

Terence J.V. Saldanha

Associate Professor, and Becky & Howard Young Distinguished Professor
Department of Management Information Systems
Terry College of Business, University of Georgia
Benson Hall Room C423, 630 S. Lumpkin Street, Athens, GA 30602

Education

- Ph.D., Business Information Technology, Ross School of Business, University of Michigan, Ann Arbor, August 2012.
 - Dissertation Title: “Mechanisms Underlying IT-enabled Business Innovation: Review, Theoretical Framework, and Empirical Analyses”.
 - Committee Members: M.S. Krishnan (chair), Nigel Melville, Gerald Davis, Robert Franzese.
- Masters of Business Administration (MBA), S.P. Jain Institute of Management and Research, Mumbai, India, April 2007, Major: Information Management.
- Bachelor of Engineering (major: Electronics Engineering), University of Mumbai, India, June 2000.

Academic Experience

- *Terry College of Business, University of Georgia, Athens, Georgia.*
 - Associate Professor (with tenure), and Becky & Howard Young Distinguished Professor, August 2022-.
 - Associate Professor (with tenure), August 2021-July 2022.
 - Assistant Professor, August 2019-July 2021.
- *Carson College of Business, Washington State University, Pullman, Washington.*
 - Assistant Professor, August 2014-May 2019.
- *School of Business, Emporia State University, Emporia, Kansas.*
 - Assistant Professor, August 2012-May 2014.

Journal Publications (in reverse-chronological order)

1. **Saldanha, T.**; Mithas, S.; and Mayya, R. 2025. “Information Technology Firms and Revenue Stall, 1950-2015: Theory and Empirical Evidence”, *MIS Quarterly* (49:3), pp. 1221-1238 ([Download](#)).
2. Liu, C; **Saldanha, T.**; and Mithas, S. 2025. “Can Digital Skills Empower Disadvantaged Castes and Women? Evidence from India”, *Production and Operations Management* (34:4), pp. 760-776 ([Download](#)).
3. Liu, C.; Mithas, S.; and **Saldanha, T.** 2024. “Do Technology Resources Influence Income Mobility? The Role of Regional and Caste Spillovers from Computer Ownership”, *MIS Quarterly* (38:4), pp. 1981-2012 ([Download](#)).
4. Andrade-Rojas, M.G.; **Saldanha, T.**; Kathuria, A.; Khuntia, J.; and Boh, W.F. 2024. “How IT Overcomes Deficiencies for Innovation in SMEs: Closed Innovation versus Open Innovation”, *Information Systems Research* (35:4), pp. 1981-2012. ([Download](#)).
5. **Saldanha, T.**; Andrade-Rojas, M.G.; Kathuria, A.; Khuntia, J.; and Krishnan, M.S. 2024. “How the Locus of Uncertainty Shapes the Influence of CEO Long-term Compensation on IT Capital Investments”, *MIS Quarterly* (48:2), pp. 459-490. ([Download](#)).
6. Taylor, J.; Joshi, K.D.; **Saldanha, T.**; and Sahaym, A. 2024. “Procuring Services through IT Crowdsourcing: The Role of IT Administration and IT Flexibility”, *Journal of Information Technology* (39:2), pp. 288-316. ([Download](#)).
7. Khuntia, J.; **Saldanha, T.**; Kathuria, A.; and Tanniru, M. 2024. “Digital Service Flexibility: A Conceptual Framework and Roadmap for Digital Business Transformation”, *European Journal of Information Systems* (33:1), pp. 61-79. ([Download](#)).

