

## John Martin Gallagher, Ph.D.

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### SUMMARY

Award-winning faculty with accomplished teaching, research, and program-building success focused on technology and entrepreneurship. Highlights include: development of internationally recognized and novel curricular initiatives; stewardship of an entrepreneur development program/venture competition that has been a springboard for multiple student-launched businesses that have collectively raised millions in funding and placed teams in elite accelerator programs (Y-Combinator, TechStars, MassChallenge, Summer@Highland); world class domestic and international (Africa, Asia, Europe) field studies that blend practice with classroom work; a practice-focused research program centered on strategic technology use; authorship of a widely adopted, award-winning information systems textbook; authorship of a pioneering flipped-classroom learning product teaching iOS app building in Swift to students new-to-programming; primary faculty liaison that has led engagement of alumni in greater Boston and in Silicon Valley with broad institutional payoff in University Advancement, Career Services, Admissions, and student formation; results-driven outreach to local and national journalists and employers; and development of campus speaker series for technology in business, technology for social impact, and entrepreneurship.

### EDUCATION

Ph.D., School of Management, Syracuse University, Syracuse, NY, December 1997.

*Concentration:* Management Information Systems; Supporting Field: International Management.

*Dissertation:* “Network Externalities and Vertical Integration: The Case of the World Wide Web Software Market”, Chair: Dr. Yu-Ming Wang.

Certificate in University Teaching, Syracuse University, Syracuse, NY, May 1997

MBA, Boston College, Chestnut Hill, MA, Concentration: International Management, May 1990.

BA, Boston College, Chestnut Hill, MA, Major: Computer Science (Cum Laude), May 1988.

### AWARDS AND HONORS

- Best Paper Finalist (Sole Finalist) 2016 SIG Ed Conference, Dublin, Ireland – for “The Flipped Classroom and Mobile App Development: A New Model for Engaging Students in a First Programming Course,” with G. Wyner.
- Reverend John R. Trzaska, S.J. Award Faculty Leadership Award, Boston College, 2015. (sole award recipient, selected from all Boston College faculty across all colleges).
- Named to noteworthy “Authors and Academia” list in Boston Tech Guide - <http://bostontechguide.com/>
- Finalist, Bostonno “50 on Fire”, Spring 2013.
- Textbook Excellence Award, 2012 (for *Information Systems: A Manager’s Guide to Harnessing Technology*), Text and Academic Authors Association.
- Named “Guru to Grads” by *Entrepreneur Magazine*, Oct. 2011.
- Keynote Speaker: African International Business and Management Conference, Nairobi, Kenya, Aug. 2012.
- Teaching Excellence Award, Carroll School of Management, Boston College, 2011.
- Sole focus of the televised Boston College Public Service Announcement “I Teach at Boston College”. The 30-second spot highlights classroom teaching, the TechTrek programs, international field studies, and the “Tech for Good” seminars. Spot was the only Boston College PSA aired during televised sporting events during the 2009-2010 academic year.

- Momentum Award, *The Heights*, 2009. Award presented by the main Boston College student newspaper in recognition of unique and impactful contributions that ‘*move BC forward*’ (first Carroll School faculty to receive the award).
- Innovative Instructional Technology Development Award, WITS Conference, Paris, 2008. The IITD is the only instructional award offered during the ICIS conferences and workshops, and recognizes innovative and exemplar instructional efforts in information technology disciplines.
- Carroll School of Management Service Award, 2008 (for innovation and commitment to student learning).
- Boston College Teaching with New Media Award 2007, 2008, and “Summa Cum Laude” recognition for continued innovation and impact.
- Instructional Innovation Award Finalist, Decision Sciences Institute, 2007. Three national finalists were selected for recognition as part of an interdisciplinary competition sponsored by the Decision Sciences Institute.
- Boston College University-wide Faculty Teaching Award, 2003 (first Carroll School recipient of the award).
- Nominee, University-wide Faculty Teaching Award, 2000, 2001, 2002.
- Cited by *BusinessWeek* as one of the most popular faculty in the Boston College MBA program, 1998, 2000.
- Student Commencement Speaker, Graduate School of Management, Boston College, May 1990.

