran, Z. Ertem, X. Zhang, **S. Sarkar**, "Human and AI Interactions in the Age of Lies: Understanding ChatGPT as Multi-Dimensional Tools Handling Online Misinformation" Proceedings of the ***Annual IDeaS 2023 Conference***: Disinformation, Hate Speech, and Extremism Online. Operated by Center for Informed Democracy & Social - cybersecurity (IDeaS), Carnegie Mellon University, September 22, 2023
- **S.Sarkar**, A. Bhattacherjee, "Hospitals' Health IT Investments and Office-Based Physicians' Health IT Adoption: Spillover and Complementarity Effects", ***AMCIS TREO***, Panama City, Panama, August 10-12, 2023
- MD Amin, I. Ray, **S. Sarkar**, "Blockchain Smart Contracts for Policy Compliance: A Healthcare Perspective". ***ETNCC Conference***, Windhoek, Namibia, August 16-18, 2023
- Q. Qu, H. Sun, R. Xu, Y. Chen, **S. Sarkar**, and I. Ray, "A Digital Healthcare Service Architecture for Senior Safety Monitoring in Metaverse," the First ***International Workshop on Distributed Intelligence for Metaverse (DIM)***, in conjunction with the IEEE International Conference on Metaverse Computing, Networking and Applications (IEEE MetaCom 2023), Kyoto, Japan, June 26 – 28, 2023.
- N. Singh, U. Varshney, **S. Sarkar**, "Patient Generated Health Data: Framework for Decision Making", Hawaii International Conference on System Sciences (***HICSS 55)***, Virtual, January 3-7, 2022
- A. Yayla, **S. Sarkar**, "The Dynamics of Information Security Policy Adoption", 019 ***IFIP Working Group 8.11/11.13*** Dewald Roode Information Security Workshop, Bossier City, Louisiana, October 4-5, 2019
- K. Wang, **S. Sarkar**, "Nudging Young People Towards Safe Internet Behavior", **AMCIS Emergent Research Forum**, Cancún, México, August 15-17, 2019
- T. Deng, H.K. Lee, **S. Sarkar**, "Reporting Information Security Policy Violations – An Exploratory Study", ***AMCIS Emergent Research Forum***, Cancún, México, August 15-17, 2019
- A. Yayla, **S. Sarkar**, "Legitimization of Information Security Policies in Organizations", ***AMCIS TREO***, Cancún, México, August 15-17, 2019

