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U.S. Citizen

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EDUCATION

State University of New York, Binghamton, New York (Sept. 1999 – May 2006)

- *Ph.D.* in Management. Concentration in Management Information Systems and minor in Leadership.
 - Dissertation “*The Impact of IS Leadership on the IS Unit’s Effectiveness*”
 - Advisor: Dr. Surinder S. Kahai
 - Committee: *Late* Dr. Heinz K. Klein, Dr. Francis J. Yammarino, Dr. Scott A. Bernard

State University of New York, Binghamton, New York (Sept. 1997 – August 1999)

- *M.B.A.* Concentration in Management Information Systems and Finance.

State University of New York, Albany, New York (Sept. 1991 – May 1992)

- *M.A.* Economics concentration in Labor Economics.

Iowa State University, Ames, Iowa (August 1988 – June 1991)

- *B.S.* Economics, Minor in Mathematics.

ACADEMIC EXPERIENCE

Professor of Business, IS & OTM, Pamplin School of Business Administration, University of Portland, Portland, Oregon, July 2017 – Present.

Associate Professor of Business, IS & OTM, Pamplin School of Business Administration, University of Portland, Portland, Oregon, June 2010 – June 2017.

Visiting Associate Professor of IS, College of Business Administration, Kookmin University, Seoul, South Korea, February 2016 – April 2016.

Assistant Professor of Business, IS, Pamplin School of Business Administration, University of Portland, Portland, Oregon, August 2004 – May 2010.

Courses Taught

Undergraduate Courses

- BUS255 Management Information Systems, Fall 2004 – Present.
- BUS356 Database Management Systems, Summer 2009 – Present.
- BUS456 Systems Analysis and Design, Spring 2009 – Present.

Graduate Courses (MBA/MS in OTM)

- BUS505 Introduction to Operations & Technology Management, Fall 2013 – Present.
- BUS516/540 Management Information Systems, Fall 2004 – Present.
- BUS550 Excel Spreadsheet Modeling, Spring 2006 – Present.
- BUS542 Systems Analysis and Design, Spring 2010 – Present.
- BUS555 Database Design & Implementation, Fall 2013 - Present

Instructor, School of Management, State University of New York at Binghamton, Binghamton, New York, June 2001 – December 2003.

Courses Taught

- MIS311 Management Information Systems, Summer 2001.
- MIS311 Management Information Systems, Summer 2002.
- MGMT502 Managerial Economics (MBA), Fall 2003.

Teaching Assistant, School of Management, State University of New York, Binghamton, New York, Sept. 1999 – May 2001.

- *Comprehensive MIS Courses* – Introduction to MIS, VBA, Systems Analysis & Design, E-Commerce

MAJOR TEACHING INTERESTS

- Management of Information Systems, Systems Analysis and Design, Database Management, Spreadsheet Modeling, Business Analytics, Information Systems Strategy, E-Commerce, Business Processes & Operations

MAJOR RESEARCH INTERESTS

- IT Leadership, IT Professional's Critical Skills Set, IT Project Management, IS Strategy & Alignment with Business, Knowledge Management (with emphasis on organizational learning)

PUBLICATIONS

Refereed Publications

1. Joo, J., **Eom, M** & Shin, M. (2017). "Finding the Missing Link between Corporate Social Responsibility and Firm Competitiveness through Social Capital: A Business Ecosystem Perspective", *Sustainability*, Volume 9, No. 5, pp. 707-729.
2. Joo, J., **Eom, M.**, & Shin, M. (2016). "Executive Practices for Corporate Sustainability: A Business Ecosystem Perspective", *International Journal of Business Research*, Volume 16, No. 1, pp. 133-146.
3. Gudigantala, N., Bicen, P. & **Eom, M.** (2016). "An Examination of Antecedents of Conversion Rates of E-Commerce Retailers", *Management Research Review*, Volume 39, No. 1, pp. 82-114.