8. Malgonde, O.; **Saldanha, T.**; and Mithas, S. 2023. “Resilience in the Open Source Software Community: How Pandemic and Unemployment Shocks Influence Contributions to Others’ and One’s Own Projects”, *MIS Quarterly* (47:1), pp. 361-390. ([Download](#)).
9. Mithas, S.; Chen, Z.; **Saldanha, T.**; and Silveira, A. 2022. “How Will Artificial Intelligence and Industry 4.0 Emerging Technologies Transform Operations Management?”, *Production and Operations Management* (31:12), pp. 4475-4487. ([Download](#)).
10. **Saldanha, T.**; Mithas, S.; Khuntia, J.; Whitaker, J.; and Melville, N. 2022. “How Green Information Technology Standards and Strategies Influence Performance: Role of Environment, Cost and Dual Focus”, *MIS Quarterly* (46:4), pp. 2367-2386. ([Download](#)).
11. **Saldanha, T.**; Kathuria, A.; Khuntia, J.; and Konsynski, B. 2022. “Ghosts in the Machine: How Marketing and Human Capital Investments Enhance Customer Growth when Innovative Services Leverage Self-Service Technologies”, *Information Systems Research* (33:1), pp. 76-109. ([Download](#)).
12. **Saldanha, T.**; Mariadoss, B.; Wu, M.; and Mithas, S. 2021. “How Information and Communication Technology Shapes the Influence of Culture on Innovation: A Country-level Analysis”, *Journal of Management Information Systems* (38:1), pp. 108-139. ([Download](#)) (accepted: December 22, 2020) (UGA Journal Category: A).
13. Khuntia, J.; Kathuria, A.; Andrade, M.; **Saldanha, T.**; and Celly, N. 2021. “How Foreign and Domestic Firms Differ in Leveraging IT-enabled Supply Chain Information Integration in BOP Markets: The Role of Supplier and Client Business Collaboration”, *Journal of the Association for Information Systems* (22:3), pp. 695-738. ([Download](#)).
14. **Saldanha, T.**; Lee, D.; and Mithas, S. 2020. “Aligning Information Technology and Business: The Differential Effects of Alignment During Investment Planning, Delivery, and Change”, *Information Systems Research* (31:4), pp. 1260-1281. ([Download](#)).
15. Ramakrishnan, T.; Khuntia, J.; Kathuria, A.; and **Saldanha, T.** 2020. “An Integrated Model of Business Intelligence & Analytics Capabilities and Organizational Performance”, *Communications of the Association for Information Systems* (46), pp. 722-750. ([Download](#)).
16. **Saldanha, T.**; Sahaym, A.; Mithas, S.; Andrade-Rojas, M.G.; Kathuria, A.; and Lee, H. 2020. “Turning Liabilities of Global Operations into Assets: IT-enabled Social Integration Capacity and Exploratory Innovation”, *Information Systems Research* (31:2), pp. 361-382. ([Download](#)) (accepted: July 7, 2019) (UGA Journal Category: A).
17. Khuntia, J.; Kathuria, A.; **Saldanha, T.**; and Konsynski, B. 2019. “Benefits of IT-enabled Flexibilities for Foreign versus Domestic Firms in Emerging Economies”, *Journal of Management Information Systems* (36:3), pp. 855-892. ([Download](#)).
18. Kathuria, A.; Mann, A.; Khuntia, J.; **Saldanha, T.**; and Kauffman, R. 2018. “A Strategic Value Appropriation Path for Cloud Computing”, *Journal of Management Information Systems* (35:3), pp. 740-775. ([Download](#)).
19. Khuntia, J.; **Saldanha, T.**; Mithas, S.; and Sambamurthy, V. 2018. “Information Technology and Sustainability: Evidence from an Emerging Economy”, *Production and Operations Management* (26:4), pp. 756-773. ([Download](#)).
20. Melville, N.; **Saldanha, T.**; and Rush, D. 2017. “Systems Enabling Low-Carbon Operations: The Salience of Accuracy”, *Journal of Cleaner Production* (166), pp. 1064-1077. ([Download](#)).
21. **Saldanha, T.**; Mithas, S.; and Krishnan, M.S. 2017. “Leveraging Customer Involvement for Fueling Innovation: The Role of Relational and Analytical Information Processing Capabilities”, *MIS Quarterly* (41:1), pp. 267-286. ([Download](#)).