- o **S. Sarkar**, A. Yebba, "Data analytics through a game: Introducing students to ERP and interpreting data analytics", *Annual Meeting of the American Accounting Association (AAA),* San Francisco, CA, August 9-14, 2019
- o **S. Sarkar**, J. Gray, S, Boss, "Preparedness of Accounting Departments for AACSB Technology (Standard 5) Requirements", *International Symposium on Accounting Information systems (ISAIS)*, Michigan State University, Lansing, MI, June 27-28, 2019
- o **S. Sarkar**, J. Gray, S, Boss, E. Daly, "Teaching Analytics in AIS – the buzzword" – *Pre-ICIS, AIS Workshop*, San Francisco, December 13, 2018
- o U. Varshney, **S. Sarkar**, N. Singh, "Regulations and Mobile Health Applications", *ICIS TREO Talks*, San Francisco, CA, December 13, 2018
- o Q. Bui, **S. Sarkar**, "The Influence of Health Information Technology on Healthcare Outcomes: A CIMO based Review", *Pre-ICIS SIG-Health Workshop*, San Francisco, CA, December 13, 2018
- o A. Yayla, **S. Sarkar**, "The Dynamics of Information Security Policy Adoption", Proceedings of the *13ᵗʰ Pre-ICIS Workshop on Information Security and Privacy*, San Francisco, CA, December 13, 2018
- o N. Singh, **S. Sarkar**, U. Varshney, "Integration of Mobile Health and EHR", *AMCIS TREO*, New Orleans, LA, August 16-18, 2018
- o L. Haghnegahdar, **S. Sarkar**, "Simulation Optimization for Operating Room Scheduling", Proceedings of 2018 *IISE Industrial & Systems Engineering Research Conference (ISERC),* Orlando, FL, 2018.
- o S. Chatterjee, X. Gao, **S. Sarkar**, C. Uzmanoglu, "Consumer Reactions to the Scope of a Data Breach Incident: How Affect Moderates Scope Effects on Intentions to Leave the Focal Firm", *European ACR Conference*, Ghent, Belgium, 2018
- o **S. Sarkar**, M. Keil, H.K. Lee, "Context and Timing in Bad News Reporting: An Exploratory study in IS projects", *AMCIS International Research Workshop on IT Project Management (IRWITPM),* Fort Worth, TX, December, 2015.
- o H. K. Lee, M. Keil, J. Smith, **S. Sarkar**, "[The Roles of Mood and Conscientiousness in Error Reporting - Decisions on IT Projects](#)", *Academy of Management Best Papers* Proceedings, Orlando, FL, August, 2013.
- o D. P. Truex, R. El Amrani, T. Case, A. Aryal, **S. Sarkar**, "The Key Determinants of a Successful Competency Center: It Depends!", Proceedings of *Pre-ICIS ES SIG*, Orlando, FL, December, 2012
- o E. Park, B. Ramesh, R. Jain, **S. Sarkar**, "The Role of Anticipated Process Regret in Process Documentation Decision", *Atlanta-Athens Conference on Research in Information Systems (AACRIS),* Atlanta, March, 2012
- o D. Truex, N. Lakew, S. Alter, **S. Sarkar**, "Extending a Systems Analysis Method for Business Professionals", in: B. Donnelan (Ed.) *European Design Science Symposium (EDSS)*, Dublin, Ireland, October, 2011.
- o R. El Amrani, **S. Sarkar**, D. P. Truex, "An Examination of the Post Implementation Role of Competency Center in ERP and BI: International / Cross Cultural Investigation", Proceedings of *Pre-ICIS ES SIG*, St Louis, MO, December, 2010
- o D. P. Truex, S. Alter, M. Cuellar, **S. Sarkar**, "Using Deep Structure Theory to Visualize Inherent Limitations of Systems Analysis Tools in Relation to Habermassian

Communicative Action", Proceedings of ***IFIP 8.2/Organizations and Society in Information Systems (OASIS)***, St Louis, MO, December, 2010

- o **Book Chapter Publications:**
  - o J. Ross, **S. Sarkar**, "[Data-Informed Decisions](#)", in Data Analytics Skills, SAGE Publishing, Jan 2023

- o **Invited Presentations / Panel**
  - Strome College of Business, Old Dominion University, Norfolk, Virginia, USA – "Big Data in E-commerce" (Audience: MS students) – November 14 2023
  - Zicklin School of Business, Baruch College, New York, New York, USA – "The role of Mixed-Methods research in Qualitative Methods" (Audience: PhD students) – Apr 2023
  - Strome College of Business, Old Dominion University, Norfolk, Virginia, USA – "Publishing in a Top Journal: A confessional account" (Audience: PhD students) – Mar 2023
  - ICFAI Business School, Calcutta, India – "East is East and West is West – never the twain shall meet?" (Audience: faculty) – June 2022
  - ICFAI Business School, Calcutta, India (webcast across 9 centers across India) – "Future: What are you thinking?" (Audience: MS students) – June 2022
  - ICFAI Business School, Hyderabad, India – "Publishing in a top journal: A confessional account" (Audience: faculty and students) – July 2021
  - Rochester Institute of Technology - "Evolution and Adaptation of IT-enabled Routines in Health Care: An Exploratory Study" (Audience: faculty) - May 2016.
  - SUNY – Binghamton
    - Presentation - "Faculty Panel on Classroom Engagement/Attendance" – Center for Learning and Teaching, Mar 2024
    - Presentation – "Using Secondary Data to Tell a New Story: A Cautionary Tale in Health Information Technology Research" – Data Science Transdisciplinary Area of Excellence, April 2021
    - Panel member "Faculty Engagement Workshop" at the Applied Learning Conference, Binghamton organized by SUNY, November 2016
    - Presentation - "Faculty Showcase" – Center for Learning and Teaching, May 2016
    - Presentation - "Applied Learning in the Community: Designing an Effective Partnership" (Engaged Faculty Speaker Series – Center for Civic Engagement), October 2015
    - Panel member (invited) for Academy of Management Professional Development Workshop "Mid-Life Career Changers" - Aug, 2014
  - PMI Binghamton Chapter: "Why PMP? Networking, Career Opportunities and How to Prepare!" – Executive team presentation to BU students, 2016 Feb