4. **Eom, M.** (2015). "How Can an Organization Retain IT Personnel? Impact of IT Manager's Leadership on IT Personnel's Intention to Stay", *Information Systems Management*, Volume 32, No. 4, pp. 316-330.
<http://www.tandfonline.com/doi/full/10.1080/10580530.2015.1080001>
5. Joo, J., Shin, M., & **Eom, M.** (2014). "Business Ecosystems as a New Source of Competitiveness and a Role of Social Capital" (printed in Korean), *The Journal of Information Systems*, Volume 23, No. 4, December, pp. 93-117.
<http://www.koreascience.or.kr/journal/AboutJournal.jsp?kojic=JBSTBO>
6. **Eom, M.** & Lim, C. (2012). "Critical Skills to be Competent and Relevant IT Personnel: Do today's IT personnel possess requisite skills?" *Journal of Information Technology Management*, Volume 23, No. 4, Winter, pp. 33-49.
<http://jitm.ubalt.edu/XXIII-4/article4.pdf>
7. **Eom, M.** (2009). "Cross-Cultural Virtual Team and Its Key Antecedents to Success." *Journal of Applied Business and Economics*, Volume 10, No. 1, Fall, pp. 1-14.
8. Lee, J., **Eom, M.**, Kim, B., & Katerattanakul, P. (2007). "Pure Play vs. Bricks-and-Clicks: Who Reaps the Benefits of Virtual Retailing?" *International Journal of E-Business Research*, Volume 3, No. 1, Spring, pp. 1-17.
9. Kim, Y., **Eom, M.**, & Ahn, J. (2005). "How to Measure IS Service Quality in the Context of Service Quality – User Satisfaction Relationship." *JITTA: Journal of Information Technology Theory and Application*, Volume 7, No. 2, Summer, pp. 53-70.
10. **Eom, M.** (2005). "Impact of Project Leadership on User Participation and User Involvement: The Consequences for User Satisfaction and Systems Usage." *Journal of Management Systems*, Volume 17, No. 1, Spring, pp. 35-43.
11. Lee, J., **Eom, M.**, & Kim, B. (2004). "Strategic Use of Virtual Organization." *e-Collaborations and Virtual Organizations*, Book edited by M. Fong, Hersey, PA: IRM Press, Spring.

Under Review

1. **Eom, M.**, Miller, J., & Russell, J. "Strategic IT Audit Practice Ensuring IT Alignment: Internal IT Audit as Necessary Evil or Strategic Partnership," **SIM Best Paper Competition**, March 2018.
2. **Eom, M.**, Gudigantala, N., & Kim, Y. "Investigating the Process of Developing and Retaining Competent IT Personnel: The Role of IT Leadership," *Information Systems Frontier*, February 2018 and under 2nd round of review.
3. Wu, W., **Eom, M.**, & Song, J. "IT Project Management Spheres of Leadership". *Information Systems Management*, March 2018 and under 2nd round of review.

WORK IN PROGRESS

- **Eom, M.**, Kahai, S. & Yayla, A. "Effect of CIO Leadership on IT-Business Alignment through Mechanisms for Developing Shared Domain Knowledge and Knowledge Integration" *Target: Journal of Management Information Systems*, May 2018.
- **Eom, M.**, Wu, W., Preston, D. & Luftman, J. "Does Leadership Really Matter? Effective Leadership Frameworks for IT Projects". *Target: MIS Quarterly Executive*, May 2018.
- **Eom, M.**, Kahai, S. & Huang, R. "IS Leadership and IS Strategy Realization", *Target: Journal of Information Technology*, (80% done and scheduled to be submitted by Summer 2018).