## ACADEMIC EXPERIENCE

### **Associate Professor** (Information Systems)

Carroll School of Management, Boston College, Fall 1997 – Present.

Promoted with Tenure, Spring 2003.

#### Courses taught:

- *Computers in Management* – core course for undergraduate management students.
- *Strategy & Information Systems*: core course for second year, full-time MBA students.
- *Computer Information Systems*, core course for part-time MBA students.
- *Electronic Commerce*, elective course for undergraduate students.
- *Management Information Systems*, elective course for undergraduate students
- *International Management Experience - Asia*: combines classroom work with international field study, for MBA students.
- *International Management Experience – Europe*: combines classroom work with international field study, for MBA students.
- *Graduate TechTrek West* – combines classroom work with field study to Palo Alto, San Francisco & Seattle.
- *Undergraduate TechTrek West* – combines classroom work with field study to Palo Alto & San Francisco.
- *Technology and Economic Development* – combines classroom work with a field study to Accra, Ghana.
- *An Introduction to Programming Using Swift for iOS Development* – developed a first-of-kind flipped course for Boston College, including developing book/learning product with over seventy videos, online reference material, exercises, and solutions.
- Multiple Executive Education seminars (participant level from CEO to mid-manager) for various clients, including the Boston College Irish Institute, ING Bank, Partners Health Care, Staples, and State Street Corporation.

#### Select Contributions:

- Founding faculty member for pioneering "flipped" classroom: *Intro to Programming Using Swift for iOS Development*. Developed and published course material including video lectures, reference material, and other resources so faculty at other institutions can offer a high-quality, high-impact course with minimal effort that a conventional offering.
- Led redesign of the undergraduate core course. Redesign is considered the major catalyst for gaining a four fold in four years increase in students concentrating in Information Systems (well ahead of

