

Dr. Alberto M. Bento

Professor of Information Systems
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SUMMARY

Dr. Al Bento is an American citizen, has over thirty years of information systems academic experience, of which more than twenty at the University of Baltimore. He has authored over thirty refereed publications, published fifteen non-refereed articles, delivered close to twenty paper presentations, authored sixty electronic publications, and advised eight master and doctoral theses. He is Editor-in-Chief of the Journal of Information Technology Management. He also served as Chair of the Special Interest Group in Security of the Association of Information Systems, Department and Research Program Chair, Director, and Associate Dean. Prior to his academic career he worked eleven years in industry as Systems Engineer and Manager. He was a pioneer in teaching and research of end-user computing in the early 1980s, of the Internet in the early 1990s, and of Network and Internet Security in the late 1990s. Finally, he served as conference keynote speaker, track and mini-track chair, member of a variety of university committees, and received five major professional awards.

EDUCATION

- 1980 Ph.D., University of California, Los Angeles. Major Field: Computers and Information Systems. Minor Fields: Management Science and Planning Systems.
- 1975 M.S. in Computer Science and Systems Engineering, Graduate School of Engineering (COPPE), Federal University of Rio de Janeiro.
- 1968 B.S. in Business Administration., School of Business and Economics, Federal University of Rio de Janeiro. Major: Accounting and Finance.
- 1968 Systems Engineering Course, IBM World Trade Corp.

ADMINISTRATIVE EXPERIENCE

Director, Advanced MIS Laboratory, University of Baltimore, July 1999 to February 2001.

Director, Web Teaching Lab, University of Baltimore, September 1997 to December 1998.

Webmaster, Merrick School of Business, University of Baltimore, August 1995 to October 1998.

Chair, Department of Accounting and Management Information Systems, California State University, Northridge, July 1988 to August 1990.

Chair, Department of Computer Information Systems and Production and Operations Management, California State University, Stanislaus, July 1986 to June 1988.

Chair, Information Systems Research Program, Graduate School of Business, Federal University of Rio de Janeiro, August 1980 to May 1983.

Associate Dean, Graduate School of Business, Federal University of Rio de Janeiro, August 1980 to December 1981.

Manager, Education and Scientific Affairs, IBM, September 1974 to August 1976.

Manager, Budget, Planning and Control, IBM, May 1971 to August 1973.

Systems Engineer, IBM, February 1968 to April 1971.

Manager, Administrative Services, SADE - Building and Construction Co., General Electric, September 1966 to November 1967.

AWARDS

2011-2013 Thompson Endowed Professorship. University of Baltimore

2007-2009 BGE Endowed Chair, University of Baltimore

2006 Black & Decker Research Award, Merrick School of Business

2001 Black & Decker Research Award, Merrick School of Business

1999 Dean James Teaching Award, Merrick School of Business.

1997 Dean Service Award, Merrick School of Business

1994 RAM Award (highest honor), Association of Management

1989 MPPA (Meritorious Performance and Potential Award), California State University, Northridge.

TEACHING EXPERIENCE

1991-2013 Professor of Information Systems, Merrick School of Business, University of Baltimore, teaching courses in strategic management of IT, Internet Security, operating systems, telecommunications, information technology, management information systems and Web site development and server management.

1986-1991 Professor of MIS, California State University, Stanislaus and Northridge, teaching courses in systems development, decision support systems, information resources management, and management information systems.

1985-1986 Associate Professor of CIS, Bentley College, teaching courses in systems development, management information systems, end-user computing, and MS in CIS capstone project course.

1983-1985 Assistant Professor of MIS, Boston University School of Management, teaching courses in systems development, management information systems, decision support systems, end-user computing, and course coordinator for the MIS core course in the MBA program.

1980-1983 Associate Professor of MIS, Graduate School of Business, Federal University of Rio de Janeiro, teaching courses in information systems, information technology, operating systems, research in information systems.

1979-1980 Lecturer of MIS and Business Policy, California State University, Northridge, teaching courses in information systems and business policy.