- o **In the News / Recognition**
  - News website - [How should healthcare organizations communicate with patients after a breach?](#) 2025 Jul

- Public radio program - [The Academic Minute](#) - [Using AI to Enhance Flexibility and Efficiency of Customer Service Centers](#) - 2025 Jan
- Rochester based newspaper - [Measuring the breadth of Mayo Clinic's medical data abundance](#) – 2024 Dec
- MSN - [Telemedicine improved doctors' quality of patient care during COVID, new research shows](#) – 2024 Sep
- Long-term Care News – McKnights - [Telemedicine has improved patient care, physician satisfaction after COVID, research finds](#) – 2024 Sep
- Technology website – TechTarget - [Telehealth use associated with physician satisfaction](#) – 2024 Sep
- Cybersecurity news site – Dark Reading - [Egyptian E-Payment Vendor Recovering From LockBit Ransomware Attack](#) – 2023 Nov
- Local TV News channel – WBNG - [Local experts weigh in on national 'Data Privacy Week'](#) – 2023 Jan
- Local TV News channel – Fox 40 News - [Tips on Data privacy](#) – 2023 Jan
- Internet news publication – [GCN](#) - [Lifting efficiency and innovation with an enterprise platform](#) – 2023 Jan
- Internet news publication – [Science X](#) - [Research: Government agencies face unique challenges in achieving innovations](#) – 2022 Nov
- Public radio program - [The Academic Minute](#) - [Employees and Internet Security Policies](#) - 2022 Nov
- External academic website - "[Faculty Highlight Series" ERPsim, HEC Montreal](#) – 2022 Sep
- Local TV News channel - Fox News on expert comment on Identity Theft "[Identity Theft Cases Increased Drastically Amidst COVID-19 Pandemic](#)" – Feb 2021
- Internet news publication – [Security Boulevard](#) - [Inconvenient' Cybersecurity Policies Put Healthcare Organizations at Risk](#) – 2020 Oct
- External partner website - [Featured in Teaching Data Analytics: University Educators Innovate with Alteryx](#) – 2020 Sept
- Local news publication - Press & Sun-Bulletin for expert comment on IT security "[How a NY man used fraud, social security numbers to get IRS taxpayer records](#)" – 2020 July
- International TV news channel - CNBC India for publication in Journal of Business Research on emotions affecting decisions after data breach - https://www.cnbctv18.com/technology/data-breach-check-if-you-are-fearful-or-angry-3371641.htm - 2019 May
- Internet news publication - Science Newsline for publication in Information Systems Journal on effect of Mood and Personality in IT Projects - http://www.sciencenewsline.com/news/2016072712510010.html - 2016 July
  http://phys.org/news/2016-07-businesses-human-element.html# - 2016 July

- **Mentoring:**
  - PhD dissertation committee member - Grace Babalola, 2025 Spring
    - First appointment:

- o **Honors /Awards**
  - o 2023 Council/Foundation Award for **Outstanding Service**, SUNY - Binghamton
  - o 2020 SOM Award for **Excellence in Teaching**, SUNY – Binghamton
  - o 2019 **Career Champion**, SUNY – Binghamton – nominated by students
  - o 2018 **Career Champion**, SUNY – Binghamton – nominated by students
  - o 2017 **Career Champion**, SUNY – Binghamton – nominated by students
  - o Faculty Teaching **Honor Roll**, School of Management, SUNY – Binghamton
    - o Fall 2014, Fall 2015, Spring 2016, Fall 2016, Fall 2017, Fall 2018, Spring 2019, Fall 2019, Summer 2020, Fall 2020, Summer 2021, Spring 2022, Summer 2022, Fall 2022, Spring 2023

Professional Affiliations:

- o Association of Information Systems (AIS) - Member
- o Information Systems and Audit Control Association (ISACA) - Platinum level member
- o Project Management Institute (PMI) – Member

Certifications / Training:

- o **CISA** – Certified Information & Systems Auditor – 2004
- o **S/4 HANA & SAP TERP 10** certified trainer
- o **SAP** University Alliance partner training on **Business Analytics** and **HANA** - 2013
- o **ISO/IEC 20000 Auditor** (ITIL) – itSMF, UK certified – 2006
- o **Six Sigma** – Yellow Belt – 2007
- o **CNE 5** – Certified Novell Engineer – 2002
- o **OCTAVE** for Internal Implementation – 2005
- o **PMP** – Project Management Professional – 2005
- o **ERPsim Certified Trainer** - Level 3 (**SAP** based business simulation game) - 2012
- o Case Method Teaching – **Harvard Business School** - 2015
- o **Dale Carnegie** - Effective Human Relation and Communication Skills Course – 2007
- o **Stephen Covey** - The 7 Habits of Highly Effective People Training Program – 2005

Teaching:

o **Interests**
  - o Accounting Information Systems – graduate
  - o Forensic Accounting and Fraud Investigation – graduate
  - o Enterprise Analytics - graduate
  - o Databases RDBMS – undergraduate / graduate
  - o Databases in the Cloud (NoSQL) - graduate
  - o Visualization – graduate
  - o Introduction to MIS – undergraduate and graduate
  - o IT Audit and Analytics - graduate
  - o Project Management – graduate
  - o Systems Analysis - undergraduate and graduate
  - o IT Architecture / Infrastructure / Telecommunication - graduate

Service:

o **Binghamton University**
  - o Assoc. Director – Center for Information Assurance and Cybersecurity (CIAC), BU – 2020 Fall to present
  - o Member - Informational and Educational Technology Committee, BU – 2025 Fall to present
  - o Member - Health Sciences TAE Steering committee, BU - 2019 Fall to present
  - o Member – Learning Management Service Advisory Committee – 2021 Fall to present
  - o Faculty coordinator - SAP University Alliance Program, BU - 2015 Fall to present
  - o Faculty coordinator – Amazon Web Services Academy, BU – 2023 Summer to present
  - o Faculty coordinator - SAS University Alliance Program, BU - 2022 Fall to present
  - o Academic Advocate – Information Systems Audit and Control Association, BU – 2016 Spring to present
  - o Member - Advisory Committee for Scholarship and Research, BU – 2023 Fall to 2025 Spring
  - o Member – Managed Print Task Force – 2023 Fall to 2025 Spring
  - o Mentor – Management Information Systems Club, BU - 2016 Spring to 2023 Spring
  - o Faculty Advisor – Management Consulting Group, BU - 2016 Fall to 2023 Spring
  - o Member - Joint Task Force on Teaching Evaluation, BU - 2023 Spring to 2024 Fall
  - o Member – Search Committee for Technical Support Analyst, Information Technology Services, BU - 2023 Spring to 2023 Fall
  - o Member – Search Committee for IT Change & Policy Coordinator, Information Technology Services, BU - 2023 Spring to 2023 Fall
  - o Member – Search Committee for Assistant Director of Technical Support, Information Technology Services, BU - 2022 Fall to 2023 Spring
  - o Member – Search Committee for Lead Programmer / Analyst, Information Technology Services, BU - 2020 Fall to 2021 Spring
  - o Member - TAE Work Group - Data Management, Security, Use, BU – 2018 Fall to 2019 Spring
  - o Volunteer - Bilingual Faculty for Crisis Assistance, Multicultural Resource Center, BU - 2015 Spring to 2018 Fall

- o Member – Search Committee for Senior Project Manager in Information Technology Services, BU - 2015 Fall to 2016 Spring
- o Member - Planning Committee - "Institute on Community-Engaged Teaching, Research & Scholarship", Center for Civic Engagement, BU - 2015 Spring

- o **School of Management**
  - o Member – Masters Programs Committee - 2024 Fall - present
  - o Chair – Technology Committee - 2020 Fall to 2024 Spring
  - o Member – Deans Advisory Committee - 2020 Fall to 2024 Spring
  - o Member – Junior Promotion Committee – 2020 Fall to 2023 Oct
  - o Chair – Search Committee for SOM MIS faculty - 2021 Fall to 2022 Spring
  - o Member - Accounting Accreditation Task Force - 2015 Fall – 2016 Fall; 2020 Spring – 2020 Fall
  - o Member - Faculty Development task force - 2019 Fall to 2020 Spring
  - o Member - Faculty Senate - 2017 Fall to 2019 Spring
  - o Member - Masters Curriculum Task Force - 2015 Fall to 2016 Fall
  - o Member - Assurance of Learning Committee - 2014 Fall to 2015 Spring, 2017 Fall to 2018 Spring, 2018 Fall to 2019 Spring
  - o Member of the Jury (with Dr Thomas Kelly and Mr. Tyrone Muse, CEO of Visions Federal Credit Union)- "Create Your Own Business Plan" competition organized by the "Graduate Student Organization" for Southern Tier Local Economic Development - 2015 Spring