- national trends). Developed accompanying textbook (for use at both graduate and undergraduate level) and shared text and course material worldwide via an initially free, now low-cost digital distribution model.
- Founding faculty for the award-winning graduate and undergraduate TechTrek field study courses combining classroom study with site-visit “master-class” sessions in Silicon Valley and Seattle. The roughly 20 visits in each experience have included sessions with founders, CEOs, senior executives, and partners at firms including: Adobe, Airbnb, Amazon, Apple, Bloomberg West, Cisco, Electronic Arts, Facebook, Google, Highland Capital Partners, HP, Intel, Intuit, Kleiner Perkins, LinkedIn, Microsoft, NetApp, Nintendo, One Kings Lane, Sequoia Capital, ShopKick, Starbucks, Tallwood Venture Capital, Technology Crossover Ventures, thredUP, Twitter, Yahoo, VMware, WePay, Zynga, among many others. Program is credited with gaining new recruiter outreach and helping students secure jobs and internships. Coordination with University Advancement has helped showcase student talent and support fundraising and alumni engagement initiatives.
  - Founding faculty for the undergraduate course Technology and Economic Development (with Ghana field study). Launched in Spring 2013, the course focuses on how fast/cheap technology, such as mobile phones and cloud computing, is creating opportunity and enabling growth and entrepreneurship in the developing world. The class focuses largely on sub-Saharan Africa, in general, and Ghana in particular. The Boston-portion of the class combines classroom lecture, seminar learning, and master-class visits from entrepreneurs and investors. The field study includes a week in Accra, Ghana with several partners, including the Meltwater Entrepreneurial School of Technology, Ashesi University, Esoko, IBM, GE, Google, Rlg, SOFTtribe, and Sproxil, among many others.
  - Faculty Advisor, Boston College Venture Competition. Since joining as faculty advisor, BCVC-affiliated teams have gone on to win competitions at Yale and MIT, found multiple businesses, launch multiple products, gain entrance to elite accelerator programs, (including Y-Combinator, TechStars, MassChallenge, and Summer@Highland), and have raised millions in capital.
  - Founding faculty advisor for several student organizations, including the Graduate Technology Club, the Undergraduate Information Systems Academy, the SEED Social Entrepreneurship initiative, and ESS (on-campus student-led Splash! mini-courses for high-schoolers, and organizer of TED-style BC Talks).
  - Founding faculty member and primary organizer of the TechTrek Boston extracurricular program: weekly visits to Boston-area offices of startups, venture firms, and larger organizations. Participant hosts include: EMC, Fidelity Investments, Gemvara, Google, Highland Capital, HubSpot, Jana.com, Microsoft, NextView Ventures, SCVNGR/LevelUp, Spark Capital, TechStars, and Zynga.
  - Founding faculty member and primary organizer of the TechTrek NYC extracurricular program held over Patriots’ Day. Participant hosts include Etsy, Foursquare, FreshDirect, Google NYC, Rent the Runway, TechStars NYC, and Tumblr.
  - Founder of the Boston College “TechDay” and “Tech for Good” speaker series. Talks have hosted senior executives from many firms including: Amazon, Apple, Facebook, Google, Microsoft, NBC/Universal Digital, One Laptop Per Child, PatientsLikeMe, Polaris Ventures, TripAdvisor, and Twitter. Efforts connecting students with speakers have resulted in multiple internship and job offers.
  - Sole faculty liaison to the Boston College Technology Council (offices in Boston and Silicon Valley). Coordinated speakers, student involvement in programs, the student entrepreneurship showcase, student briefings for alumni, alumni/student mixers, new alumni engagement efforts, and career panels.
  - Faculty mentor in the “Building Bridges” and subsequent “What’s Next” programs for first-generation college students.
  - Carroll School Dean Search Committee, 2003-2004.
  - Podcasts, slides, exercises, a blog/news digest, an online community for IS faculty, and additional resources can be found at <http://gallaughher.com>.

## RESEARCH ACTIVITIES

### BOOKS

*Information Systems: A Manager’s Guide to Harnessing Technology*, Flat World Knowledge, Boston, MA. (Current version 5.0, Aug. 2016 – updated annually)

With some 1,300 adoptions and in use at 60 percent of the “Top IS” programs as ranked by *US News and World Report*, the text is a recipient of a “Textbook Excellence Award” by the Text and Academic Authors Association. Additional material at <http://gallaughner.com/book>

*Learn to Program Using Swift for iOS Development*, Flat World Knowledge, Boston, MA. (Current version 1.0, June 2017)

An online learning product targeted at turning new-to-programming students into app developers in a single semester. Swift language topics are combined with core examples from iOS including user interface elements, location services, Google Places and other third-party APIs, and JSON parsing. The product features over seventy videos, plus additional learning scaffolding including reference text, online quizzes, and additional exercises (some with video solutions). Ideal for a flipped-classroom setting, faculty can have students learn through follow-along lecture videos, then receive in-class exercises with solutions to use during class time. Additional material including demonstration video at <http://gallaughner.com/swift>

#### *JOURNAL PUBLICATIONS*

Gallaughner, J.M., and Ransbotham, S., “Social Media and Customer Dialog Management at Starbucks,” *MIS Quarterly Executive*, Vol., 9, No. 4, Dec. 2010, pp. 197-212.

Kane, G.C., Fichman, R.G., Gallaughner J.M., and Glaser, J., “Community Relations 2.0,” *Harvard Business Review*, Nov. 2009, pp. 1101-1106.

Gallaughner, J.M. "Strategic Positioning and Resource-Based Thinking: Cutting Through the Haze of Punditry to Understand Factors Behind Sustainable, Successful Internet Businesses," *International Journal of Electronic Business Research*, Vol. 3, No. 3, 2007, pp. 14-24.