Note: Received the 1999 Dean James Teaching Award, Merrick School of Business

RESEARCH ACTIVITIES

Refereed publications

Scholarly book

Cloud Computing Service and Deployment Models: Layers and Management, with Anil K Aggarwal, IGI Global Publishing, 2012.

Articles and book chapters

“Strategic Information Systems and Business Outcomes.” with Regina Bento and Lourdes White, International Journal of Human Capital and Information Technology Professionals, accepted, to appear in 2014.

“Strategic performance management systems: impact on business results,” with Regina Bento and Lourdes White, Journal of Computer Information Systems, Volume 54(3), 2014.

“Validating Cause-and-Effect Relationships in the Balanced Scorecard,” with Regina Bento and Lourdes White, Academy of Accounting and Financial Studies Journal, Accepted in 2012.

“Access to the Cloud and Mobile Computing Technologies,” Journal of Management Systems, Accepted in 2012.

“Cloud Computing: A New Phase in Information Technology Management.” Journal of Information Technology Management, Volume 22, 1 (2011): 39-46.

“An Exploratory Study of Strategic Performance Measurement Systems,” with Lourdes White, Advances in Management Accounting, Volume 18(2009): 1-26.

“Factors Affecting The Outcomes of Performance Management Systems,” with Regina Bento, Journal of Information Technology Management, Volume 17, 2 (2006): 23- 32.

“In Search of the “Missing Intervening Variables: a Performance Management Model,” with Lourdes White, Advances in Management Accounting, Volume. 15, 2006, pp. 51-79.

“Congruence in Management Control Practices”, with Lourdes White, International

Journal of Accounting, Auditing and Performance Evaluation, Volume. 3, 2006, pp. 304-319.

“The Use of Causal Analysis Techniques in Information Systems Research: A Methodological Note”, with Regina Bento, Journal of Information Technology Management, Volume 15, 3-4 (2004): 44- 51.

“Empirical Test of Hacking Framework: An Exploratory Study “, with Regina Bento, Communications of the AIS, Volume 14 (2004): 678-690.

"Organizational Form, Performance and Information Costs in Small Businesses", with Lourdes White, Journal of Applied Business Research, 17 (4): 41-61, 2001.

"Using the Web to Extend and Support Classroom Learning." College Student Journal, with Regina Bento, 34 (2000): 603-608.

“Developing a class session using audio and video streaming”, book chapter in Web-Based Learning & Teaching Technologies: Opportunities and Challenges, Edited by A. K. Aggarwal, Idea Publishing, 2000:103-116.

"A Comparison of Alternative Models of Budgetary Behavior: Evidence from California City Departments," with Lourdes White, Research in Government and Nonprofit Accounting, 10 (1999): 87-109.

"The MIDIA_C Framework: An Exploration of the Uses of the World Wide Web for Business," with Regina Bento, Journal of Computer Information Systems, 38 (2): 82-86, Winter 1997-1998.

"Systems Analysis: A decision approach," Information and Management, 27 (1994), 185-194.

"Managerial and Technical Factors Related to Strategic Impact of Information Technology," with G. Grey, Journal of Information Technology Management, 4 (2): 1993, 15-27

"Tools for End-User Systems Development: a case example," Interface, Fall 1991, 24-31.

"Organizational Behavior in an Information-Technology Rich Environment," with R. Bento. Journal of Computer Information Systems, 31 (4), Summer 1991, 67-76.

“Policy Making for End-User Systems: A Model and Empirical Evidence,” Journal of Information Technology Management, Spring 1990, 15-22.

"Can end-users develop their own data-base oriented decision support systems?, " Journal of Computer Information Systems, Fall 1989, 13- 21.

"Research in Information Systems: A Model Course, " Journal of Computer Information Systems, Spring 1988, 42-49.

"The Research Practice in Social Sciences: A Decision and Action Strategy, " with Regina D. Ferreira, Revista Brasileira de Administracao Publica, 15(1), Oct-Dec 1983.

"The Managerial Functions: A Pilot Field Study in Rio de Janeiro, " with Rudiger B. Wysk, Revista de Administracao de Empresas, 23(3), July-Sept 1983.

"Charge-Out Systems: A Brazilian Case," with Rudiger B. Wysk, Dados e Ideias, 7(50), July 1982.