- o **Community (external scholarly)**
  - o **Editorial board**
    - Senior Editor - The DATA BASE for Advances in Information Systems, 2021 Jan – present
    - Executive Editorial Board Member - Information Systems Frontiers, 2025 Mar - present
    - Guest Editor – Information Systems Frontiers, (Special Issue: Behavioral Issues in Cybersecurity & Privacy in the Era of Data Explosion), 2024 April
    - Editorial Board Member - Journal of Information Systems, 2023 Sep - present
    - Global Editorial Review Board Member - Journal of Information Technology Case and Application Research, 2020 Fall - present
  - o **Treasurer** – Special Interest Group for Accounting Information Systems (SIG-ASYS), 2020 Jan – 2023 Dec
  - o **Track/Session-Chair/Program Committee/Advisory member** at conferences
    - "International Conference on Management for Sustainability: Strategies and Technology Intervention" – advisory committee, ICMS 2025, School of Management Sciences, Indian Institute of Engineering Science and Technology, Shibpur, West Bengal, India, August 21-22, 2025
    - "Workshop on Information Security and Privacy (WISP)" – program committee member, ICIS 2024, Bangkok
    - "IoT, Smart Cities, Services, and Government Track" – AE, ICIS 2024, Bangkok
    - ICDF2C Organizing Committee, Program Chair, ICDF2C 2024, Dubrovnik, Croatia, Oct 9-10, 2024

- "SIG-ASYS Workshop" – Workshop chair, ICIS 2023
- "Workshop on Information Security and Privacy (WISP)" – program committee member, ICIS 2023
- "Healthcare Informatics" – Session Chair, AMCIS 2023
- "Digital Agility / Innovation" – Session Chair, AMCIS, 2019, 2020
- "General Accounting Information Systems" - Mini-Track chair, AMCIS 2018, 2019, 2020
- "IT-enabled Organizational Agility and Security" – Mini-Track chair, AMCIS 2017, 2018, 2019
- "Innovation and Project Management" – Mini-Track chair, AMCIS 2019
- "IT Enabled Agility" - Session Chair, AMCIS 2016
- "Managing IS Projects and IS Development" – Associate Editor, ICIS 2016
- "IT-enabled Organizational Agility and Security" – Mini-Track chair, AMCIS 2016
  - o **Reviewer**
    - **Accolades and Honors**
      - 2023 - **Exceptional Review Service** – Workshop on Information Security and Privacy (WISP), Hyderabad, India
      - 2015 - **Best Reviewer** – Journal of Information Technology Case and Application Research (JITCAR)
    - **Ad-Hoc reviewer**
      - MIS Quarterly (MISQ)
      - Information Systems Research (ISR)
      - Journal of Management Information Systems (JMIS)
      - European Journal of Information Systems (EJIS)
      - Production and Operations Management (POM) Journal
      - Journal of Business Research (JBR)
      - The DATA BASE for Advances in Information Systems
      - Communications of the ACM (CACM)
      - AIS Transactions on Replication Research
      - Requirements Engineering
      - Technological Forecasting & Social Change journal
      - Information Systems Frontiers (ISF) Journal
      - International Journal of Healthcare Information Systems and Informatics (IJHISI)
      - Journal of Information Technology Case and Application Research (JITCAR)
      - Academy of Management (AoM) Annual Conference, 2016
      - International Conference on Information Systems (ICIS) – 2013,2014,2015, 2016, 2017, 2018, 2019, 2020, 2023, 2024
      - Americas Conference on Information Systems (AMCIS) – 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2023, 2024
      - European Conference on Information Systems (ECIS) – 2014, 2016, 2019
      - IEEE Wireless Telecommunications Symposium (WTS) - 2014
      - Pacific Asia Conference on Information Systems (PACIS) – 2011, 2019

- Book Review
  - Accounting Information Systems by U. Gelinas, R. Dull, P. Wheeler, 10th ed., 2015, CENGAGE Learning, 2015 Spring
- Review Committee member to select the "Best Published Paper" award - AIS SIG-Health - AMCIS 2016