Gallaughner, J.M. and Melville, N.P. "Electronic Frontiers in Foreign Exchange Trading," *Communications of the ACM*, Vol. 14, No. 8, August 2004, pp. 81-87.

Gallaughner, J.M., and Stoller, G. "Software Outsourcing in Vietnam: A Case Study of a Locally Operating Pioneer," *Electronic Journal of Information Systems in Developing Countries*, Vol. 17, No. 1., 2004, pp. 1-18.

BarNir, A., Gallaughner, J.M., and Auger, P., "Business Process Digitization, Strategy, and the Impact of Firm Age and Size: The Case of the Magazine Publishing Industry," *Journal of Business Venturing*, Vol. 18, No. 6, Nov. 2003, pp. 789-815.

Auger, P., BarNir, A., Gallaughner, J.M., “Strategic Orientation, Competition and Internet-Based Electronic Commerce,” *Information Technology and Management*, Vol. 4, No. 2, April 2003, pp. 139-164.

Gallaughner, J.M, and Wang, Y., "Understanding Network Effects in Software Markets: Evidence from Web Server Pricing," *MIS Quarterly*, Vol. 22, No. 4, December 2002, pp. 303-327.

Gallaughner, J.M., “E-Commerce and the Undulating Distribution Channel,” *Communications of the ACM*, Vol. 45, No. 7. July 2002, pp. 89-95.

Gallaughner, J.M., "Market Formation and Fixed Income E-Commerce," *Journal of Electronic Commerce Research*, Vol. 3, No. 2, May 2002, pp. 50-59.

Downing, C.E., Gallaughner, J.M., and Segars, A., "Information Technology Choices in Dissimilar Cultures: Enhancing Empowerment," *Journal of Global Information Management*, Vol. 11, No. 1, Jan-Mar 2002, pp. 20-39.

Gallaughner, J.M., Auger, P., and BarNir, A., "Revenue Streams and Digital Content Providers: An Empirical Investigation," *Information & Management*, Vol. 38, No. 7, August 2001, pp. 473-485.

Gallaugh, J.M. and Downing, C.E., "Portal Combat: An Empirical Study of Competition in the Web Portal Industry," *Journal of Information Technology Management*, Vol. 11, No. 1-2, 2000, pp. 13-24.

Gallaugh, J.M. and Wang, Y., "Network Effects and the Impact of Free Goods: An Analysis of the Web Server Market," *International Journal of Electronic Commerce*, Vol. 3, No. 4, Summer, 1999, pp. 67-88.

Gallaugh, J.M., "Internet Commerce Strategies: Challenging the New Conventional Wisdom," *Communications of the ACM*, Vol. 42, No. 7, July, 1999, pp. 27-29.

Gallaugh, J.M. and Wang, Y., "Network Externalities and the Provision of Composite IT Goods Supporting the E-Commerce Infrastructure," *Electronic Markets*, Vol. 9, No. 1 & 2, 1999, pp. 14-19.

Auger, P. and Gallaugh, J.M., "Factors Affecting the Adoption of an Internet-Based Sales Presence for Small Businesses," *The Information Society: Special Issue on Electronic Commerce*, Vol. 13, No. 1, January - March 1997, pp. 55-74.

Gallaugh, J.M. and Ramanathan, S.C., "The Critical Choice of Client/Server Architecture: Two-Tier vs. Three-Tier Systems," *Information Systems Management*, Vol. 13, No. 2., Spring 1996, pp. 7-13.

#### REFEREED BOOK CHAPTERS

Gallaugh, J.M. and Downing, C., "Portal Combat Revisited: Success Factors and Evolution in Consumer Portals," *Web Portals: The New Gateways to Internet Information and Services*, A. Tatnall (Ed.).