"Information Systems and Social Theory: An Essay, " Revista de Administracao Publica, 15(3), jul./set. 1981.

Proceedings

"A Study of Strategic Performance Measurement Systems: Characteristics and Outcomes," with L. White, R. Bento, and Ana Bento, Proceedings, CISTI'2013 - 8ª Conferência Ibérica de Sistemas e Tecnologias de Informação, Lisbon, Portugal, June 2013.

"Validating Cause-and-Effect Relationships in the Balanced Scorecard," With Regina Bento and Lourdes White, Proceedings, 2012 Cambridge Business & Economics Conference (CBEC) , Cambridge, UK, June 2012.

"Access to the Cloud and Mobile Computing Technologies," with Regina Bento, Proceedings, ISONeWorld 2011 Conference, Las Vegas, Nevada, May 2011.

"The Business Impact of Strategic Performance Measurement Systems: Organizational, System, and Information Technology Factors, " with Regina Bento and Lourdes White, Proceedings, International Federation of Scholarly Associations of Management, Paris, France, June 2010.

"Cloud Computing: IT Change or Management Revolution," with Regina Bento, Proceedings, Oxford Business Economics Conference, Oxford, UK. June 2010.

"Strategic Performance Measurement system characteristics, outcomes, and performance." with Lourdes White, Proceedings, 6th Global Conference on Business and Economics, Harvard University, Boston, October 2006 .

“Factors affecting the outcomes of Performance Management Systems.” with Regina Bento, Proceedings, 2006 Americas Conference on Information Systems, Acapulco, Mexico, August 2006.

“In search of the missing intervening variables: a performance management model”, with Lourdes White, Proceedings, 2005 Advances in Management Accounting Research Conference, Monterey, CA, April 2005.

“Empirical Test of a Hacking Framework“, with Regina Bento, Proceedings, 2004 Association of Information Systems Americas Conference. New York, New York, August 2004.

“Small Office and Home Office Security: a technical briefing,” Proceedings, 2003 Association of Information Systems Americas Conference. Tampa, Florida, August 2003.

"The Use of Causal Analysis Techniques in Information Systems Research: a mini tutorial," Proceedings, 2001 Association of Information Systems Americas Conference. Boston, August, 2001.

“Installation and use of Linux as a client and server operating system: a tutorial, Proceedings, 1999 Association of Information Systems Americas Conference. Milwaukee, Wisconsin, August 1999.

“Web Teaching Paradigms@, with E. Rubin. and. C. Wankel, Proceedings, 1998 Association of Information Systems Americas Conference. Baltimore, Maryland, August 1998.

"A Framework for Analysis of the Use of the World Wide Web for Business," with Regina Bento, Proceedings, 1996 Association for Information Systems Americas Conference on Information Systems. Phoenix, Arizona, August 1996.

”A Learning Centered Approach to Education Using Hypermedia and the Internet, ” with Ramu Kannan, Proceedings, 1996 Association for Information Systems Americas Conference on Information Systems. Phoenix, Arizona, August 1996.

"Teaching students to develop their home pages, " Proceedings, the Inaugural Association for Information Systems Americas Conference, Pittsburgh, August 1995.

"Is There a Better Way to Structure a Small Business?," Proceedings, Northeast DSI, Philadelphia, March 31-April 2, 1993

"Budgetary Decision-Making Styles and Models," Proceedings, American Accounting Association National Conference, with Lourdes D. Ferreira, Washington, D.C., August 1992.

"The Use of Causal Analysis Techniques in Information Systems Research," Proceedings, Association of Management National Conference, Las Vegas, Nevada, August 1992.

"A Research Framework for Information Technology Management in Small Business," with Dr. Tony Rands, Proceedings, 1991 Association of Management Conference Atlantic City, August 1991

"Managerial and technical factors related to strategic impact of information technology," with Glen Gray, Proceedings, National Conference of the Association of Management, Orlando, August 1990.

"Systems Analysis: A Decision Approach," Proceedings, HRMOB National Conference, Long Beach, October 1988.

