

Sumantra Sarkar

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Education:

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- 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

Professional Certifications / Training:

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- **CISA** – Certified Information & Systems Auditor – 2004
 - **ISO/IEC 20000 Auditor** (ITIL) – itSMF, UK certified – 2006
 - **ERPsim Certified Trainer** - Level 2 (SAP based business simulation game) - 2012
 - **SAP** University Alliance partner training on **Business Analytics** and **HANA** - 2013
 - **OCTAVE** for Internal Implementation – 2005
 - **PMP** – Project Management Professional – 2005
 - **CNE** – Certified Novell Engineer – 2002
 - **Six Sigma** – Yellow Belt - 2007
 - Case Method Teaching – **Harvard Business School** - 2015
 - **Dale Carnegie** - Effective Human Relation and Communication Skills Course – 2007
 - **Stephen Covey** - The 7 Habits of Highly Effective People Training Program – 2005

Research:

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- **Interests**
 - Process Governance
 - Managerial Decision making
 - Agile Development
 - Health IT
 - IT Security
 - Organizational Routines
 - **Refereed Journal Publications**
 - H. K. Lee, M. Keil, J. Smith, S. Sarkar, “The Roles of Mood and Conscientiousness in Error Reporting -Decisions on IT Projects” – Accepted at **Information Systems Journal**, April 2016.

- 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.
- 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.
- 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.
- **Referred Conference Publications**
 - S. Sarkar, M. Keil, H.K. Lee, “Context and Timing in Bad News Reporting: An Exploratory study in IS projects”, **International Research Workshop on IT Project Management (IRWITPM)**, Fort Worth, TX, December, 2015.
 - 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.
 - 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
 - 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
 - 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.
 - 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
 - D. P. Truex, S. Alter, M. Cuellar, S. Sarkar, “Using Deep Structure Theory to Visualize Inherent Limitations of Systems Analysis Tools in Relation to Habermasian Communicative Action”, **Proceedings of IFIP 8.2/Organizations and Society in Information Systems (OASIS)**, St Louis, MO, December, 2010

Teaching:

- **Interests**
 - Accounting Inform. Systems
 - Database
 - Project Management
 - Systems Analysis
 - IT Security & Compliance
 - Business Analytics
 - IT Infrastructure / Telecommunication
 - Health IT
- **Student evaluations** - see Appendix

Experience – Academic:

Binghamton University, State University of New York (SUNY)

Position: Assistant Professor, Management Information Systems

Sep '14 – present

Description:

- **Research and Teaching**

Georgia State University, J. Mack Robinson College of Business

Position: Graduate Research/Teaching Assistant, Department of CIS

Aug '09 – May '14

Description:

- Conduct **research** and **develop publications** with Dr. Bala Ramesh (Board of Advisor's Professor and Director, MS Information Systems Audit and Control program)
- Taught **Executive MBA** and **MS** students on Accounting Information System, Enterprise Architecture, and Field Study with specialized topics on ERP (including hands-on **SAP**), Supply Chain, **Project Management**, UML, Cloud Computing and SOA.
- Taught **undergraduate** students: **Database Systems, Telecommunication & Introduction to IS, Capstone, Field study.**
- Conduct hands-on **SAP business simulation game** (ERPsim) for Executive MBA and Masters Courses.
- Helped preparation of **ISACA “model curriculum for IT Audit and Control”** certification (MS Information Systems Audit and Control program) with Dr. Bala Ramesh
- Developed course materials for a new course on “**IT Services Management and Governance**” for MS ISAC program
- Developed course materials for **Business Analytics** (based on **SAP Business Analytics** and HANA)
- 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

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

Position: Visiting Faculty

Jul '06 – present

Description:

- Developed course materials and taught **MBA students**
- **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)
- **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
- Delivered lectures for Deloitte organized special IT Security course on “**IT Security in Call Centers**”
- Education counseling as **MBA thesis guide** and mentor

Experience - Professional:

Royal Bank of Scotland - VP & Head, Infrastructure & Service Delivery *Dec '06 - Jul '09*

