C. RANGANATHAN

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RESEARCH INTERESTS

- Transforming an enterprise through e-business and information technologies (IT).

    o Formulation and implementation of information systems and e-business strategies.
    o Management of IT-enabled customer and supplier relationships.
    o Information technology initiatives and firm performance.

- Healthcare IT & Social Networks

- Information systems sourcing and downsizing.

HONORS & AWARDS

- Favorite MIS Professor Award, UIC, 2007, 2010.

- Honorable Mention, SIM International Paper Awards, 2007.

- Outstanding Service Award - Honorable Mention, CBA, UIC, 2006.

- Best Paper Nominee, Hawaii International Conference on Systems Sciences, 2006.

- Teaching Recognition Program Award, UIC, 2004.

- Best Teaching Case Award, International Conference on Information Systems, 2003

- Third place Winner, SIM International Paper Contest, 2002.

- First Place Winner, SIM International Paper Contest, 2001.

- Dean's Commendation Letter for Teaching Excellence, 2001 - 2005.

- ACM SIGMIS Doctoral Dissertation Award, International Conference on Information Systems, 1998.

- Dissertation Proposal Award, Jawaharlal Nehru Memorial Fund(India), 1996.

RESEARCH GRANTS

- Co-PI, **Illinois Health Information Exchange Assessment**, Illinois Office of Health Information Technology, $180,000 (2012-2014)

- Co-PI on IGERT-NSF grant on **IGERT: Electronic Security and Privacy: Technological, Human, Enterprise and Legal Considerations,** $3.2 million (2011-2015)

- PI, Raising the Research Profile of CBA for establishing **Center for Healthcare Information Management & Systems**, $384,000

- Healthcare IT Implementation, Alliance of Chicago, $5000

- Consortia of Chicago-area firms under the Center for Research in Information Management (UIC), **Enterprise IT Sourcing Strategy**, (with A. Ramaprasad), $31K, 2004.

- Electronic Document Systems Foundation, **Document Communications Industry Study**, (with J. Watson), $15K, 2003, 2004, 2005.

- IBM Center for the Business of the Government, **Managing Information-Technology Enabled Organizational Transformation in Health Care Sector**, (with M.W. Maheim), $15K, 2003.

- Center for Research in Information Management (UIC), **Governance Arrangements for Building e-Business Capabilities**, $14K, 2001.

PUBLICATIONS

<u>Refereed Articles</u>

Ranganathan, C. The Role of Extrinsic Cues in Consumer Decision Process in Online Shopping Environments, **Journal of Electronic Commerce in Organizations**. (in press)

Ranganathan, C., Teo, T.S.H. and Dhaliwal, J.S. Web-enabled supply chain management: Key antecedents and performance impacts. **International Journal of Information Management** Dec 2011, 31(6), 533-545.

Teo, T.S.H., Srivastava, S.C., Ranganathan, C. and Loo, J.W.K. A framework for stakeholder oriented mindfulness: Case of RFID implementation at YCH Group, Singapore. **European Journal of Information Systems**. March 2011, 20(2), 201-220.

Outlay, C. N., Krishnan, P., & Ranganathan, C. Addressing the new regulatory landscape: IT compliance and E-Discovery at KMCO Gaming. **Journal of Information Technology**, Feb 2011, p.40-49.

Ranganathan, C. & Outlay, C. N. (2009). Life After IT Outsourcing: Lessons Learned from Resizing the IT Workforce. MIS Quarterly Executive, Dec 2009, 8(4).

Seo, D., Ranganathan C., and Babad, Y. Two-Level Model of Customer Retention in U. S. Mobile Telecommunication Service Market. **Telecommunications Policy**, April 2008, 32(3-4), 182-196.

Teo, TSH., Ranganathan C and Srivastava, SC, Loo, JWK. Fostering IT-enabled Business Innovation at YCH Group, **MIS Quarterly Executive,** Dec 2007, 6(4), 211-223. (Honorable Mention Award, SIM International Paper Contest)

Ranganathan, C. and Balaji, S. Critical Capabilities for Offshore Outsourcing. **MIS Quarterly Executive,** Sep 2007, 6(3), 147-164.

Ranganathan, C., Krishnan, P., and Glickman. Crafting and executing an offshore IT sourcing strategy: GlobShop's experience, **Journal of Information Technology**, 2007, 22, 44-61.