"Information Management and the Teaching of Organizational Behavior," with R. Bento, Proceedings, Second Annual Conference of the International Academy for Information Management, Pittsburgh, December 1987.

"MTIS Approach for DSS Development: An Experimental Evaluation," Proceedings, IEEE Computer Society, Office Automation Conference, April 1987.

"A Model For an Information Systems Research Course," Proceedings, Western DSI Conference, March 1987.

"MTIS Approach for DSS Development: A Case Example," Proceedings, ACM SIGSMALL Conference, December 1986.

"Management Through Information Systems: Decision Support Systems Development," Proceedings, 19th Annual Hawaii International Conference on Systems Sciences, January 1986.

Non-refereed journal publications

"On Method." Journal of Information Technology Management, Vol IV, number 2, 1993, i-ii

"Where is MIS going?," Journal of Information Technology Management, Vol IV, number 1, 1993, i-ii.

"Invitation for Research on Information Technology in Small Business" Journal of Information Technology Management, Vol II, number 3, 1991, i-ii.

"Information Technology Management in the 1990s," Journal of Information Technology Management, Vol II, number 2, 1991, i.

A series of 12 tutorial articles on Managerial Planning and Control published biweekly in Portuguese, Boletim Cambial Diario, 1976:

"The Management Approach - A Framework," May 10, 1976.

"Organizations - A Managerial Perspective," May 25, 1976.

"Organizations - Systems and Organizations as Systems," June 6, 1976.

"Organizations - Objectives, Environment, and Planning and Control", June 22, 1976.

"What is Planning and Control?," July 6, 1976.

"Strategic Planning, Management and Operational Control," July 20, 1976.

"Planning Integration and Case Illustration - part I," with Dr. Tony Rands, August 3, 1976.

"Planning Integration and Case Illustration - part II," with Dr. Tony Rands, August 17, 1976.

"The Planning Process," August 31, 1976.

"Management by Objectives, Organizational Development and Planning & Control," September 14, 1976.

"Planning and Control Tools," September 28, 1976.

"Information Systems for Planning and Control," October 5, 1976.

Papers

"Web Teaching Laboratory," 1997 Maryland Technology Showcase, December 1997

"World Wide Web Development," 1996 Maryland Technology Showcase, December 1996

"Technology in Higher Education," 1995 Maryland Technology Showcase, December 1995.

"Business and the World Wide Web," AACSB Mid-Atlantic Regional meeting, Baltimore, September 1995.

"Internet for Business", eight-hour seminar on July 5, 1995 in Sao Paulo, Brazil, and July 7, 1995, in Rio de Janeiro, Brazil (over 200 participants in both events).

"Information Technology and Strategy," eight-hour seminar on July 12, 1995, in Sao

Paulo Brazil, and July 14, 1995, in Rio de Janeiro, Brazil (over 50 participants in each event).

"Ethics and the Internet," Hoffberger Center, Ethics Week, April 1995.

"Information Technology and American Competitive Ability," *Keynote Speaker*, 1994 Association of Management National Conference, Dallas, August 1994.

"Information Technology and Teamwork." (with R. Bento). National Conference on Successful College Teaching, University of Florida, Orlando, February 1994.

"Budgetary Decision-Making Styles," Washington Accounting Research Society," with Lourdes D. Ferreira, Washington, D.C., November 1992.

"MIS Research Trends," National Conference of the Association of Management, Boston, November 1989.

"Information Systems Management: A New Experience for End-User Managers," National Conference TIMS/ ORSA, October 1988, Denver.

"The Shaping of An Editorial Policy: The Case of The Journal of Information Resources Management Systems, National Conference TIMS/ ORSA," October 1988, Denver.

"End-User Computing: Stages, Policies and Systems Development," National Conference of TIMS/ORSA, October 1987, Saint Louis.

"Management of end-user system development process: a research report," Boston University, Information Systems Research Center, November 1984.

"An empirical test of an information system contingency theory," Boston University School of Management, Working Paper 14/84, 1984.

"Information Systems Contingency Theory: A Proposal and an Empirical Test in California Cities," Graduate School of Management, UCLA, Doctoral Dissertation, July 1980.