- **Eom, M.**, Miller, J., & Russell, J. “Strategic IT Audit Practice Ensuring IT Alignment: Internal IT Audit as Necessary Evil or Strategic Partnership” (*Target: Strategic Finance Journal or CPA Journal by Summer 2018*).
- **Eom, M.**, Preston, D. & Wu, W. “Why Aren’t We Having More CIOs Becoming CEOs? An Empirical Study” *Target: Journal of Information Technology*.
- **Eom, M.**, Wu, W. & Gudigantala, N. “Is PMP Critical Success Factor for IT Projects? Empirical Study” *Target: Project Management Journal (Data collection done)*.
- Mitchell, G., Benson, D., **Eom, M.** & Gudigantala, N. “Measuring Success in Warehouse Management System’s Implementation & Post-Implementation”
- **Eom, M.**, Rose, G., Mitchell, G. & Wu, W. “IT Project Management: Meta-Analysis”

REFEREED CONFERENCE PROCEEDINGS AND PRESENTATIONS

1. “IT Leadership and Effective Realization of IT Strategy,” (with S. Kahai & R. Huang) – invited presentation, SIM Connect Live, Dallas, TX, March 2018.
2. “IS Leadership and Strategy Realization,” (with S. Kahai & R. Huang) – nominated as Best Paper, *America’s Conference on Information Systems (AMCIS)*, Boston, MA, August 2017.
3. “Investigation of How IT Leadership Impacts IT-Business Alignment through Shared Domain Knowledge and Knowledge Integration,” (with S. Kahai & A. Yayla), *America’s Conference on Information Systems (AMCIS)*, Puerto Rico, August, 2015.
4. “Achieving Success with a New Design of Hybrid Information Systems Major: The Case of University of ABC’s Operations and Technology Management (OTM) Program,” (with N. Gudigantala & G. Mitchell), *America’s Conference on Information Systems (AMCIS)*, Puerto Rico, August, 2015.
5. “A Mediating Role of Social Capital for Achieving Sustainable Business Ecosystems and Firm’s Competitiveness through CSR”, (with J. Joo & M. Shin), *International Conference on Marketing, Logistics, and Management (ICMLM)*, Sapporo, Hokkaido, 2015.
6. “Innovation in Entrepreneurship Education: Case of Operations & Technology Management (Keynote)”. *The 20th Annual PanPacific Microelectronics Symposium*, Kauai, HI 2015.
7. “Does Purchase Intention Influence Conversion Rates in E-Commerce? Empirical Study”, (with N. Gudigantala), *Western Decision Sciences Institute (WDSI) Conference*, Dallas, TX, March 2014.
8. “Leadership Structures on IT Projects”, (with W. Wu), *Applied Business and Entrepreneurship Association International (ABEAI) Conference*, Honolulu, HI, November 2013.
9. “How can an Organization Develop and Retain Competent IT Workforce: the Role of IT Leadership”, *America’s Conference on Information Systems (AMCIS)*, Chicago, IL, August 2013.
10. “How can an Organization Develop and Retain Competent IT Workforce: the Role of IT Leadership,” *the 2011 Annual Northeast Decision Science Institute (DSI) Conference*, Montreal, Quebec, Canada, April 2011.

11. "Information Technology (IT) Professionals Critical Skills Set, Its Outcome, and Implications on IT Education," *the 8th International Conference on Education and Information Systems, Technologies, and Applications (EISTA)*, Orlando, FL, June 2010.
12. "Assessing the Effect of Transformational IS leadership on IS Strategic Alignment via Organizational Culture and IS Personnel's Role," *The 8th Information Systems One World Conference*, Las Vegas, NV, April 2009.
13. "The Impact of IS Leadership on Strategic Alignment through Systems of Knowing for IS: Healthcare Industry," a paper presented at the Global Information Technology Management (GITMA) Conference, Atlanta, GA, June, 2008.
14. "The Impact of IS Leadership on IS Alignment," (with S. Kahai), *the International Conference of Information Systems' Society of Information Systems (SIM) Workshop*, Montreal, Quebec, December, 2007.
15. "How Do Each Member's Organizational Culture and Media Richness Affect the Development of Trust in Virtual Teams?" *the Information Resources Management Association International Conference*, San Diego, CA, May, 2005.
16. "Critical Knowledge and Skills Set of IS Personnel: An Investigation of its Antecedent and Outcome," (with Y. Kim and K. Kang), *the 5th Information Systems One World Conference*, Las Vegas, NV, April, 2005.
17. "Integrated Model of IS Leadership, IS Strategy, and IS Unit Performance," (with S. Kahai), *the Association for Information Systems (AIS): Special Interest Group in Leadership Conference*, Athens, GA, April, 2004.
18. "Strategic Use of the Virtual Organization," (with J. Lee and B. Kim), *the Information Resources Management Association International Conference (IRMA)*, Philadelphia, PA., May, 2003.
19. "User Participation, User Involvement, and IT Leadership," *the Southern Association of Information Systems Conference (SAIS)*, Savannah, GA, November, 2003.
20. "Enterprise Resource Planning (ERP) Implementation and Quality of Work Life (QWL)," (with K. Kang and D. Lee), *the International Society for Quality-of-Life Studies Conference*, Washington, D.C., November, 2001.