Gallaugh, J.M. and Ramanathan, S.C., "B2B Exchanges and Beyond: Exploring Value Propositions," in *Business-to-Business Electronic Commerce: Challenges and Solutions*, Merrill Warkentin (Ed.).

Spinello, R., Gallaugh, J.M., Waddock, S., "Privacy and Technology in the Workplace," *Social, Ethical, and Policy Implications of Information Systems*, Linda Brennan (Ed.), 2004.

Downing, C., Gallaugh, J.M., Segars, A., "Cultural Information Technology Choice and Empowerment: Revisiting the Interplay," *Advanced Topics in Global Information Management Volume III*, M.G. Gordon and F. Tan (Eds.), 2004.

#### REFEREED PROCEEDINGS

Gallaugh, J., FitzGibbon, J., Cho, S., Mahecha, J., " The Flipped Classroom and Mobile App Development: A New Model for Engaging Students in a First Programming Course," *Proceedings of the Americas Conference on Information Systems*, August 2017, Boston, MA.

Gallaugh, J., and Wyner, G., "Content and Connections in the Information Systems Curriculum," [Finalist: Best Paper], *Proceedings of the 2017 AIS SIG Ed Conference (ICIS Pre-Conference)*, December 2016, Dublin, Ireland.

Gallaugh, J., and Liu, X., "The Fair Factories Clearinghouse: Sourcing Ethics Improved Through Information Systems," *Proceedings of the Americas Conference on Information Systems*, August 2010, Lima, Peru.

Gallaugh, J.M., and Wang, Y.M., "Linux vs. Windows in the Middle Kingdom: A Strategic Valuation Model for Platform Competition," *Proceedings of the Americas Conference on Information Systems*, August 2008, Toronto, Ontario.

Gallaugh, J.M., "Undergraduate TechTrek: A Blueprint for High-Impact, Integrative, Cross-Disciplinary Field Learning," *Proceedings of the 2007 Decision Sciences Institute Conference*, Nov. 2007, Phoenix, AZ.

Gallaugher, J.M., "A Model for Examining Standards Competition in Two-Sided Markets Subject to Network Externalities: The Case of the Console Video Game Industry," *Proceedings of the 2004 Meeting of the Americas Conference on Information Systems*, August 2004, New York, New York.

Gallaugher, J.M., Stoller, G., "Software Outsourcing in Vietnam: A Case Study of a Local Pioneer," *Proceedings of the 2003 Meeting of the Americas Conference on Information Systems*, August 2003, Tampa, Florida.

Gallaugher, J.M., "Fixed Income E-Commerce Markets: Promise and Peril on the Evolutionary Frontier," *Proceedings of the 2002 Meeting of the Decision Sciences Institute*, November 2002, San Diego, CA.

Gallaugher, J.M., BarNir, A., and Auger, P. "Generic Strategies, Process Digitization, and the Impact of Firm Age, and Size," *Proceedings of the 2001 Meeting of the Decision Sciences Institute*, November 2001, San Francisco, CA.

Gallaugher, J.M., BarNir, A., and Auger, P. "The Internet as a Competitive Weapon? Strategy, Competition, and Internet-based Electronic Commerce in the Magazine Publishing Industry," *Proceedings of the 2001 Meeting of the Academy of Management*, August 2001, Washington, D.C.

Gallaugher, J.M., BarNir, A., and Auger, P. "An Empirical Investigation of Online Revenue Sources for Information Goods," *Proceedings of the 2000 Decision Sciences Institute Conference*, November 2000, Orlando, FL.

Gallaugher, J.M., and Downing, C. "An Empirical Investigation Of Market Leadership In The Web Portal Industry," *Proceedings of the 1999 Workshop on Information Technologies and Systems*, December 1999, Charlotte, NC.

Gallaugher, J.M., and Wang, Y.M., "Network Externalities in Free vs. Fee-based markets: The Case of the WWW Software Market," *Proceedings of the 1998 Decision Sciences Conference*, November 1998, Las Vegas, NV.