- Responsible for operations – attained 95% uptime on 550+ servers
- Governed the Compliance and closure of all audit issues – ISO 27001
- Enhanced and updated BCP; supervised fail-over tests of all critical applications
- Closed open issues of Vulnerability & security assessment reports
- Led Technology Risk Assessments for new applications - designing IT General controls & IT Application Control;
- Structured operational audits on Change Management & Security
- Improved SLA dashboard monitoring by initiating Service Improvement plan implementations – increased successful Changes by 10 %
- 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), Head - IT *Nov '04 to Nov '06*

- Reduction of asset acquisition cost by 15 % by developing alternate partners
- Uptime of server / networks improved by 13 % & 7000+ desktops improved by 10 %
- Planned and setup alternate data center for business continuity
- Expansion of operations – 2 facilities – 1000 workstations

Novell, National Manager – Technical Services *Sept '99 to Oct '04*

- 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.
- Project Manager in setting up India Support Center for America Support - 3rd Tier Technical Support

Mafatlal Consultancy, Project Manager *Aug '94 to Aug '99*

- **ERP** Implementations at **GE Lighting**, Raychem, **Rockwell Automation**, Essef Corp, **Johnson Controls**, Unilever, Godrej Industries, Mafatlal Industries, Structural etc.
- Development of local taxation / Payroll in **PROGRESS & ORACLE / PowerBuilder** – 300 person months

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

- Customer Support Engineer for **Novell Netware 3.x / SFT-III, SCO Unix** and **PRIMOS** range of machines
- **Desktop support for PC / PC-XT / AT-286 / 386** machines
- **Customer Account management** – achieving targets for Annual Renewal Maintenance contracts and upgrades

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

- **Trainee electronics engineer** testing electronic panels of induction furnace
- **Testing engineer** for Thyristor controlled speed drives in Motors division
- Part of the electronics engineering team to set up a high voltage vacuum circuit breaker manufacturing plant for industrial use

Honors /Awards/Invitations/Recognition/In the News:

- **Faculty Teaching Honor Roll**, School of Management, SUNY – Binghamton
 - Fall 2014, Fall 2015, Spring 2016, Fall 2016
- **Best Reviewer** for 2015 - JITCAR
- **Panel / Presentations**
 - **Rochester Institute of Technology**
 - Invited presentation “Evolution and Adaptation of IT-enabled Routines in Health Care: An Exploratory Study” - May 2016.
 - **SUNY – Binghamton**
 - Invited panel for facilitating “Faculty Engagement Workshop” at the Applied Learning Conference, Binghamton organized by SUNY, November 2016
 - Invited presentation - “Faculty Showcase” – Center for Learning and Teaching, May 2016
 - Invited presentation - “Applied Learning in the Community: Designing an Effective Partnership” (Engaged Faculty Speaker Series – Center for Civic Engagement), October, 2015
 - Invited panel member for **Academy of Management** Professional Development Workshop “Mid-Life Career Changers” - Aug, 2014
 - **Georgia State University**
 - 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
 - Invited panel member - 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.
 - **PMI Binghamton Chapter**: “Why PMP? Networking, Career Opportunities and How to Prepare!” – Executive team presentation to BU students, 2016 Feb
 - **PMI Mumbai Chapter**: Risk Management, IT Security, ITIL/ISO 20000, IT Governance – 2006 to 2009
- Featured in “**Engaged Faculty Spotlight**” – Newsletter, Center for Civic Engagement, SUNY – Binghamton - Feb 2015

- Featured in the news
 - For publication in Information Systems Journal on effect of Mood and Personality in IT Projects
 - <http://www.sciencenewslines.com/news/2016072712510010.html> - July 2016
 - <http://phys.org/news/2016-07-businesses-human-element.html#> - July 2016
 - 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
- **Doctoral Consortium Fellow:**
 - International Conference on Information Systems (ICIS) - 2013
 - Academy of Management (AoM)'s Organizational Communication & Information Systems (OCIS) - 2013
 - Americas Conference on Information Systems (AMCIS) – 2013
- **GTA Teaching Excellence Award**, Georgia State University – 2012
- Second Century Initiative (2CI) **University Doctoral Fellowship** for research in **Health IT** – 2012 and 2013
- Invited to join **Beta Gamma Sigma Honor Society** – 2014
- Invited to join **Delta Epsilon Iota Academic Honor Society** – 2014
- Invited to join **Phi Beta Delta Honor Society** – 2011
- Georgia State University – **CIO's office recognition** for ISO 27001 Audit Compliance – May '10
- Nominated for the **PMI Leadership Institute Meet** at Amsterdam in May'09 from PMI Mumbai Chapter – 2009
- **Appreciation from Executive team** for ABN AMRO and RBS Integration Project – July 09
- Recipient team of PMI's "**Component of the Year**" Award for PMI Mumbai Chapter – 2008/9
- Recipient of **President's Club** Award from Novell Inc - 2003
- Recipient of **Silver Circle** Award from Novell Inc. - 2001
- **Novell Executive team appreciation** for successful migration of Technical Support Center from Provo, UT to Mumbai, India – Novell Inc - 2003
- **Man of the Year Award** from Mafatlal Consultancy - 1996
- Project **Appreciation letters** from
 - GE Lighting
 - Unilever
 - Raychem
 - Johnson Controls
 - Pentair, Inc
 - Hindustan Petroleum Corp. Ltd