QUOTES IN BUSINESS COMMUNITY

- Portland Business Journal (Nov. 8, 2013). "The Seguro Group makes it easier for cyber sleuths to do their jobs" by Joseph Gallivan (<http://www.bizjournals.com/portland/print-edition/2013/11/08/the-seguro-group-makes-it-easier-for.html>)
- Portland Business Journal (Dec. 17, 2010). "Clouds boost IT forecast" by Adam Worchester (<http://www.bizjournals.com/portland/print-edition/2010/12/17/clouds-boost-it-forecast.html>)

OTHER PROFESSIONAL ACTIVITY

Journal Special Issue Editor

- Guest Editor, SIG LEAD IS Leadership, *Information Systems Management Special Issue* in 2017.
- Guest Editor, SIG LEAD IS Leadership, *Information Systems Management Special Issue* in 2018.

Conference Track Chair/Panelist/Editor

- Co-Chair, SIGLEAD track at AMCIS 2018 New Orleans, LA.
- Co-Chair, Organizing Committee, SIM Connect LIVE 2018 at Dallas, TX.
- Co-Chair, KrAIS Post-ICIS Workshop, ICIS 2018, San Francisco, CA.
- Co-Chair, Digital Leadership Summit (formerly CIO Forum) at ICIS 2017 Seoul, S. Korea (<https://icis2017.aisnet.org/events/digital-leadership-summit>).
- Judge, SIM Case Competition 2016 (https://www.simnet.org/?page=PA_Competition).
- Associate Editor, Digital Health Initiatives Track, *European Conference on Information Systems (ECIS)*, Istanbul, Turkey 2016.
- Associate Editor, E-Business & E-Government Track, *International Conference on Information Systems (ICIS)*, Fort Worth, Texas 2015.
- Moderator of a Panel Discussion on “IT Leadership” at the CIO Forum on “IT Solutions for Business Problems”, Portland, OR, November 6-7, 2013. (<http://www.premiercio.com/port13/port13conference.htm>)
- Lead panelist of a Panel Discussion on “IT Curriculum and Critical Skills Set for Effective IT Professionals: Is There a Gap?” at *the CIO Forum* on “IT Solution for Business Problems”, Portland, OR, November, 2010. (<http://premiercio.com/port10/port10conference.htm>)
- Co-Track Chair at *International Conference on Education and Information Systems, Technologies, and Applications (EISTA)*, June, 2010.
- Track Chair for “Human-Side IT” at *Conf – International Resources Management Conference*, May, 2008.

Editorial Board

- Member, Editorial Board of *Journal of Information Technology Management*, 2014 – Present.
- Associate Editor, *Asia Pacific Journal of Information Systems*, 2018 – Present.