22. **Saldanha, T.**; Melville, N.; Ramirez, R.; and Richardson, V. 2013. "Information Systems for Collaborating versus Transacting: Impact on Manufacturing Plant Performance in the Presence of Demand Volatility", *Journal of Operations Management* (31:6), pp. 313-329. ([Download](#)).
23. Lim, S.; **Saldanha, T.**; Malladi, S.; and Melville, N. 2013. "Theories used in Information Systems Research: Insights from Complex Network Analysis", *Journal of Information Technology Theory and Application* (14:2), pp. 5-46. ([Download](#)).
24. **Saldanha, T.**; and Krishnan, M.S. 2012. "Organizational Adoption of Web 2.0 Technologies: An Empirical Analysis", *Journal of Organizational Computing and Electronic Commerce* (22:4), pp. 301-333. ([Download](#)).

Manuscripts under Review or Revision at Journals

1. Kathuria, A., Sonpatki, R., Andrade-Rojas, M., and Saldanha, T. "Title redacted to facilitate blind review", invited for 2nd round review at MISQ.
2. Kathuria, A., Saldanha, T., Khuntia, J., Andrade-Rojas, M., Mithas, S., and Hah, H. "Title redacted to facilitate blind review", invited for 2nd round review at JAIS.
3. Aljazzaf, S., Mithas, S., Park, Y., and Saldanha, T. "Title redacted to facilitate blind review", under 2nd round at JSIS.
4. Kathuria, A., Andrade-Rojas, M., Saldanha, T., and Konsynski, B. "Title redacted to facilitate blind review", rejected and resubmit at *Production and Operations Management*.

Book Chapters

1. Ramakrishnan, T.; Kathuria, A.; and **Saldanha, T.** 2020. "Business Intelligence and Analytics Capabilities in Healthcare", In: Khuntia, J.; Ning, X.; and Tanniru, M. (eds) *Theory and Practice of Business Intelligence in Healthcare*, ([Download](#)) (accepted in 2019).
2. Ramakrishnan, T.; Khuntia, J.; Kathuria, A.; and **Saldanha, T.** 2018. "Business Intelligence Capabilities", In: Deokar, A.; Gupta, A.; Iyer, L.; and Jones, M. (eds) *Analytics and Data Science. Annals of Information Systems*, ([Download](#)) (accepted in October 2016).

Conference Proceedings (in reverse-chronological order. Some of the below are early versions of above-listed journal or working papers)

1. Dai, W., and Saldanha, T. "Banking-as-a-Service: Tradeoffs in Regulatory Risk and Bank Performance", *Proceedings of International Conference on Information Systems (ICIS)*, Nashville, TN, 2025. ([Download](#)).
2. Dai, W., Andrade-Rojas, M., and Saldanha, T. "IT Infrastructure Innovation in China's Financial Services Industry: Implications for Firm Performance under the Xinchuang Initiative", *Proceedings of Americas Conference on Information Systems (AMCIS)*, Montreal, Canada, 2025. ([Download](#)).
3. Sonpatki, R., Kathuria, A., Andrade-Rojas, M., and Saldanha, T. "Apocalypse Now (or Later?): Climate Change and Non-Implementation of IT Applications", *Proceedings of International Conference on Information Systems (ICIS)*, Bangkok, Thailand, 2024. ([Download](#)).
4. Park, J. and Saldanha, T. "Hiding IT's Carbon Footprint in the Cloud? Cloud Migration, Corporate Carbon Disclosure, and Environmental Performance", *Proceedings of International Conference on Information Systems (ICIS)*, Bangkok, Thailand, 2024. ([Download](#)).