Ranganathan, C. and Jha, S. Examining Online Purchase Intentions in B2C E-Commerce: Testing an Integrated Model, **Information Resources Management Journal**, 2007, 20(4), 48-64.

Ranganathan, C. and Brown, C. ERP Investments and the Market Value of Firms: Towards an Understanding of Influential ERP Project Variables, **Information Systems Research**, 2006, 17(2), 145–161.

Teo, T.S.H., Ranganathan, C., and Dhaliwal, J. Key Dimensions of Inhibitors for the Deployment of Web-based Business-to-Business Electronic Commerce, **IEEE Transactions on Engineering Management**, 2006, 53(3), 395-411.

Ranganathan, C., Seo, D. and Babad, Y. Switching Behavior of Mobile Users: Do Users' Relational Investments and Demographics Matter? **European Journal of Information Systems**, 2006, 15(3), 269–276.

Ranganathan, C., and Seo, D. The Snakes and Ladders Game in e-Business: Digital Transformation at American Hardware Depot. **Journal of Cases in Information Technology,** Oct-Dec 2006, 8(4) 1-12.

Moustakas, E., Ranganathan, C., Duquenoy, P. Email Marketing at the Crossroads: A Stakeholder Analysis of Unsolicited Commercial Email. **Internet Research,** 2006 16(1), 38-52.

Ranganathan, C., and Samant, K. Information Technology Personnel Layoffs in US Organizations: An Exploratory Investigation. **Information & Management,** 2006, 43(2), 239-250.

Schwieger, D., Melcher, A., Ranganathan, C. and Wen, J.H. Applying Adaptive Structuration Theory to Health Information Systems Adoption: A Case Study.

International Journal of Health Information Systems and Informatics. 2006, 1(1), 78-92.

Thomas, D., Ranganathan, C., and Desouza, K. Race to Dot-Com and Back: Lessons on E-Business Spin-offs and Re-Integration, **Information Systems Management**, Summer 2005, 22(3), 23-30.

Ranganathan, C., Manheim, M. and Keeler, J. Bringing Professionals on Board: Lessons on Executing IT-enabled Organizational Transformation, **MIS Quarterly Executive**, 2004, 3(3), 151-160.

Ranganathan C., Dhaliwal, J. and Teo, T. S. H. Assimilation and Diffusion of Web Technologies in Supply Chain Management: An Examination of Key Drivers and Performance Impacts. **International Journal of Electronic Commerce**, Fall 2004, 9(1), 127-161.

Ranganathan, C., Shetty, A. and Muthukumaran, G. e-Business Transformation at the Cross-roads: Sears' Dilemma. **Journal of Information Technology**, June 2004, 19(2), 117-129.

Ranganathan, C., and Kannabiran, G. Designing Effective IS Function and IS management processes: An Exploratory Study of Indian Organizations, **International Journal of Information Management**, June 2004, 24(3), 247-266.

Teo, T. S. H., and Ranganathan, C. Adopters and Non-adopters of Business-to-Business Electronic Commerce in Singapore. **Information & Management**, December 2004, 42(1), 89-102.

Schwieger, D. Melcher, A., Ranganathan, C. and Wen, J.H. Appropriating Electronic Billing Systems: Adaptive Structuration Theory Analysis, **Human Systems Management**, 2004, 23(4), 235-243.

Ganapathy, S., Ranganathan, C. and Balaji, S. Visualization Strategies and Tools for Enhancing Customer Relationship Management. **Communications of the ACM**, November 2004, 47(11), 92-97.

Ranganathan, C., Goode, V. and Ramaprasad A. Managing the transition to bricks and clicks, **Communications of the ACM,** Dec 2003.

Ranganathan, C. Evaluating the Options for Business-to-Business E-exchanges. **Information Systems Management**, 20(3), 2003, 22-28.

Teo, T. S. H., and Ranganathan, C. Leveraging IT resources and Capabilities at Housing and Development Board, **The Journal of Strategic Information Systems**, 12(3), October 2003, 229-249.

Leong, C., C., Ranganathan. C., Teo T. S. H., and Thomas, D. Collaborative Commerce in the B2B World: The Sesami Story, **Society for Information Management**, 2002. (Third place Winner, SIM International Paper Contest) (http://www.simnet.org)

Ranganathan, C., and Sethi, V. Rationality in Strategic Information Technology Decisions: The Impact of Shared Domain Knowledge and IT Unit Structure. **Decision Sciences Journal**, Winter 2002, 33(1), 1-28.