Ad Hoc Reviewer

- *MIS Quarterly*, 2016 – Present.
- *Journal of Management of Information Systems*, 2009 – Present.
- *Journal of Information Technology*, 2014 – Present.
- *Information Systems Management* 2013 – Present.
- *Journal of Informatics Education Research*, 2004 – Present.
- *Asian Pacific Management Journal*, 2015 – Present.
- *International Journal of Cases on Electronic Commerce*, 2004 – Present.
- *Journal of Information Technology Research*, 2007 – Present.
- *International Journal of Electronic Commerce*, 2007 – Present.
- *Information Systems Frontiers*, 2007 – Present.
- *International Conference in Information Systems Conference*, 2006 – Present.
- *America’s Conference on Information Systems Conference*, 2006 – Present.
- *International Resources Management Association Conference*, 2005 – 2006.

Academic/Professional Positions

- President, Association for Information Management (AIS) IT Leadership Special Interest Group (SIG LEAD), 2016 – Present.
- Executive Advisory Board for the Annual CIO Forum, Portland, Oregon, 2009 – Present.
- Program Committee for Information Systems One World Conference, 2004 – 2008.
- Program Committee for International Resources Management Association Conference, 2004 – 2006.

PROFESSIONAL SOCIETY MEMBERSHIP

- Association for Information Systems (AIS)
- Society of Information Management, International (SIM) – Portland, OR Chapter
- Institute of Internal Auditors (IIA) – Portland, OR Chapter
- Healthcare Information and Management Systems Society (HIMSS) – Portland, OR Chapter
- Korean Association for Information Systems (KrAIS)
- Beta Gamma Sigma Honor Society (Binghamton University – SUNY Chapter)

RESEARCH GRANTS AND AWARDS

Academic Awards/Grants & Professional Achievements

- Awarded Butine Research Fund, University of Portland, March 2018. Award amount: \$1,330.
- Awarded Best Conference Paper at the International Conference on Marketing, Logistics, and Management, Sapporo, Hokkaido, Japan, June, 2015. “A Mediating Role of Social Capital for Achieving Sustainable Business Ecosystems and Firm’s Competitiveness through CSR”, (with J. Joo & M. Shin).
- Emerald Distinguished Professor of OTM, Pamplin School of Business Administration, University of Portland, August 2014 – Present.
- Awarded Butine Research Fund, University of Portland, March 2011. Award amount: \$900.
- Awarded Best Conference Paper at the Global Information Technology Management Conference, Atlanta, GA, June, 2008. “The Impact of IS Leadership on Strategic Alignment Through Systems of Knowing for IS: Healthcare Industry.”
- Awarded the Art Schulte Fellow, Pamplin School of Business Administration, the University of Portland, Fall 2006 – May 2007. Award amount: \$10,000.
- Awarded the Pamplin Scholar, Pamplin School of Business Administration, the University of Portland, Fall 2004 – May 2006. Award amount: \$5,000.
- Doctoral Consortium at the America’s Conference on Information Systems Conference, August, 2003.
- Tuition Scholarship, Graduate Stipend each academic year at State University of New York at Binghamton, September 1999 – May 2002.
- Awarded “Leadership Award” by the International Student and Scholar Services, State University of New York at Binghamton, Spring 2000.

Academic Scholarship for OTM Students

- Brought in the annual scholarship of \$12,500 for Operations and Technology Management (OTM) Major at PSOBA for 2018-19 from Society of Information Management (SIM) Portland Chapter.
- Brought in the annual scholarship of \$12,500 for Operations and Technology Management (OTM) Major at PSOBA for 2017-18 from Society of Information Management (SIM) Portland Chapter.
- Brought in the annual scholarship of \$12,500 for Operations and Technology Management (OTM) Major at PSOBA for 2016-17 from Society of Information Management (SIM) Portland Chapter.
- Brought in the annual scholarship of \$12,500 for Operations and Technology Management (OTM) Major at PSOBA for 2015-16 from Society of Information Management (SIM) Portland Chapter.
- Brought in the annual scholarship of \$10,000 for Operations and Technology Management (OTM) Major at PSOBA for 2014-15 from Society of Information Management (SIM) Portland Chapter.
- Brought in the annual scholarship of \$12,500 for Operations and Technology Management (OTM) Major at PSOBA for 2013-14 from Society of Information Management (SIM) Portland Chapter.
- Brought in the annual scholarship of \$10,000 for Operations and Technology Management (OTM) Major at PSOBA for 2012-13 from Society of Information Management (SIM) Portland Chapter.
- Brought in the annual scholarship of \$10,000 for Operations and Technology Management (OTM) Major at PSOBA for 2011-12 from Society of Information Management (SIM) Portland Chapter.
- Brought in the annual scholarship of \$10,000 for Operations and Technology Management (OTM) Major at PSOBA for 2010-11 from Society of Information Management (SIM) Portland Chapter.
- Brought in the annual scholarship of \$10,000 for OTM Major at PSOBA for 2009-10 from Society of Information Management (SIM) Portland Chapter.
- Brought in the annual scholarship of \$5,000 for OTM Major at PSOBA for 2008-9 from Society of Information Management (SIM) Portland Chapter.