Electronic Publications

(all linked to <http://home.ubalt.edu/abento/index.shtml> with over 56,000 accesses)

"Al Bento Teaching Page," World Wide Web, revised in November 2003, created in September 1995.

"Some handy Linux commands," World Wide Web, November 2003

"Using sudo in Linux: a mini tutorial," World Wide Web, February 2003

"Installation and setup of MySQL," World Wide Web, April 2001.

"Adding to the Path," World Wide Web, April 2001.

"Dual-booting between Windows NT, 2000 and Linux," World Wide Web, revised in February 2001.

"JavaScript Tools," World Wide Web, August 2000

"Overview of Cascading Style Sheets," World Wide Web, October 1999.

"Installing and using Pegasus Mail," World Wide Web, September 1999.

"Al Bento Linux Pages," World Wide Web, June 1999, updated September 1999.

"Installing RedHat Linux as workstation and server," World Wide Web, August 1999.

"K Desktop Environment (KDE): installation and customization," World Wide Web, August 1999.

"Guide to some basic application software installation," World Wide Web, August 1999.

"Installation and configuration of the Apache Web Server," World Wide Web, August 1999.

"Installation of a counter software for your Web Server," World Wide Web, August 1999.

"Setup telnet and ftp servers," World Wide Web, August 1999.

"Installation and setup of SAMBA and TkSmb," World Wide Web, August 1999.

"Mounting floppy and CD-ROM," World Wide Web, August 1999.

"Installing RPM packages in Red Hat Linux," World Wide Web, August 1999.

"Fix Sendmail in a LAN," World Wide Web, August 1999.

"Setting Sygate to run servers in LAN machines," World Wide Web, June 1999.

"Hardware requirements: the do's and don'ts," World Wide Web, June 1999.

"Getting information," World Wide Web, June 1999.

"Example of RealServer and Apache running in the BNT Net," World Wide Web, May 1999.

"Localhost no longer works: how to fix it," World Wide Web, March 1999.

"Network settings for Linux behind Wingate," World Wide Web, March 1999.

"Network settings for Linux behind Sygate," World Wide Web, March 1999.

"The BNT Net (environment of many tutorials)," World Wide Web, March 1999.

"Merrick School of Business home page," World Wide Web, October 1994 (updated 1998), Included in Yahoo in May 15, 1995, reviewed by Magellan in October 1995

"Sending word processing files as attachments using Web browsers," World Wide Web, February 1998.

"Obtaining and using HomeSite," World Wide Web, September 1997

"PC Pine FAQ - Frequently Asked Questions," World Wide Web, August 1997

"Creating and porting Perl CGIs in Windows95/NT," World Wide Web, July 1997

"Win CGI specifications, Windows95/NT," World Wide Web, July 1997

"Essential Visual Basic (for CGI Programming)," World Wide Web, July 1997

"Creating Visual Basic Win-CGIs," World Wide Web, July 1997

"Using Telnet and FTP in Windows 95/NT," World Wide Web, January 1997

"How to create a counter for your Web page in UBM" World Wide Web, September

1996

- "Maintaining your account in UBmail," World Wide Web, September 1996
- "Essential JavaScript," World Wide Web, May 1996.
- "CGIs and Perl," World Wide Web, May 1996.
- "Essential Perl," World Wide Web, May 1996.
- "Brief introduction to image development in Showcase," World Wide Web, April 1996.
- "Editing graphical files in Windows," World Wide Web, April 1996 (major revision).
- "Technology and Higher Education," World Wide Web, April 1996.
- "Using Imagemaps with Netscape or Apache servers," World Wide Web, March 1996.
- "Frames, a Netscape extension," World Wide Web, March 1996.
- "Some basic background colors in Netscape," World Wide Web, March 1996.
- "NetTerm Keyboard Customization" World Wide Web, March 1996.
- "Downloading files using FTP and Lynx in UBMail," World Wide Web, January 1996.
- "Web Software Collection," World Wide Web, January 1996 (close to 900 accesses).
- "SELECT references on the Web," World Wide Web, December 1995.
- "A paper in DSS development," World Wide Web, November 1995
- "Installing Windows 95," World Wide Web, October 1995
- "Voice: a case in systems development," World Wide Web, October 1995
- "National: a case in Data Flow Diagrams," World Wide Web, October 1995
- "Porter Hospital: a case in DSS development," World Wide Web, October 1995
- "Using the Webmagic editor in the SGIs," World Wide Web, June 1995
- "Using sounds in your page," World Wide Web, June 1995
- "Lists and Netscape extensions," World Wide Web, June 1995
- "Tables and Netscape extensions," World Wide Web, June 1995
- "Editing graphical files in Windows," World Wide Web, June 1995
- "FAQ_Mail.Vax in the Indys," World Wide Web, June 1995
- "Imagemap tutorial," World Wide Web, May 1995
- "Essential HTML," World Wide Web, March 1995
- "Picture tutorial," World Wide Web, April 1995
- "CIS-L home page," World Wide Web, March 1995
- "CIS-L Fileserve home page," World Wide Web, March 1995