Ranganathan, C. and Ganapathy, S. Key Dimensions of Business-to-Consumer Web Sites. **Information & Management**, 39, 2002, 457-465.

Ranganathan, C. and Grandon E. An Exploratory Examination of Factors Affecting Online Sales. **Journal of Computer Information Systems**, 42(3),Spring 2002, 87-93.

Hohler, D., Ranganathan, C., and Goode, V. Building e-Business Capabilities through Strategic Alliances: The Transition from Bricks to Clicks at Staples, Inc, **Society for Information Management,** 2001. (First Place Winner, SIM International Paper Contest) (http://www.simnet.org)

Ranganathan, C. and Dhaliwal, J. A Survey of Business Process Reengineering Practices in Singapore, **Information & Management**, 2001, 39, 125-134

Bhatnagar, S.C., and Ranganathan C.IT Applications in Blue Dart Express, **Vikalpa: The Journal of Decision Makers**. 24(2) Apr-Jun 1999.

Refereed Book Chapters

1. Ranganathan, C. Mindfulness in Innovation: RFID Implementation at YCH Group, Singapore. in Hugos, M. **Essentials of Supply Chain Management**, Wiley, 2010.

2. Ranganathan, C and Jha, S. Examining Online Purchase Intentions in B2C E-Commerce. in Wan, Y. (Ed) **Comparison-Shopping Services and Agent Designs**. Idea Group, 2009, 217-234.

3. Schweiger, D., Melcher, a., Ranganathan C and Wen H. J. A Case Study of Health Information Systems Adoption: An Adaptive Structuration Theory Approach. in Tan, J. (Ed). **Healthcare Information Systems and Informatics: Research and Practices,** Idea Group**, 2008, 164-184.

4. Ranganathan, C., and Grandon E. Converting Browsers To Buyers: Key Considerations in Designing Business-To-Consumer Web Sites in Gao, Y.(Ed.) **Web Systems Design & Online Consumer Behavior**, Idea Group, 2004. 177-191.

5. Ranganathan, C. Evaluating the Options for Business-to-Business E-commerce in Brown, C.(Ed). **IS Management Handbook**, Aurebach Publications, 2003. (reprint)

6. Ranganathan, C. Application of Advanced Information Technologies in Tourism, in Batra, G.D (Ed). **Tourism in 21st Century**. Anmol Publications, India, 1995.

Research Monographs

7. Ranganathan, C., and Ramaprasad, A. Enterprise IT Sourcing Strategy: Formulating and Executing Complex IT Sourcing Decisions, Center for Research in Information Management, UIC, 2005.

8. Ranganathan, C. and Manheim, M. W. Curing Health Care Ailments with Information Technology: IT-enabled Organizational Transformation in Public Hospitals. IBM Center for the Business of Government, 2004.

9. Watson, J. and Ranganathan, C. Document Communications Industry Trends: Survey Results. Electronic Document Systems Foundation. 2004, 2005, 2006, 2007.

Publications in ICIS Conference Proceedings (Refereed)

10. Ranganathan, C and Jha, S. Do CIOs Matter? Assessing the Value of CIO Presence in Top Management Teams". **Proceedings of the International Conference on Information Systems**, Paris, 2008.

11. Outlay, C and Ranganathan, C. Life After IS Outsourcing: Understanding IS Personnel Responses To Resizing Initiatives. **Proceedings of the International Conference on Information Systems**, Montreal, 2007

12. Krishnan, P., Outlay, C and Ranganathan C. Do Layoffs Payoff? An Empirical Investigation of Financial Impacts of IT Worker Downsizing, **Proceedings of the International Conference on Information Systems**, Montreal, 2007

13. Ranganathan C., Krishnan, P and Glickman, R. Crafting and Executing an Offshore IT Sourcing Strategy: GlobShop's Experience. **Proceedings of the International Conference on Information Systems**, Milwaukee, 2006.

14. Balaji, S., and Ranganathan, C. Exploring the Key Capabilities for Offshore IS Sourcing. **Proceedings of the International Conference on Information Systems**, Milwaukee, 2006.

15. Ye, C. and Ranganathan, C. Shareholder Wealth Effects of Information Technology Enabled Supply Chain Management Initiatives. **Proceedings of the International Conference on Information Systems**, Las Vegas, 2005.

