

SANJEEV KUMAR

Technology & Operations, Ross School of Business
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EDUCATION

- **University of Michigan, Stephen M. Ross School of Business** 2009
PhD, Business Information Technology
- **Indian Institute of Management (IIM), Ahmedabad, India** 2000
Post-Graduate Diploma in Management (MBA)
- **Indian Institute of Technology (IIT), Kharagpur, India** 1997
B. Tech (Hons), Mechanical Engineering

ACADEMIC AND PROFESSIONAL EXPERIENCE

- Ross School of Business, University of Michigan, Ann Arbor 2015 –
Lecturer, Technology and Operations
- Lubar School of Business, Univ. of Wisconsin Milwaukee 2008 - 2015
Assistant Professor, Information Technology Management
- KMPG Consulting, New Delhi, India 2003 - 2003
Business Consultant
- Andersen Business Consulting, New Delhi, India 2000 – 2003
Business Consultant
- Tata Technologies / Tata Motors, Pune, India 1997 – 1998
Systems Officer

AWARDS AND HONORS

- **Certificate in Online and Blended Teaching** by Center for Excellence in Teaching and Learning at Univ. of Wisconsin Milwaukee, Apr 2016

- **Gold Star Teaching Award 2015** at the Lubar School of Business, Univ. of Wisconsin Milwaukee for the course BUS ADM 533: IT Infrastructure for Business, Spring 2015, Teaching Evaluation: 4.9
- **Gold Star Teaching Award 2013** at the Lubar School of Business, Univ. of Wisconsin Milwaukee for the course BUS ADM 533: IT Infrastructure for Business, Fall 2013, Teaching Evaluation: 4.9.
- **Gold Star Teaching Award 2010** at the Lubar School of Business, Univ. of Wisconsin Milwaukee for the course BUS ADM 810: Development of Web Based Applications, Fall 2010, Teaching Evaluation: 4.94.
- **Gold Star Teaching Award 2009** at the Lubar School of Business, Univ. of Wisconsin Milwaukee for the course BUS ADM 740 – Management Information Systems Concepts and Languages, Spring 2009, Teaching Evaluation: 5.00.
- **Best Paper Award Nomination** at the International Conference on Information Systems (ICIS) 2007 for the paper:
“SOA and Information Sharing in Supply Chain: ‘How’ Information is Shared Matters!”, Sanjeev Kumar, Vijay Dakshinamoorthy and M. S. Krishnan.
- **Best Student Authored Paper Award** at the INFORMS Annual Conference on Information Systems and Technologies (CIST) 2007 for the paper:
“Impact of SOA Use on Performance Outcomes of Information Sharing in Supply Chain”, Sanjeev Kumar, Vijay Dakshinamoorthy and M. S. Krishnan.
- **Best Paper Award Nomination** at the Hawaii International Conference on System Sciences (HICSS) 2007 for the paper:
“Does SOA Improve the Supply Chain? An Empirical Analysis of SOA Adoption on Electronic Supply Chain Performance”, Sanjeev Kumar, Vijay Dakshinamoorthy and M.S. Krishnan.
- **Gerald and Lillian Dykstra Fellowship** 2006 - 2007, Ross School of Business, Univ. of Michigan for exceptional research and teaching performance in the PhD program based partly on teaching the course BIT 311 - Decision Making with Spreadsheets, Spring 2006, Teaching Evaluation: 5.00
- **Thomas William Leabo Memorial Award** 2005 - 2006, Ross School of Business, University of Michigan for exceptional research and coursework performance during first two years of the Ph.D. program based partly on maintaining one of the highest GPA among the PhD cohort in the school.
- **National Talent Search (NTS) Scholarship**, National Council of Educational Research and Training, India. 1993 - 1997.

- **State Merit List**, Ministry of Education, Bihar, India, 1991. Included in the state merit list of top 25 students in the state wide high school examination.