- o **Community (other)**
  - o [Member](#) - [Developmental Disabilities Advisory Council (DDAC) of NY State](#) – 2021 Feb to present (appointed by the NY Governor)
  - o Vice-President, Certification, [PMI Binghamton Chapter](#) – 2025 Jan to present
  - o Vice President, Communications, [PMI Binghamton Chapter](#) – 2024 Jan to 2024 Dec
  - o Member, Board of Directors – [American Civic Association](#), 2024 Feb to 2024 Jun
  - o Presentation on "Mental Health Awareness" - to the Vestal Elementary School (300 + students and teachers) – 2024 May, 30th
  - o [Judge](#) - [Launch Pad, The Greater Binghamton Start-up Challenge](#) – 2022 May, 2023 May
  - o Vice President, Membership & Publicity, [PMI Binghamton Chapter](#) - 2016 Jan to 2017 Dec

Georgia State University, J. Mack Robinson College of Business

Position: Graduate Research/Teaching Assistant, Department of CIS   *Aug '09 – May '14*
Description:

- **Teaching**

Undergraduate	*Graduate*
o Database Systems	o Accounting Information System
o Telecommunication	o Enterprise Architecture
o Introduction to IS	o SAP
o Capstone & Field study	o Field Study

- Project coordinator and mentor - Capstone & Field Study projects at Grady Hospital, Atlanta (Undergraduate and Graduate) – Summer & Fall 2013
- **Service**
  - o President / Vice President – Robinson PhD Fellows - 2010 Fall to 2013 Spring
  - o Helped in preparation of the ISACA "model curriculum for IT Audit and Control" certification for the MS ISAC program, under guidance from Dr. Bala Ramesh
  - o Developed course materials for
    - o IT Services Management and Governance for MS ISAC program
    - o Business Analytics based on SAP Business Analytics and HANA
  - o Panel member of the recruitment team for a IS manager position - School of Nursing and Health Professionals, Georgia State University, Summer & Fall 2013
  - o Developed Business Continuity plan - ISO 27001 requirements for Georgia State University with the Chief Information Security Officer - includes Business Impact Analysis, Asset register template design, business procedures preparation

- o **Honors /Awards**
  - o **Doctoral Consortium Fellow**:
    - o International Conference on Information Systems (ICIS) - 2013
    - o Academy of Management (AoM)'s Organizational Communication & Information Systems (OCIS) - 2013
    - o Americas Conference on Information Systems (AMCIS) – 2013
  - o GTA **Teaching Excellence Award**, Georgia State University – 2012
  - o Second Century Initiative (2CI) **University Doctoral Fellowship** for research in Health IT – 2012 and 2013
  - o Invited to join Beta Gamma Sigma Honor Society – 2014
  - o Invited to join Delta Epsilon Iota Academic Honor Society – 2014
  - o Invited to join Phi Beta Delta Honor Society – 2011
  - o Recognition of efforts by the CIO in preparation for ISO 27001 Audit – May '10
- o **Invited Presentations / Panel**
  - Robinson PhD Fellows: "What I should have known as a 1st year PhD student" – March, 2014
  - Colloquium: **"**New Perspectives on Implementing Health Information Technology" – November, 2013
  - Colloquium: "Adapting Funding Processes for Agile IT Projects: An Empirical Investigation" – Spring 2011
  - Panel member (invited) - PhD Recruitment Forum organized by DocNet, Consortium of Business Doctoral Programs http://www.businessdoctoralprograms.org/ - GA Tech: 3rd Oct, 2012; Emory University: 19th Nov, 2013.

Mumbai University, L.N. Welingkar Institute of Management Development & Research

Position: Visiting Faculty   *Jul '06 – Jul '09*

Description:

- **Teaching**
  - o IT Security & Compliance – SOXA, SAS 70, CoBIT, HIPAA, Basel-II, AML, ISO 27001, IT Act 2000, BS 25999 (Business Continuity Management), IT Audit process, GRC (Governance, Risk Management & Compliance)
  - o IT Infrastructure – IT Governance, ITIL, ISO 20000, SLA in Outsourced environment, Business value of Cloud Computing, Design of data center, Consolidation of servers and data centers
  - o Special topics on IT Security - "IT Security in Call Centers" organized by Deloitte
- o **Mentoring:**
  - o MIM (Masters in Information Management), University of Mumbai, 2008-2009
    - o Bhushan J. Khokle; Topic: "Security Considerations for Online Trading Applications"