16. Ranganathan, C., Shetty, A. and Muthukumaran, G. e-Business Transformation at the Cross-roads: Sears' Dilemma, **Proceedings of the International Conference on Information Systems,** Seattle, 2003. (Best Teaching Case Award) [reprinted in

Managing Information Technology, 5e by Martin, Brown, Dehayes, Hoffer and Perkins. Prentice Hall, 2005]

17. Ranganathan, C. and Samarah, I. ERP systems and Firm Value: An Event study Analysis, **Proceedings of the International Conference of Information Systems**, New Orleans, 2001.

18. Ranganathan, C. and Dadalt, P. Dot-Com Deals: Value Creation in Internet-related Mergers & Acquisitions, **Proceedings of the International Conference on Information Systems**, New Orleans, 2001.

19. Ranganathan C, Teo, T S H, Dhaliwal, J, Ang, J and Hyde, M. A Study of Facilitators and Inhibitors for Deploying Business-to-Business E-commerce applications : A multi-method, cross-cultural study, **Proceedings of the International Conference on Information Systems**, New Orleans, 2001.

20. Ranganathan, C. and Sethi, V. Assessing the Impact of Decision Process on the Effectiveness of Strategic IT Decisions: A Triangulation Approach Combining Qualitative & Quantitative Methods, **Proceedings of the International Conference on Information Systems**, Brisbane, 2000.

21. Ranganathan, C. and Sethi, V. External IT Environment : Dimensionality and Measurement, **Proceedings of the International Conference of Information Systems, Brisbane**, 2000.

Publications in Other Refereed Conference Proceedings

22. Ranganathan C and Highlander, J. Performance Impacts of Online Social Ties in Online Communities of Practice. **International Conference on Information Technology, Systems and Management**, Dec 2011.

23. Ranganathan, C., and Iván Alfaro: Project performance in global software development teams: do prior work ties and nationality diversity matter? **European Conference on Information Systems** June 2011

24. Ranganathan, C., Balaji S., Outlay C. Managing Change in Information Systems Outsourcing Arrangements: A Multi-Method Approach. **International Symposium of Information Systems**, Dec 2010.

25. Poornima Krishnan, C. Ranganathan: Boundary spanning in offshored ISD projects: a project social capital perspective. **Proceedings of the SIGMIS 47th Annual Conference on Computer Personnel Research**, 2009: 225-230

26. Ranganathan, C and Outlay, C. Life after IT Outsourcing: Lessons for Resizing and Managing the IT Workforce. **SIM Academic Workshop**, Paris, 2008.

27. Krishnan, P and Ranganathan, C. Boundary Spanning Capabilities in Offshored Information Systems Development Projects: A Conceptual Framework. **Proceedings of the Americas Conference on Information Systems**, 2008.

28. Ranganathan, C., Tayeh, A and Nagoore, V. Understanding Information System Outsourcing Failure: Lessons from a Case Study. **Proceedings of the Americas Conference on Information Systems**, 2007.

29. Outlay, C., Krishnan, P., and Ranganathan, C. Examining the Financial Impacts of Downsizing Information Technology Workers. **Academy of Management Annual Meeting**, Atlanta, Georgia. 2006.

30. Eruysal, F., Ranganathan C and Ye, C. Association Between IT-based Supply Chain Management Initiatives and Operating Performance. **4th Worldwide Research Symposium on Purchasing and Supply Chain Management**, San Deigo, 2006.

31. Moustakas, E., Ranganathan, C., Sahel, J., Walrave, M., Voss, L and Carvalho A. Use of Corporate E-mail Policies for Combating Unsolicited Commercial Communications: Towards Development of a Framework, **International Conference on Information Warfare and Security**, Maryland, 2006.

32. Outlay, C., Krishnan, P., and Ranganathan, C. Research-in-Progress: Examining the Financial Impacts of Downsizing Information Technology Workers. **ACM SIGCPR Computer Personnel Research Conference**, Claremont, California, 2006.

33. Balaji, S., Ahuja, M and Ranganathan C. Offshore Software Projects: Assessing the Effect of Knowledge Transfer Requirements and ISD capability, **Proceedings of the Annual Hawaii International Conference on System Sciences**, 2006. (Nominated for Best Paper Award)

34. Erickson, J. and Ranganathan, C. Project Management Capabilities: Key to Application Development Offshore Outsourcing. **Proceedings of the Annual Hawaii International Conference on System Sciences**, 2006.