UNIVERSITY SERVICE

- Discipline Leader (Dept. Chair), Operations and Technology Management (OTM) major, Pamplin School of Business Administration, University of Portland, 2017-18, 2014-15, 2013-14, 2011-12, 2009-10.
- Member, Graduate School Task Force, University of Portland, Spring 2017 – Present.
- Member, Teaching & Scholarship Committee, University of Portland, Fall 2016 – 2018.
- Member, President Advisory Committee on Inclusion, University of Portland, Spring 2014 – 2017.
- Faculty Advisor, undergraduate business majors, Pamplin School of Business Administration, University of Portland, Fall 2004 – present.
- Member, Business Outreach Taskforce, Pamplin School of Business Administration, University of Portland, Spring 2014, Fall 2014.

- Member, Search Committee, for tenure track Operations/Technology Management position, Pamplin School of Business Administration, University of Portland, 2013 – 14, 2012 – 13 (search chair), 2010 – 11, 2008 – 09.
- Member, Faculty Welfare Committee, University of Portland, Fall 2012 – 2014.
- Faculty Senate, University of Portland, 2011 – 12 (2-year term).
- Member, Student Media Committee, University of Portland, 2010 – 11.
- Member, Presidential Advisory Committee on Information Technology, University of Portland, 2007 – 08.
- Member, Pamplin School of Business Operations/Technology Management Taskforce, Pamplin School of Business Administration, University of Portland, 2007.
- Member, President Advisory Committee on Computing, University of Portland, 2007.
- Member, Technology Taskforce, Pamplin School of Business Administration, University of Portland, 2006 – 07.
- Member, MBA Curriculum Committee, Pamplin School of Business Administration, University of Portland, 2004 – 06.

COMMUNITY SERVICE

- Member, Society of Information Systems (SIM) International – Portland Oregon Chapter, since 2005.
- Member, Organizing Committee, Portland SIM Annual IT Scholarship Golf Tournament 2009 – 13 (Vice-Chair in 2011 and Chair in 2012) & 2015 – Present.

REFERENCES

RESEARCH

Surinder S. Kahai, *Ph.D.*

Associate Professor of Information Systems
Fellow, Center for Leadership Studies
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Jerry Luftman, *Ph.D.*
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BUSINESS PROFESSIONALS

Fred Pond
Former President, Society for Information Management (SIM) Portland Chapter
Former Vice President, Chief Information Officer (CIO), Columbia Sportswear Company
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Steve Hufford
Chief Executive Officer (CEO), Society for Information Management (SIM) International
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Ben Berry
Executive Vice President of IT & Chief Information Officer (CIO)
Bonneville Power Administration (BPA),

Chief Executive Officer (CEO) & Chief Digital Officer (CDO)
AirShip Technologies Group, Inc.
Former Chief Technology Officer (CTO), Bureau of Technology Services, City of Portland
Former Chief Information Officer (CIO), Department of Transportation, State of Oregon
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Senior Enterprise Architect
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COLLEAGUES AT UNIVERSITY OF PORTLAND

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