Experience – Industry:

Royal Bank of Scotland - **VP & Head**, Infrastructure & Service Delivery   *Dec '06 - Jul '09*
  o Responsible for operations – attained 95% uptime on 550+ servers
  o Governed the Compliance and closure of all audit issues – ISO 27001
  o Enhanced and updated BCP; supervised fail-over tests of all critical applications
  o Closed open issues of Vulnerability & security assessment reports
  o Led Technology Risk Assessments for new applications - designing IT General controls & IT Application Control;
  o Structured operational audits on Change Management & Security
  o Improved SLA dashboard monitoring by initiating Service Improvement plan implementations – increased successful Changes by 10 %
  o Consolidated 23 Service Desks (9000+ end users) to single outsourced Help-desk – Optimized operations and achieved reduction in agent numbers by 25 %

3 Global Services (a **Hutchison Whampoa Company**), **GM - IT**   *Nov '04 to Nov '06*
  o Reduction of asset acquisition cost by 15 % by developing alternate partners
  o Uptime of server / networks improved by 13 % & 7000+ desktops improved by 10 %
  o Planned and setup alternate data center for business continuity
  o Expansion of operations – 2 facilities – 1000 workstations
  o In the news for one of the first contact centers on VoIP - featured in India news and CISCO worldwide news – http://www.cisco.com/web/IN/about/files/3_Global_Services_Cisco_Case_Study.pdf - July 2005

Novell, **National Manager** – Technical Services   *Sept '99 to Oct '04*
  o Architect and implemented a highly secured, fault tolerant Enterprise solution to integrate high value transactions across 850 remote distributed branches - State Bank of India – a Fortune 500 Company.
  o Project Manager in setting up India Support Center for America Support - 3rd Tier Technical Support

Mafatlal Consultancy, **Project Manager**   *Aug '94 to Aug '99*
  o ERP Implementations at GE Lighting, Raychem, Rockwell Automation, Essef Corp, Johnson Controls, Unilever, Godrej Industries, Mafatlal Industries, Structural etc.
  o Development of local taxation / Payroll in PROGRESS & ORACLE / PowerBuilder – 300 person months

International Data Management, Sr. Customer Support Engineer   *Dec '89 to Jul '94*
  o Customer Support Engineer for Novell Netware 3.x / SFT-III, SCO Unix and PRIMOS range of machines
  o Desktop support for PC / PC-XT / AT-286 / 386 machines
  o Customer Account management – achieving targets for Annual Renewal Maintenance contracts and upgrades

General Electric Company plc. (GEC), Management trainee   *Jul '88 to Nov '89*
   o   Trainee electronics engineer testing electronic panels of induction furnace
   o   Testing engineer for Thyristor controlled speed drives in Motors division
   o   Part of the electronics engineering team to set up a high voltage vacuum circuit breaker manufacturing plant for industrial use

Honors / Awards

   o   **President's Club** Award from Novell Inc - 2003
   o   **Silver Circle** Award from Novell Inc. - 2001
   o   **Man of the Year** Award from Mafatlal Consultancy - 1996
   o   **Appreciation from Senior Executive team** for ABN AMRO and RBS Integration Project – 2009 July
   o   **Novell Senior Executive team appreciation** for successful migration of Technical Support Center from Provo, UT to Mumbai, India – Novell Inc - 2003
   o   Project **Appreciation letters** from

   - GE Lighting
   - Johnson Controls
   - Unilever
   - Pentair, Inc
   - Raychem
   - Hindustan Petroleum Corp. Ltd

   o   Nominated for the **PMI Leadership Institute Meet** at Amsterdam in May'09 from PMI Mumbai Chapter – 2009
   - Team member of the PMI's "**Component of the Year**" Award for PMI Mumbai Chapter – 2008/9

Service (to the community)

   - Associate Director – PMI IS Communities of Practice http://www.pmi.org/ - 2010
   - Vice President - Project Management Institute, Mumbai Chapter, India – 2008/9
   - Presentation (invited) to PMI Mumbai Chapter: Risk Management, IT Security, ITIL/ISO 20000, IT Governance – 2006 to 2009
   - PMBOK reviewer – for PMI Mumbai Chapter - 2010