35. Moustakas, E., Ranganathan, C and Carvalho A. Abort, delete, or ignore? Assessing the implications of unsolicited commercial communication (spam) for e-commerce, **IADIS International Conference e-Commerce**, Porto, Portugal 2005.

36. Lundquist, D., Papagari, S and Ranganathan, C. Market Value Impacts of Dot-Com Acquisitions by Brick-and-Mortar Firms, **The Fourth Workshop on e-Business Web 2005**, Las Vegas, 2005.

37. Ye, C., and Ranganathan, C. Impact Of Information Technology Enabled Supply Chain Management Initiatives On The Market Value Of Firms, **Proceedings of the Annual Meeting of the Decision Sciences Institute,** San Fransisco, 2005.

38. Moustakas, E., Ranganathan, C. and Duquenoy, P. Unsolicited Commercial Email (Spam): An Exploratory Understanding Using Stakeholder Analysis. **Proceedings of the European Conference on Information Systems**, 2005.

39. Moustakas, E., Ranganathan, C. and Duquenoy, P. Combating Spam through Legislation: A Comparative Analysis of US and European Approaches. **Conference on Email and Anti-Spam**. Stanford University, 2005.

40. Ranganathan, C and Jha, S. Examining the Compensation of Chief Information Officers: Do firm performance, size and industry membership matter? **Proceedings of the Americas Conference on Information Systems**, 2005.

41. Jha, S., and Ranganathan,C. Adoption of RFID Technology: An Exploratory Examination from Supplier's Perspective. **Proceedings of the Americas Conference on Information Systems**, 2005.

42. Outlay, C., and Ranganathan, C. Exploring the Downside of IT Outsourcing: Outsourcing Tactics, Layoffs, and Organizational Outcomes. **Proceedings of the Americas Conference on Information Systems**, 2005.

43. Ranganathan, C. and Jha, S. Towards an Integrated Model of Online Shopping Behavior. **The Third Workshop on e-Business Web 2004**, Washington D.C, 2004.

44. Thomas, D. and Ranganathan, C. Enabling e-Business Transformation through Alliances: Integrating Social Exchange and Institutional Perspectives. **Proceedings of the Annual Hawaii International Conference on System Science**s, 2005.

45. Ranganathan, C. and Ramaprasad, A. Enterprise IT Sourcing Strategy. **SIMposium**, Chicago, Sep 2004.

46. Lee, C. S., Ranganathan, C and Thomas, D. Examining IT Usage across Different Hierarchical Levels: A Study of Organizational, Environmental and IT Factors, **Proceedings of the Americas Conference on Information Systems**, 2003.

47. Samant, K. and Ranganathan, C. Exploring the Dynamics Of Layoffs: An Investigation Of Key Drivers Of Downsizing In Information Industries. **Proceedings of the Annual Meeting of the Decision Sciences Institute**, Washington DC, 2003.

48. Desouza, K.C., Awazu, Y., and Ranganathan, C. Examining Market Reactions to E-business Initiatives for Digital Transformation of Traditional Businesses, **Second Workshop on e-Business Web 2003,** Seattle, 2003.

49. Schwieger, D., Melcher, A. and Ranganathan, C. Diffusion of Advanced Medical Billing Technologies in Southeast Missouri Medical Clinics: A Case Study Approach to Examining Adaptive Structuration Theory, **International Academy of Business and Public Administration Conference**, New Orleans, 2004.

50. Ranganathan, C., Dhaliwal, J., and Teo T S H. Diffusion of Web Technologies in the Supply Chain Management Function, **Diffusion Interest Group in Information Technology Workshop** (DIGIT), Barcelona, 2002.

51. Ouksel, A., Ranganathan, C., and Watson, J. Use of E-Business Technologies in Customer Relationship Management: A Case Study Perspective, **The First Workshop on E-business Web 2002**, Barcelona, 2002.

52. Ranganathan, C., Evaristo, R and Ungamrung, K. E-Business Issues in Small & Medium Enterprises: A Study of Internet Initiatives of Automobile Dealers, **The First Workshop on E-business Web 2002**, Barcelona, 2002.

53. Ranganathan, C. and Lertpittayapoom, N. Towards a Conceptual Framework for Understanding Strategic Alliances in E-commerce, **Proceedings of the Annual Hawaii International Conference on System Sciences**, 2002.