5. Kathuria, A., Andrade, M., Saldanha, T., and Konsynski, B. "Janus Redux: Designing Digital Service Portfolios in the Era of Uncertainty", *Proceedings of Pacific-Asia Conference on Information Systems (PACIS)*, Ho-Chi Minh City, Vietnam, 2024. ([Download](#)).
6. Chaturvedi, D., Kathuria, A., Andrade-Rojas, M., and Saldanha, T. "Navigating the Paradox of IT Novelty and Strategic Conformity: The Moderating Role of Industry Dynamism", *Proceedings of International Conference on Information Systems (ICIS)*, Hyderabad, India, 2023 (Nominated for Conference Best Paper) ([Download](#)).
7. Saldanha, T., Kathuria, A., Khuntia, J., and Konsynski, B. "It's a Dangerous Business, Going Out Your Door: Overcoming Institutional Distances Through IS", *Proceedings of International Conference on Information Systems (ICIS)*, 2021. ([Download](#)).
8. Andrade, M., Saldanha, T.; Khuntia, J.; Kathuria, A.; and Boh, W.F. "Overcoming Innovation Deficiencies in Mexico: Use of Open Innovation through IT and Closed Innovation through IT by Small and Medium Enterprises", *Proceedings of Hawaii International Conference on Systems Sciences (HICSS)*, 2021. ([Download](#)).
9. Kathuria, A., Saldanha, T., Khuntia, J., Andrade-Rojas, M., Mithas, S., and Hah, H. "Inferring Supplier Quality in the Gig Economy: The Effectiveness of Signals in Freelance Job Markets", *Proceedings of Hawaii International Conference on Systems Sciences (HICSS)*, 2021. ([Download](#)).
10. Saldanha, T., Pomirleanu, N., Mariadoss, B., and Mithas, S. "Information Technology, Learning, and Sales Performance", *Proceedings of International Conference on Information Systems (ICIS)*, 2020. ([Download](#)).
11. Andrade-Rojas, M., Saldanha, T.; Khuntia, J.; Kathuria, A.; and Boh, W.F. "Overcoming Deficiencies for Innovation in SMEs: IT for Closed Innovation versus IT for Open Innovation", *Proceedings of International Conference on Information Systems (ICIS)*, 2020. ([Download](#)).
12. Mithas, S., Park, Y., and Saldanha, T. "Digital Strategy, and Discretionary Expenditures: Novel Insights from a Configurational Approach", *Proceedings of Academy of Management (AOM)*, 2020. ([Download](#)).
13. Xue, N., Khuntia, J., Saldanha, T., and Melville, N. "The Role of Green IS Governance: Climate Change Risk Identification and Carbon Disclosure Performance", *Proceedings of International Conference on Information Systems (ICIS)*, Munich, Germany, 2019. ([Download](#)).
14. Saldanha, T., Kathuria, A., Khuntia, J., Konsynski, B., and Andrade, M. "Leveraging Digitization of Services for Performance: Evidence from the Credit Union Industry", *Proceedings of International Conference on Information Systems (ICIS)*, Seoul, South Korea, 2017. (Best paper in "General Topics" track; Nominated for Conference best paper) ([Download](#)).
15. Khuntia, J.; Kathuria, A.; Andrade, M.; and Saldanha, T. "Supply Chain Information Integration and Firm Performance: Evidence from India", *Proceedings of Americas Conference on Information Systems (AMCIS)*, Boston, 2017 ([Download](#)).
16. Kathuria, A., Saldanha, T., Khuntia, J., and Andrade, M. "How Information Management Capability Affects Innovation Capability and Firm Performance under Turbulence: Evidence from India", *Proceedings of International Conference on Information Systems (ICIS)*, Dublin, Ireland, 2016. ([Download](#)).
17. Andrade, M., Khuntia, J., Saldanha, T., Kathuria, A., and Krishnan, M.S. "Growth Oriented Digital Strategy and Long-Term Compensation of Chief Executives", *Proceedings of International Conference on Information Systems (ICIS)*, Dublin, Ireland, 2016 ([Download](#)).
18. Andrade, M., Saldanha, T., Khuntia, J., and Kathuria, A. "IT-Orientation Effects on Obstacles and Facilitators of Innovation: An Emerging Economy Perspective in Mexico", *Proceedings of Americas Conference on Information Systems (AMCIS)*, San Diego, 2016 ([Download](#)).
19. Mann, A., Kathuria, A., Khuntia, J., and Saldanha, T. "Cloud-Integration and Business Flexibility: The Mediating Role of Cloud Functional Capabilities", *Proceedings of Americas Conference on Information Systems (AMCIS)*, San Diego, 2016 ([Download](#)).