Gallaugher, J.M., and Wang, Y.M., "Network Externalities and Composite IT Goods: An Empirical Investigation of the WWW Software Market," *Proceedings of the 1998 Americas Conference on Information Systems*, August 1998, Baltimore, MD.

Gallaugher, J.M., Wang, Y.M., and Vasudevan, S.P., "The Determinants of Network Growth: The Case of Commercial Information Networks," *Proceedings of the 1996 International Conference on Information Systems*, December 1996, Cleveland, OH.

Gallaugher, J.M., and Ramanathan, S., "Comparing Coding, Testing, and Migration Costs for Two- and Three-Tier Client/Server Architectures," *Proceedings of the First Annual AIS Conference*, August 1995, Pittsburgh, PA.

#### CONFERENCE PRESENTATIONS

"Panel: Open Textbook, Digitizing Textbook, eText: Trends, Business Model, and Future," The Americas Conference on Information Systems, Chicago, August, 2013. Co-panelists: Bob Zmud and Alan Dennis.

"Social Media in the Classroom and Beyond", Presented as part of the professional development workshop Teaching in the Informal Economy: Social Media in the Classroom, Academy of Management, Boston, August 2012.

Keynote: "Synergy Opportunities for Business & Education: Social + Mobile + Field + Entrepreneurship," African International Business and Management Conference, Nairobi, Kenya, August 2011.

“Beyond Cases: Innovation in Learning. Social + Mobile + Field,” Information Systems Teaching Workshop, Ross School of Management, University of Michigan, May 2011.

“Mobile and Social: Higher-Ed Rocket Fuel”, Apple Inc. AcademiX Conference, (presented at Northeastern University – streamed live to over 2,000 attendees at four locations and archived by Apple), April 2011.

“Collaborative and Open Technologies and their Impact on Information Systems Instruction,” (panelist), The Americas Conference on Information Systems, Lima, Peru, August 2010.

“The Fair Factories Clearinghouse: Sourcing Ethics Improved Through Information Systems,” The Americas Conference on Information Systems, Lima, Peru, August 2010, with Xin Liu.

“Dialog Management @ Starbucks,” MISQ Executive Workshop on Social Media, Phoenix, AZ, Dec. 2009, with Sam Ransbotham.

“TechTrek: A Blueprint for a High-Impact, Cross-Disciplinary, Technology Industry-focused Classroom & Field Learning,” WITS Conference, Paris, France, Dec. 2008.

“Linux vs. Windows in the Middle Kingdom: A Strategic Valuation Model for Platform Competition,” The Americas Conference on Information Systems, Toronto, August 2008, with Yu-Ming Wang.

“Undergraduate TechTrek: A Blueprint for High-Impact, Integrative, Cross-Disciplinary Field Learning,” The 2007 Decision Sciences Institute Conference, Phoenix, AZ, Nov. 2007.

“A Model for Examining Standards Competition in Two-Sided Markets Subject to Network Externalities: The Case of the Console Video Game Industry,” The 2004 Meeting of the Americas Conference on Information Systems, New York, NY, August 2003.

“Software Outsourcing in Vietnam: A Case Study of a Local Pioneer,” The 2003 Meeting of the Americas Conference on Information Systems, Tampa, Florida, August 2003, with Greg Stoller.

"Fixed Income E-Commerce Markets: Promise and Peril on the Evolutionary Frontier," The 2002 Meeting of the Decision Sciences Institute, San Diego, CA, November 2002.

"Generic Strategies, Process Digitization, and the Impact of Firm Age, and Size," The 2001 Meeting of the Decision Sciences Institute, San Francisco, CA. November 2001, with Anat BarNir and Patrice Auger.