54. Ma, Q., and Ranganathan, C. Do Web Mergers Create Value? An Examination of Mergers and Acquisitions of Internet firms, **Proceedings of the Americas Conference on Information systems**, Boston, 2001.

55. Grandon E and Ranganathan C. Impact of Content & Design of Websites on Sales, **Proceedings of the Americas Conference on Information systems,** Boston, 2001.

56. Zhang,A. and Ranganathan C Impact of IT on Transaction Governance Structures. **Proceedings of the Americas Conference on Information systems,** Boston, 2001.

57. Ranganathan C., and Dhaliwal J. An Assessment of the Contextual Factors Affecting the Use of IT for Process Improvement, **Proceedings of International Conference of the Information Resources Management Association**, 1999, Boston, 1999.

58. Ranganathan C. IT and BPR Strategies in Singapore, **Second CIO Breakfast Roundtable Meet**, National University of Singapore, September 1997.

59. Ranganathan, C. and Sridhar, R. A Study of Factors Affecting IT in Indian Public and Private Sector Organizations. P**roceedings of the National Student Convention of Computer Society of India**, Ahmedabad, India,1996.

60. Ranganathan, C. and Sridhar, R. Internationalization process in a SME firm : The case of Indian Chemicals Ltd, **Proceedings of the Annual convention of Association of Indian Management Schools**, Madras, India, 1996.

61. Ranganathan, C. and Sridhar, R. Telecommunication Reforms in India : Examining the role of Private Sector Participation, **Proceedings of the Tenth Engineering Congress**, Institute of Engineers, Jaipur, India, 1996.

62. Ranganathan, C. and Sridhar, R. An Investigation of BPR Failures: Problems in Re-engineering and Suggested Remedies, at **Proceedings of the National Management Convention**, Management Development Institute, Gurgaon, India, 1995.

63. Ranganathan, C. A Decision Support System for Tour Planning, **Proceedings of the Eastern Regional Convention of Computer Society of India**, Siliguri, India, 1995.

64. Ranganathan, C., Sridhar, R and Narayanan, M. Information Technology in Indian Banks: A Critical Look, **Proceedings of the Western Regional Convention of Computer Society of India,** Ahmedabad, India, 1994.

65. Ranganathan C. IT Applications in Tourism, **Proceedings of the National Seminar on Contemporary Issues in Tourism**, Kurukshetra University, India, 1993.

Research Manuscripts Currently in Review/Revision

66. Balaji, S and Ranganathan C. Offshore Software Development Projects: Assessing the Effects of Knowledge Transfer Requirements and ISD Capability (under review, **Information & Management)**

67. Ranganathan, C. Why do IT Firms Layoff? A Study of Key Institutional Drivers of IT Personnel Downsizing. (u*nder review*, **MIS Quarterly**)

68. Ranganathan, C. and Jha, S. Chief Information Officer Compensation: Examining the Impact of Firm Performance, Size and Industry membership (*revise and resubmit*, **Journal of MIS**)

69. Ranganathan, C., Evaristo, R and Ungamrug, K. Applying Resource-Based Approach to Understand the e-Business Strategies of SMEs : An Exploratory Study of Automobile Dealers (*revise and resubmit*, **Information Systems Journal**)

Working Papers

▪ Ranganathan, C and Kuo, B. Determinants of reputation in online social networks.

▪ Ranganathan, C and Highlander J. Are social networks useful? Investigating how social ties in online communities of practice help task performance.

▪ Outlay, C., Ranganathan C, Krishnan P. Do Layoffs Payoff? An Empirical Investigation of Financial Impacts of IT Worker Downsizing.

- Jha, S. and Ranganathan, C. Examining the Trends and Business Practices in CIO Compensation.

- Ranganathan, C. and Jha, S. CIOs in Organizational Upper Echelons: Empirical Evidence Linking CIO Status and Firm Performance.

- Ranganathan, C., Seo, D., and Babad, Y. Catch Me If You Can: Investigating Customer Switching in Mobile Telecommunication Services.

- Ouksel, A. Watson, J. and Ranganathan, C. Blame it on Technology: Understanding Failures in IT-based Organizational Change.

- Ranganathan, C., and Sethi, V. Examining Rational and Political Behaviors in Strategic IT Decisions.

- Lee, C. and Ranganathan, C. Extending our Knowledge on IT Usage: Key Contextual Antecedents and Business Impacts.

Research in Progress

- Examining the Determinants of e-business Alliance Form: An Empirical Analysis.