TEACHING EXPERIENCE

1. Univ. of Michigan, Ann Arbor

- TO300 – Business Information Systems, 1.5 Credits, Teaching Evaluations: FallA 2015: 4.88, Fall-B 2015 (1): 4.67, Fall-B 2015 (2): 4.48, Winter-B 2016 (1): 4.35, Winter-B 2016 (2): 4.51, Fall-A 2016 (1): 4.31, Fall-A 2016 (2): 4.33, FallA 2016 (3): 4.4, Winter-A 2017: 4.63.
- TO411 – Decision Support with Excel, 3 Credits, Teaching Evaluations: Fall 2015: 4.82, Winter 2016: 4.84, Winter 2017 (1): 4.93, Winter 2017 (2): 4.78, Winter 2017 (3): 4.79, Fall 2018 (1): 4.53, Fall 2018 (2): 4.4, Fall 2018 (3): 4.81.
- TO414 – Advanced Analytics, 3 Credits, Teaching Evaluations: Winter 2016: 4.09, Fall 2016: 4.71, Winter 2017: 4.54, Fall 2017: 4.24, Winter 2018: 4.52.
- TO426 – Mobile Innovation Development, 3 Credits, Teaching Evaluations: Fall 2016: 4.78, Fall 2017: 4.41.
- TO626 – Mobile Innovation Development, 2.25 Credits, Teaching Evaluations: Fall 2016: 4.08, Fall 2017: 4.59.
- TO628 – Advanced Big Data Analytics, 2.25 Credits, Teaching Evaluations: Winter 2016: 4.7, Winter 2017: 4.37, Winter 2018: 4.18.
- TO/STRAT 630, WMBA 621 – New Age of Innovation, 2.25 Credits, Teaching Evaluations: Fall 2015: 3.9, Winter 2018: 2.21.
- BIT 311 - Decision Making with Spreadsheets, 3 Credits, Spring 2006: 5.00

2. University of Wisconsin – Milwaukee

- BUS 335 - Visual Systems Development, 3 Credits, Teaching Evaluations: Spring 2009 (1): 4.38, Spring 2009 (2): 4.42, Spring 2010: 4.38, Fall 2010: 4.71, Spring 2011: 4.70, Fall 2012 4.49, Spring 2013: 4.5, Fall 2013: 4.4, Spring 2014 Online: NA

- BUS 810: Development of Web Based Applications, 3 Credits, Teaching Evaluations: Fall 2010: 4.94, Fall 2012: 4.2, Fall 2013: 4.4
- BUS 533 – IT Infrastructure for Business, 3 Credits, Teaching Evaluations: Spring 2010: 4.29, Spring 2011: 4.87, Spring 2013: 4.9, Spring 2014: 4.7
- BUS 740 – Management Information Systems Concepts and Languages, 3 Credits, Teaching Evaluation: Spring 2009: 4.67, Fall 2009: 4.89
- BUS 891: Development of Electronic Business Applications, 3 Credits, Teaching Evaluations: Fall 2009: 4.93

3. **Dissertation Committees and Service at University of Wisconsin – Milwaukee**

- Abhijit Dutt: “Economic Perspective on Cloud Computing: Three Essays”
- Jiao Wu: “Three Essays on Human Behaviors on Social Networking Sites”
- Chair, Teaching Committee, Lubar School of Business, Year 2014-15.

4. **Case Study Development at William Davidson Institute, Univ. of Michigan**

- “Madras Cements”, with B. Sudarsanan, A. Prabhakar, M. S. Krishnan and C. K. Prahalad

RESEARCH INTERESTS

- Business Value of Information Technology
- Online Communities and Customer Behavior in Electronic and Mobile Commerce
- Business Intelligence and Data Analytics
- Crowd and Peer based Decision Making and Business Models

PUBLICATIONS AND PRESENTATIONS

1. “Providing Software As A Service: A Model Of Design Decisions by SaaS Provider”, with Abhijit Dutt and Hemant Hain, *Information Systems and e-Business Management*, Conditionally Accepted.
2. “How Client Capabilities, Vendor Configuration, and Location Impact BPO Outcomes”, with Jonathan Whitaker and M. S. Krishnan, *Journal of Computer Information Systems*, 2016.