Dissertation - thesis advisor

Dias, Donaldo S., Especificacao de Sistemas de Informacao: Fatores Chaves e Situacao em Empresas Brasileiras, Rio de Janeiro: Doctoral Dissertation, COPPEAD /UFRJ, June 1984 (a field study of the key success factors in systems specification in 97 large size Brazilian companies).

*Fernandes, Aguinaldo A., Planejamento e Controle de Sistemas de Informacao no Setor Publico : Um Estudo em Brasilia e no Rio de Janeiro, Rio de Janeiro: MS Thesis, COPPEAD/UFRJ, February 1983 (a survey of MIS planning and control practices in the public sector in Rio de Janeiro and Brasilia).

Kirner, Tereza G., Analise de Informacao : Um Estudo Exploratorio, Rio de Janeiro: MS Thesis, COPPEAD /UFRJ, January 1983 (a survey of the information analysis practice in Sao Paulo, Brazil, with over 100 system analysts).

*Kugler, Jose L.C., Planejamento e Controle de Sistemas de Informacao: Um Estudo no Parana, Rio de Janeiro: MS Thesis, COPPEAD/UFRJ, January 1983 (a survey of MIS planning and control practices in more than 50 Brazilian companies).

*Lucarelli, Miguel, Sistemas de Informacao, Desempenho do Sistema de Planejamento, e da Organizacao, Rio de Janeiro: MS Thesis, COPPEAD/UFRJ, August 1982 (a survey of information systems support to planning in Rio de Janeiro companies).

Kocher, Henerick, Um Prototipo para Controle Orcamentario: Uma Aplicacao em Mini-Computador Nacional, Rio de Janeiro: MS Thesis, COPPEAD/UFRJ, May 1982 (prototype for budgetary control at local government in mini-computers).

Marques, Antonio R., A Liturgia de Processamento de Dados: Um Estudo Exploratorio, Rio de Janeiro: MS Thesis, COPPEAD/ UFRJ, July 1981 (a field study of the litany of data processing applied to systems analysis).

*Wysk, Rudiger B., Metodos de Planejamento de Sistemas de Informacao: Um Estudo de Fronteiras, Rio de Janeiro: MS Thesis, COPPEAD/UFRJ, December 1980 (a BSP application case study differentiating micro from macro information needs).

* These students have finished their doctoral studies in MIS at the University of Pittsburgh, the University of Arizona, or Northwestern University.

Note: Received the 2007-2009 BGE Endowed Chair, University of Baltimore, and the 2001 and 2006 Black & Decker Research Award, Merrick School of Business.

SERVICE ACTIVITIES

External Activities

Editor-in-Chief, Journal of Information Technology Management, a publication of the Association of Management, from September 2004, on. See Web site at <http://jitm.ubalt.edu>

Co-Chair. Enterprise Systems and Cloud Computing Mini-Track, 2013 Association of Information Systems Conference , Chicago, Illinois, August 2013.

Co-Chair. Enterprise Systems and Cloud Computing Mini-Track, 2012 Association of Information Systems Conference, Seattle, Washington, August 2012.

Co-Chair, Network and Internet Security Mini-Track, 2006 Association of Information Systems Conference, Acapulco, Mexico, August 2006.