- Governance Choices in Offshore Sourcing of Information Systems Development.

- The Human Side of IT Outsourcing.

- Moving Offshore for IT Services: Lessons for Mid-sized firms.

- Digitization of Document Correspondence with Customers

- Determinants of CIO Compensation: Integrating Information-Processing and Human Capital Perspectives.

Publications in Non-Refereed/Practitioner Outlets

- The Expert Opinion: An Interview with Christopher O'Brien, Chief Information Officer, City of Chicago, Journal of IT Cases and Applications, 5(4), 2003.

- Tackling Online Terrorism, Computers Today, Mar 1-15, 2000.

- Advertising in Dot Com Terrain, Computers Today, Feb 16-29, 2000.

- Wanted : Privacy in Cyberspace, Economic Times, Nov 4, 1999.

- Six E-com(mon) myths. Computers Today, October 1-15, 1999.

- Safe-guarding Cyber Privacy, Computers Today, Sep 16-30, 1999.

- No Free Lunch on the Net, Computers Today, Jul 16-31, 1999.

- IT is an Asset, not an Expense, Economic Times, Apr 29, 1999.

- Marketing in Cyberspace, Express Computer, June 14, 1999.

TEACHING EXPERIENCE

Courses Taught

Doctoral	Seminar on Organizational Impacts of IS
	Seminar on IS, Organizations and Strategy
	Reading Seminar in Information Systems
Graduate	E-Business Strategies and Management
	Information Systems Strategy and Management
	Information Systems Project & Program Management
	Management of IT and Business Process Outsourcing
	Management of Information Systems
Under-graduate	Business Systems Design Projects
	Introduction to Information Systems
	Programming Languages
	Systems Analysis and Design
Executive Education	Digital Business Strategies
	Software Project Management & CASE tools
	Information Technology & Competitive Advantage

Doctoral Dissertations Chaired

- Poornima Krishnan, Boundary Spanning in Offshored Information Systems Development Projects, 2010.

- Christina Oulay, Resizing IS Personnel during Outsourcing: A Psychological Contract Perspective, University of Illinois at Chicago, 2008.

- Darrin Thomas, Alliances as a Vehicle for e-Business Enablement: An Empirical Study of Antecedents of e-Business Alliances, University of Illinois at Chicago, 2006.

- James Watson, Organizational Dissonance: A Framework to Study Information Technologies And Customer Relationship Management (co-chaired with Dr.Aris Ouksel), University of Illinois at Chicago, 2004.

- Micki Hyde, A Study of Facilitators and Inhibitors for Internet-based Inter-Organizational Systems (co-chaired with Dr.Suresh Tadisina), Southern Illinois University, 2003.

- Sandra Obilade, Alternative E-Commerce Business Models and Firm Success in Competitive and Hypercompetitive Environments (co-chaired with Dr.Arlyn Melcher), Southern Illinois University, 2002.

- Dana Schwieger, An Evaluation of Adaptive Structuration Theory in Explaining the Diffusion of Advanced Medical Billing Technologies in Rural America: A Case Study Analysis of Southeast Missouri Medical Clinics (co-chaired with Dr.Arlyn Melcher), Southern Illinois University, 2001.

Doctoral Dissertation Committees

- Chee Sien Lee, Do Risk Perceptions Influence Communication Technology Usage? A Study of Communication Portfolio Construction, UIC, 2005.

- Pingjun Jiang, Customization Value in the Electronic Market Place, Southern Illinois University, 2001.

- Aimao Zhang, Product Complexity and Information Technology in Determining Shifts in Governance Structure, Southern Illinois University, 2001.

Teaching Evaluations (UIC)

Semester	Courses	Course rating (max.5)	Instructor rating (max.5)
Fall 2008	IDS 515 Information Systems Strategy and Management	4.43	**4.40**
	IDS 529 Seminar on MIS	5.00	**4.75**
Spring 2008	IDS 512 Information Systems Project & Program Management	3.30	**3.44**
	IDS 406 Business Systems Design Project	4.38	**4.11**
Fall 2007	IDS 515 Information Systems Strategy and Management	4.69	**4.86**
Spring 2007	IDS 406 Business Systems Design Project	4.43	**4.43**
Fall 2006	IDS 515 Information Systems Strategy and Management (n = 29)	4.18	**4.30**
Spring 2006			
Fall 2005	IDS 515 Information Systems Strategy and Management	4.67	**4.91**
	MBA 590 Digital Business Strategies		
Spring 2005	MBA 590 Management of IT and Business Process Outsourcing	4.33	**4.38**
	IDS 406 Business Systems Design Project	4.71	**4.86**