20. Thiagarajan, R., Khuntia, J., Kathuria, A., and Saldanha, T. "Business Intelligence Capabilities and Effectiveness: An Integrated Model", *Proceedings of Hawaii International Conference on Systems Sciences (HICSS)*, Hawaii, 2016 ([Download](#)).
21. Kathuria, A., Saldanha, T., Khuntia, J., Andrade, M., Hah, H. "Strategic Intent, Contract Duration, and Performance: Evidence from Micro-outsourcing", *Proceedings of International Conference on Information Systems (ICIS)*, Fort Worth, 2015 ([Download](#)).
22. Saldanha, T., Waegelin, J., Khuntia, J., Kathuria, A., Andrade, M. "Do CEO's Long-Term Performance Incentives Induce IT Investments? Theory, Evidence, and Industry Contingencies", *Proceedings of Americas Conference on Information Systems (AMCIS)*, San Juan, 2015 ([Download](#)).
23. Khuntia, J., Saldanha, T., Kathuria, A. "Dancing in the Tigers' Den: MNCs versus Local Firms Leveraging IT-Enabled Strategic Flexibility", *Proceedings of International Conference on Information Systems (ICIS)*, Auckland, New Zealand, 2014. ([Download](#)).
24. Kathuria, A., Andrade, M., Saldanha, T., and Khuntia, J. "Extent Versus Range of Service Digitization: Implications for Firm Performance," *Proceedings of Americas Conference on Information Systems (AMCIS)*, Savannah, 2014 ([Download](#)).
25. Saldanha, T., Kathuria, A., and Khuntia, J. "Digital Service Flexibility and Performance of Credit Unions", *Proceedings of Americas Conference on Information Systems (AMCIS)*, Chicago, 2013 ([Download](#)).
26. Melville, N., and Saldanha, T. "Information Systems for Managing Energy and Carbon Emission Information: Empirical Analysis of Adoption Antecedents", *Proceedings of Hawaii International Conference on Systems Sciences (HICSS)*, 2013 ([Download](#)).
27. Saldanha, T., and Krishnan, M.S. "Leveraging IT for Business Innovation: Does the Role of the CIO Matter?", *Proceedings of International Conference on Information Systems (ICIS)*, Shanghai, China, 2011. ([Download](#)).
28. Saldanha, T., and Krishnan, M.S. "BI and CRM for Customer Involvement in Product and Service Development", *Proceedings of International Conference on Information Systems (ICIS)*, Shanghai, China, 2011 ([Download](#)).
29. Kumar, S., Saldanha, T., and Krishnan, M.S. "Antecedents and Effect of IT Usage on Performance", *Proceedings of the Americas Conference on Information Systems (AMCIS)*, Detroit, 2011 ([Download](#)).
30. Saldanha, T., and Krishnan, M.S. "Organizational Adoption of Web 2.0 Technologies: An Empirical Analysis", *Proceedings of Americas Conference on Information Systems (AMCIS)*, Lima, Peru, 2010 ([Download](#)).
31. Lim, S., Saldanha, T., Malladi, S., and Melville, N. "Theories Used in Information Systems Research: Identifying Theory Networks in Leading IS Journals", *Proceedings of International Conference on Information Systems (ICIS)*, Phoenix, 2009 ([Download](#)).

Research Interests

- Role of Information Technology (IT) in Innovation
- Business Value of IT for organizations

Main Methodologies and Approaches

- Econometrics-based empirical methodologies including regression models, panel data models.
- Secondary data and primary survey data analysis.

Courses Taught

The table below lists all courses I have taught at all institutions I have been associated with.