Service:

- **Editorial Board**
 - Journal of Information Technology Case and Application Research (**JITCAR**), 2015
- **Chair / AE**
 - “IT-enabled Organizational Agility and Security” – Mini-Track chair, **AMCIS** 2017
 - “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
- **Review Committee member** to select the “Best Published Paper” award - **AIS SIG-Health** - AMCIS 2016
- **Ad-Hoc reviewer**
 - MIS Quarterly (**MISQ**)
 - Production and Operations Management (**POM**) Journal
 - Journal of Information Technology Case and Application Research (**JITCAR**)
 - Academy of Management (**AoM**) - 2016
 - International Conference on Information Systems (**ICIS**) – 2013, 2014,2015, 2016
 - Americas Conference on Information Systems (**AMCIS**) – 2014, 2015, 2016
 - European Conference on Information Systems (**ECIS**) – 2014, 2016
 - IEEE Wireless Telecommunications Symposium (**WTS**) - 2014
 - Pacific Asia Conference on Information Systems (**PACIS**) – 2011
- **Book Review**
 - Accounting Information Systems by U. Gelinas, R. Dull, P. Wheeler, 10th ed., 2015, CENGAGE Learning, 2015 Spring
 - Book reviewer – for PMI Mumbai Chapter - 2010
- **Faculty coordinator** - SAP University Alliance Program, 2015 Fall to present
- **Member of search committee**
 - Senior Project Manager in Information Technology Services, SUNY Binghamton, Fall 2015 – Spring 2016
 - IS manager position - School of Nursing and Health Professionals, Georgia State University, Summer & Fall 2013
- **Student related:**
 - Faculty Advisor – Management Consulting Group, Binghamton University, Fall 2016 till date
 - Academic Advocate – Information Systems Audit and Control Association, Binghamton University, Spring 2016
 - Mentor – Management Information Systems Club, Spring 2016
 - Volunteer - Bilingual Faculty for Crisis Assistance, Multicultural Resource Center, SUNY – Binghamton, 2015 Spring - present
 - President / Vice President – Robinson PhD Fellows - 2010 Fall to 2013 Spring
 - Project coordinator and mentor - Capstone & Field Study projects at Grady Hospital, Atlanta (Undergraduate and Graduate) – Summer & Fall 2013

- Guide and Mentor - a premier Management School (www.welingkar.org), Mumbai, India - 2006-09
- **Committee / Jury member**, School of Management, Binghamton University
 - Accounting Accreditation Task Force, 2015 Fall – 2016 Fall
 - Assurance of Learning Committee, 2014 Fall – 2015 Spring
 - Masters Curriculum Task Force, 2015 Fall – 2016 Fall
 - Planning Committee member - “Institute on Community-Engaged Teaching, Research & Scholarship”, Center for Civic Engagement, SUNY – Binghamton - 2015 Spring
 - Jury Member (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
- **Non-academic community**
 - Vice President, PMI Binghamton Chapter – Membership & Publicity, 2016 Jan - present
 - Associate Director – PMI IS Communities of Practice <http://www.pmi.org/> - 2010
 - Vice President - Project Management Institute, Mumbai Chapter, India – 2008/9

Professional Affiliations:

- Association of Information Systems (AIS) - Member
- Information Systems and Audit Control Association (ISACA) - Silver level member
- Project Management Institute (PMI) – Member
- Sigma Xi, The Scientific Research Society - Associate Member