"The Internet as a Competitive Weapon? Strategy, Competition, and Internet-based Electronic Commerce in the Magazine Publishing Industry," The 2001 Meeting of the Academy of Management, August 2001, with Patrice Auger and Anat BarNir.

"An Empirical Investigation of Online Revenue Sources for Information Goods," The 2000 Decision Sciences Institute Conference, Orlando, FL, November 2000, with Patrice Auger and Anat BarNir.

“An Empirical Investigation Of Market Leadership In The Web Portal Industry,” The 1999 Workshop on Information Technologies and Systems, Charlotte, NC, December 1999, with Charles Downing.

“Network Externalities in Free vs. Fee-based markets: The Case of the WWW Software Market,” The 1998 Decision Sciences Conference, Las Vegas, NV, Nov. 1998, with Yu-Ming Wang.

“The Internet as a Hypercompetitive Environment: The Case of Innovation and Competitive Proactiveness,” The 1998 Decision Sciences Conference, Las Vegas, NV, Nov. 1998, with Anat BarNir and Patrice Auger.

“Network Externalities and Composite IT Goods: An Empirical Investigation of the WWW Software Market,” The 1998 Americas Conference on Information Systems, Baltimore, MD, Aug. 1998, with Yu-Ming Wang.

"The Determinants of Network Growth: The Case of Commercial Information Networks," the 1996 International Conference on Information Systems, Cleveland, OH, December 1996, with Yu-Ming Wang and Satish P. Vasudevan.

"Network Externalities and Network Growth: An Empirical Investigation of the Online Services Industry," Spring 1996 INFORMS Conference, Washington, DC, April 1996, with Satish P. Vasudevan.

"Sales Success Among Web Entrepreneurs: An Exploratory Study to Identify Differentiating Variables," Spring 1996 INFORMS Conference, Washington, DC, April 1996, with Patrice Auger.

"Assessing the Impact of Internet-Based Sales on Small Entrepreneurial Businesses," Managing in Emerging Markets Conference, Syracuse University, Fall 1995, with Patrice Auger.

"Comparing Coding, Testing, and Migration Costs for Two- and Three-Tier Client/Server Architectures," The First Annual AIS Conference, Pittsburgh, PA, August 1995.

"Two-Tier vs. Three-Tier Client/Server Architectures," The 6th Annual Conference on Managing Advanced Information Technologies, Syracuse University, October 1994, with Suresh C. Ramanathan.

"Data Definition and Architecture Define a Global Business," The 6th Annual Conference on Managing Advanced Information Technologies, Syracuse University, October 1994, with Suresh C. Ramanathan.

#### *OTHER PRESENTATIONS AND PANELS*

“The Future of Higher Education,” MassChallenge, Boston, July 2013. Co-panelists: Jennifer Fremont-Smith, Marissa Lowman, Aaron O’Hearn, and Jeff Selingo.

"Technology & Strategy: Framing Principles for Entrepreneurs," Guest Lecture Series, Meltwater Entrepreneurial School of Technology, Accra, Ghana, November, 2012.

"Innovation & Information Systems Education at Boston College," Inaugural Speaker, University of Maryland Faculty Teaching Excellence Seminar, Decision, Operations & Information Technologies Dept., Robert H. Smith School of Business, University of Maryland, November, 2012.

“Social Media & Community Relations 2.0: The Organizational Imperative,” Chief Medical Officer’s Summit, McKinsey & Company, New York, NY, June 2010.

“Web 2.0 in the Healthcare Industry,” Partners Healthcare, March 2008.

"Utilizing Blogs, Podcasts, and Websites to Publish Course Content," Boston College eTeaching seminar, Dec. 2006.

"Currency Trading and the Internet: A Research Program," Boston College Operations & Strategic Management Research Colloquium, Dec. 2003, with Nigel Melville.

Moderated panel discussion with industry executives "Technology Leadership: Challenges & Solutions," Boston College Club, April 2001, with Peter Bell (CEO StorageNetworks), Peter Coad (CEO TogetherSoft), Steve Elterich (President Fidelity eBusiness).