3. "Joint Effect of Team Structure and Software Architecture in Open Source Software Development", with Ning Nan, *IEEE Transactions on Engineering Management*, Vol 60, No 3, Aug 2013
4. "Using Social Network Analysis to Inform Management of Open Source Software Development", Sanjeev Kumar, in: *Proceedings of the 48th Hawaii International Conference on System Sciences (HICSS) 2015*, Kauai, Hawaii.
5. "Capacity Planning in Cloud Computing: An Econometric Perspective": Abhijit Dutt, Sanjeev Kumar and Hemant Jain, *International Symposium of Information Systems (ISIS) 2014*, Jodhpur, India.
6. "Using Social Network Analysis to Inform Management of Open Source Software Development", Sanjeev Kumar, *Special Interest Group on Information Quality (SIGIQ) Research Workshop 2012*, Orlando, FL.
7. "Information Sharing Beyond Firm Boundaries: A Taxonomy and Research Framework", Sanjeev Kumar, in: *Proceedings of the 18th Americas Conference on Information Systems (AMCIS) 2012*, Seattle, WA.
8. "Antecedents and Effect of IT Usage on Performance: A Research Framework and Empirical Study", Sanjeev Kumar, Terence Saldanha and M. S. Krishnan, in: *Proceedings of the 17th Americas Conference on Information Systems (AMCIS) 2011*, Detroit, MI.
9. "Empirical Study of Decision Making in Peer to Peer Electronic Markets", Sanjeev Kumar and M. S. Krishnan, *15th INFORMS Annual Conference on Information Systems and Technologies (CIST) 2010*, Austin, TX.
10. "How Much Do You Save By Using Free Software? Cost Impact of Open Source Software Adoption", Sanjeev Kumar and M. S. Krishnan, *15th INFORMS Annual Conference on Information Systems and Technologies (CIST) 2010*, Austin, TX.
11. "Empirical Analysis of Antecedents of Perceived Customer Satisfaction with Linux", Sanjeev Kumar and M. S. Krishnan, in: *Proceedings of the 15th Americas Conference on Information Systems (AMCIS) 2009*, San Francisco, CA.
12. "SOA and Information Sharing in Supply Chain: 'How' Information is Shared Matters!", Sanjeev Kumar, Vijay Dakshinamoorthy and M. S. Krishnan, in: *Proceedings of the 28th International Conference on Information Systems (ICIS) 2007*, Montreal, Canada. **Nominated for the Best Paper Award.**
13. "Impact of SOA Use on Performance Outcomes of Information Sharing in Supply

Chain”, Sanjeev Kumar, Vijay Dakshinamoorthy and M. S. Krishnan, *12th INFORMS Annual Conference on Information Systems and Technologies (CIST) 2007*, Seattle.
Awarded the Best Doctoral Student Paper Award.

14. “Bank of One: Empirical Analysis of Peer-to-Peer Financial Marketplaces”, Sanjeev Kumar, in: *Proceedings of the 13th Americas Conference on Information Systems (AMCIS) 2007*, Keystone, Colorado.
15. “Embedded Trust in Open Source Software Development Communities”, Ning Nan, Sanjeev Kumar and Li Wang, *Academy of Management Annual Meeting, 2007*, Philadelphia.
16. “Collaboration Network Structure in Open Source Software Projects”, Ning Nan, Sanjeev Kumar and Li Wang, *5th AIS SIGSAND Symposium on Research in System Analysis and Design 2007*, Tulsa, Oklahoma.
17. “Does SOA Improve the Supply Chain? An Empirical Analysis of Impact of SOA Adoption on Electronic Supply Chain Performance”, Sanjeev Kumar, Vijay Dakshinamoorthy and M. S. Krishnan, in: *Proceedings of the 40th Hawaii International Conference on System Sciences (HICSS) 2007*, Big Island, Hawaii.
Nominated for the Best Paper Award.
18. “Empirical Analysis of Determinants of Perceived Customer Satisfaction with Open Source Software”, Sanjeev Kumar and M. S. Krishnan, *Organizations and Society in Information Systems (OASIS) Workshop, International Federation for Information Processing (IFIP) Working Group 8.2, 2006*, Milwaukee, Wisconsin.
19. “Quality and Cost Outcomes of Onshore and Offshore Business Process Outsourcing”, Jonathan Whittaker, Sanjeev Kumar and M. S. Krishnan, *11th INFORMS Annual Conference on Information Systems and Technologies (CIST) 2006*, Pittsburgh.
20. “Do CEO Characteristics Influence the Technology Strategy of a Firm”, Srinivas Kudaravalli, Sunil Mithas and Sanjeev Kumar, *11th INFORMS Annual Conference on Information Systems and Technologies (CIST) 2006*, Pittsburgh.
21. “Metrics to Support Open Source Software Adoption Decisions”, Sanjeev Kumar and Li Wang, in: *Proceedings of the 12th Americas Conference on Information Systems (AMCIS) 2006*, Acapulco, Mexico.
22. “Impact of Open Source Software Adoption on Firm IT Expenditure”, Sanjeev Kumar and M. S. Krishnan, *Workshop on Information Systems and Economics (WISE) 2005*, Irvine, California.

PROFESSIONAL SERVICE

1. **Ad-Hoc Journal Reviewer:** Information Systems Research, Journal of Database Management, DATA BASE for Advances in Information Systems, Electronic Commerce Research and Applications, Journal of Strategic Information Systems, IEEE Transactions on Engineering Management.
2. **Conference Reviewer:** International Conference on Information Systems (ICIS), Americas Conference on Information Systems (AMCIS), Annual Meeting of the Academy of Management.