	IDS 529 Seminar in IDS	4.67	**4.40**
Fall 2004	IDS 406 Business Systems Design Project	4.93	**4.77**
Spring 2004	IDS 515 e-Business Strategy and Management	4.20	**4.30**
Fall 2003	IDS 406 Business Systems Design Project	5.00	**4.86**
	IDS 515 e-Business Strategy and Management	4.60	**4.90**
Spring 2003	IDS 406 Business Systems Design Project	4.71	**4.67**
Fall 2002	IDS 406 Business Systems Design Project	4.31	**4.15**
	IDS 515 e-Business Strategy and Management	5.00	**5.00**
	IDS 529 Seminar in IDS	4.75	**4.75**
Summer 2002	PDP Digital Business Strategies	4.25	**4.60**
Spring 2002	IDS 406 Business Systems Design Project	4.91	**4.81**
	IDS 514 Management of Information Systems	3.94	**4.00**
Fall 2001	IDS 406 Business Systems Design Project	4.72	**4.72**

EDUCATION

- **Doctorate in Management** (MIS), 1998, Indian Institute of Management, Ahmedabad.

  <u>Dissertation:</u> Understanding the Context, Process and Outcomes of Strategic Information Technology Decisions (*Best Doctoral Dissertation Award, International Conference on Information Systems, 1998*)

  <u>Advisors:</u> Dr.Subash Bhatnagar and Dr.Vijay Sethi

- **Master of Science (Technology)**, 1992
  Birla Institute of Technology & Science, Pilani, India *(First Rank, Master of Science)*

- **Industry Certifications**: Microsoft Certified Systems Engineer, Microsoft Certified Professional

ACADEMIC AND PROFESSIONAL EXPERIENCE

- Director, Center for Healthcare Information Management & Systems (2011 -)

- Associate Professor (with tenure), Department of Information & Decision Sciences, UIC, 2007 –
    - Director of Graduate Studies (2007 -)
    - Director of Graduate Studies for Global Campus MS-MIS (2008 -)
    - Director of Doctoral Program in MIS (2006 – current)

- Assistant Professor, Department of Information & Decision Sciences, UIC, 2001 – 2006

- Assistant Professor, Department of Management, Southern Illinois University at Carbondale, 2000-2001.

- Management Consultant, Exeter Group, Cambridge MA, 1998-2000.

PROFESSIONAL ACTIVITIES AND SERVICE

- Associate Editor, International Conference on Information Systems, 2004, 2007.

- Reviewer for journals such as *MIS Quarterly, Information Systems Research, IEEE Transactions on Engineering Management, Decision Sciences Journal, Management Science, Journal of Operations Management, Journal of Strategic Information Systems, International Journal of E-Commerce, International Journal of Information Management, Omega, International Journal of E-Business, Journal of Information Technology, European Journal of Information Systems, Information Technology & People, Journal of Organizational Computing & E-Commerce, Journal of IT Cases and Applications, Journal of Global Information Management, International Journal of Operations and Productions Management, Journal of Electronic Commerce Research, Information Systems Journal.*

- Reviewer for conferences such as *International Conference on Information Systems, Decision Sciences Institute, Americas Conference on Information Systems, Hawaii International Conference on System Sciences, SIGCPR conference, Academy of Management, DIGIT and Workshop on e-Business.*

- Member, Graduate Academic Programs Committee, CBA-UIC, 2006 – current.

- Member, MBA Curriculum Committee, UIC, 2006 – current.

- Member, Council for Excellence in Teaching, UIC, 2005- Current

- Member, CBA Task Force for Teaching, UIC, 2005 – current

- Member, Ph.D and MS-MIS curriculum re-design committees, IDS, UIC, 2003-2004

- IDS Colloquia Coordinator, 2002 – current

- Faculty Associate, Center for Research in Information Management, UIC, 2001 – current

- Faculty Advisor, INFORMS Student Chapter, UIC, 2005 – current.

- Faculty Advisor, ASHA for Education, UIC Chapter, 2002-2004.

Professional Affiliations

The Institute of Management Sciences

Society for Information Management

Decision Sciences Institute

Association for Information Systems