“Internet-Based Education: Opportunity, Threat, or Fad?” Boston College Excellence in Teaching Seminar, Spring 2000, with James Gips and G. Peter Wilson.

“Network Externalities and Composite IT Goods: An Empirical Analysis of the WWW Software Market,” Boston College Work in Progress Seminar, Fall 1999.

“Privacy & E-Commerce: Is Co-Existence Possible?” Plenary Session Panel Discussion, 1999 Ethics and Technology Conference, Chestnut Hill, MA, May 1999, with four co-panelists, panel chaired by Charles Downing.

#### *REFEREING AND EDITORIAL WORK*

Appointed to the founding editorial board, *Journal of Electronic Commerce in Organizations* (served through 2009).

Ad-hoc Journal Reviewer for:

*Communications of the ACM*

*DATA Base*

*EM: Electronic Markets*

*Information Systems Research*

*Information Technology & Management*

*Journal of Applied Management Studies*

*Journal of Electronic Commerce Research*

*Journal of Electronic Commerce in Organizations*

*Journal of Management Information Systems*

*Journal of Management*

*Management Science*

*MIS Quarterly*

Ad-hoc Conference Reviewer for:

Decision Sciences Institute Conference

European Conference on Information Systems

Hawaii International Conference on Information Systems Sciences

International Conference on Information Systems

#### *PROFESSIONAL AFFILIATIONS AND SERVICE*

Academy of Management

Association for Computing Machinery

Association of Information Systems

Decision Sciences Institute

INFORMS

Fundraising Co-Chair, Americas Conference on Information Systems (AMCIS) Boston, 2001.

Founding Committee – Innovation Open Houses, field visit program created by Boston Globe reporter Scott Kirsner, which connects Boston-area college students with innovative technology firms.

#### *GRANTS, GIFTS AND RESEARCH AWARDS*

Boston College Carroll School of Management Summer Research Grant, 2000, 2003, 2004, 2009, 2010, 2011, 2012.

Boston College University-wide Teaching Incentive Grant, Summer 2005.

Boston College Research Expense Grant, Fall-Winter 2001, Spring-Summer 2002

Boston College University-wide Research Incentive Grant, Summer 2001.

SAS Enterprise Miner Data-mining Software and Corporate Training (valued in excess of \$90,000), secured for introducing data mining techniques as part of the core MBA program, Fall 1999.

General Electric Doctoral Fellowship in Management Information Systems, 1996-1997.

#### **CONSULTING & EXECUTIVE EDUCATION WORK** (select engagements)

Accenture  
ALCOA  
Brattle Group  
ING Bank Worldwide (Duke Corporate Education)  
Irish Times / University of Ulster  
Partners Healthcare  
Patni Computer Systems  
Staples  
State Street Bank  
Syracuse University  
U.S. Information Agency

#### **INDUSTRY EXPERIENCE**

**Systems Integration Consultant**, Syracuse, NY. 1993-1994.

**ALCOA Management Information Services**, ALCOA World Headquarters, Pittsburgh, PA.  
*Team Leader/Systems Analyst*, 1992 - 1993.  
*Consultant*, 1991 - 1992.

**Moscow Personnel Center**, Moscow, USSR, 1990.  
*Director, International Management Education Services* (six-month post-grad school placement)

#### **PRESS QUOTES & COMMENTARY** (select appearances)

*The New York Times*, National Public Radio, *Entrepreneur Magazine*, Chronicle (WCVB-TV), NECN, *The Associated Press*, *Boston Globe*, *Boston Herald*, *BusinessWeek*, *The Boston Business Journal*, *The Chronicle of Higher Education*, *The Orlando Sentinel*, *The Seattle Times*, *eWeek*, *Wired* (UK), *The Daily Yomiuri* (Japan), *The Nation* (Thailand)