Chair, Association of Information Systems Special Interest Group in Security, from July 2001 to May 2006.

Co-Chair, Network and Internet Security Mini-Track, 2005 Association of Information Systems Conference, Omaha, Nebraska, August 2005.

Co-Chair, Network and Internet Security Mini-Track, 2004 Association of Information Systems Conference, New York, August 2004.

Editor, CIS-L Careers and Trends in Information Systems, from 1994 to 2004.

Co-Chair, Network and Internet Security Mini-Track, 2002 Association of Information Systems Conference, Dallas, August 2002.

Co-Chair, Network and Internet Security Mini-Track, 2001 Association of Information Systems Conference, Boston, August 2001

Chair, Web-based Teaching and Training Mini-Track, 1999 Association of Information Systems Conference, Milwaukee, August 1999.

Reviewer (panel member), National Science Foundation Graduate Teaching Fellows in K-12 Education in Science, Mathematics, Engineering and Technology Program, June 1999.

Chair, Web-based Teaching and Training Mini-Track, 1998 Association of Information Systems Conference, Baltimore, August 1998.

Track Chair, Technology-Briefings, 1996 Association of Information Systems, Arizona, August 1996.

Session Chair, "Collaborative Tools and Multimedia," 1996 Association of Information Systems Conference, Arizona, August 1996.

Session Chair, 1995 AIS Americas Conference, Pittsburgh, Pennsylvania, August 1995

Editor, IS Research Centers page, ISWorld Net, from November 1994 to May 1995.

Senior Editor, Journal of Information Technology Management, March 1988 to July 1994.

Chair, Information Systems Policy & Management Division, Association of

Management, 1990 to 1992.

Co-Chair, Information Systems Policy & Management Division, Association of Management, 1989 to 1990.

Chair, "Information Technology Management Research" session at the National Conference of the Association of Management, Orlando, August 1990.

Chair, "MIS Research Trends" panel at the National Conference of the Association of Management, Boston, November 1989.

Chair, "Information Systems" session at the TIMS/ORSA National Conference, Denver, October 1988.

Chair, "End-User Systems Management" session at the National Conference of TIMS/ORSA, Saint Louis, October 1987

Reviewer, IBSCUG Annual North American Conference, 1987, and many other conferences from 1998 on.

Note: Received the Association of Management RAM Award, its highest award, 1994.

Internal Activities

Member, Merrick School Tenure and Promotion Committee, 2003-2010

Member, Executive Committee, Faculty Senate, Merrick School of Business, 2003-2004

Senator, University of Baltimore Faculty Senate, 2003-2004

Chair, Merrick School Awards Committee, 2001-2002

Vice-President, Faculty Senate, Merrick School of Business, 2000-2001

Director, Merrick School MIS Advanced Lab, 1999-2001

Member, Information Management Advisory Committee, 1999-2000

Member, Merrick School Awards Committee, 1999-2000

Director, University of Baltimore Web Teaching Laboratory, 1997-1998

Webmaster, Merrick School of Business, University of Baltimore, 1994-1998

Member, Executive Committee, Faculty Senate, Merrick School of Business, 1993-1998

Senator, University of Baltimore Faculty Senate, 1996-1998

Member, Web Coordinators Committee, University of Baltimore, 1997-1998

Member, Research Committee, Merrick School of Business, 1996-1997

Co-Chair, UB-Coppin Collaborative Project, with Ramu Kannan. The study of the use of the World Wide Web for Research. Fall 1996 and Spring 1997

Webmaster, Pebble.ubalt.edu . Created and implemented the first web server at the Merrick School of Business <http://pebble.ubalt.edu>, 1996-1997.

Co-Chair, UB-Coppin Collaborative Project, with Ramu Kannan. The study of the use of the World Wide Web for Teaching. Spring 1995 to Fall 1996

Member, Executive Development Committee, 1995-1996.

Member, Faculty Technical Support Committee, 1994-1995.

Member, University Academic Policies Committee, 1994-1995.

Faculty Senate President, Merrick School of Business, August 1993 to May 1994

Member, Tenure and Promotion Committee, 1991-1993.

Note: Received the 1997 Merrick School of Business Service Award.