Institution	Course Number and Title	Level	Semester	Enrollment	Instructor Rating	Course Rating
University of Georgia	MIST 4620E (Maymester online class): Systems Analysis and Design	Undergraduate	Summer 2025	24	4.00	4.50
	MIST9710 (Ph.D. Seminar): Digital Strategy and Innovation - Organizational Level IT Research and Theories	Doctoral	Spring 2025	8	5.00	5.00
	MIST 4620 (Section 60505): Systems Analysis and Design	Undergraduate	Spring 2024	43	4.37	3.93
	MIST 4620 (Section 64568): Systems Analysis and Design	Undergraduate	Spring 2024	42	4.64	4.18
	MIST 4620 (Section 67541): Systems Analysis and Design	Undergraduate	Spring 2024	41	4.25	3.83
	MIST 4620 (Section 44127): Systems Analysis and Design	Undergraduate	Spring 2023	55	4.46	4.27
	MIST 4620 (Section 44126): Systems Analysis and Design	Undergraduate	Spring 2023	55	4.23	4.00
	MIST7990 (Directed Study): MSBA Projects (3 projects)	Graduate (MSBA)	Spring 2023	16	4.22	4.22
	MIST9710 (Ph.D. Seminar): Organizational Level IT Research and Theories	Doctoral	Spring 2023	4	Unavailable	Unavailable
	MIST 4620 (Section 45872): Systems Analysis and Design	Undergraduate	Spring 2022	48	3.74	2.87
	MIST 4620 (Section 44126): Systems Analysis and Design	Undergraduate	Spring 2022	48	2.92 ¹	2.43
	MIST 4620 (Section 42047): Systems Analysis and Design	Undergraduate	Fall 2020	40	4.41	4.18
	MIST 4620 (Section 45872): Systems Analysis and Design	Undergraduate	Fall 2020	37	4.27	3.81
	MIST 4620 (Section 52091): Systems Analysis and Design	Undergraduate	Spring 2020	45	4.71	4.42
	MIST 4620 (Section 48046): Systems Analysis and Design	Undergraduate	Spring 2020	46	4.09	3.75
	MIST9710 (Ph.D. Seminar): Organizational Level IT Research and Theories	Doctoral	Spring 2020	4	Unavailable	Unavailable
Washington State University	Enterprise Business Process Analysis	Undergraduate	Spring 2019	57	Unknown	Unknown
	Global E-commerce (Online class)	Undergraduate	Spring 2019	34	Unknown	Unknown
	Enterprise Business Process Analysis	Undergraduate	Fall 2018	33	4.30 (instructor & course)	
	Enterprise Business Process Analysis	Undergraduate	Fall 2018	34	4.40 (instructor & course)	
	Ph.D. Seminar Organizational Business Value of IT	Doctoral	Spring 2018	4	Unavailable	Unavailable
	Enterprise Business Process Analysis	Undergraduate	Spring 2018	46	4.20 (instructor & course)	
	MIS Concepts (Online class)	Undergraduate	Fall 2017	47	4.09	4.17
	Enterprise Business Process Analysis	Undergraduate	Spring 2017	44	4.24	4.24
	Managing IT (Online class)	Undergraduate	Spring 2017	86	4.08	4.06
	Enterprise Business Process Analysis	Undergraduate	Fall 2016	47	4.20	4.16
	Enterprise Business Process Analysis (Online class)	Undergraduate	Fall 2016	46	3.92	4.17
	Enterprise Business Process Analysis	Undergraduate	Spring 2016	28	4.38	4.42
	Enterprise Business Process Analysis (Online class)	Undergraduate	Spring 2016	28	4.28	4.04
	Enterprise Business Process Analysis	Undergraduate	Fall 2015	46	4.43 (instructor & course)	

¹ There were multiple instances of suspected cheating by student in my class in Spring 2022. Because I took a strong stance on cheating and confronted the class openly about it, this contributed significantly to the relatively low evaluations I received, as it was apparent (based on students' comments) that some students colluded to provide low evaluations. I shared more details with the department chair.

Institution	Course Number and Title	Level	Semester	Enrollment	Instructor Rating	Course Rating
	Enterprise Business Process Analysis (Online class)	Undergraduate	Fall 2015	16	3.98 (instructor & course)	
	Enterprise Business Process Analysis (Online class)	Undergraduate	Spring 2015	18	3.50/4.00 (instructor & course)	
	Enterprise Business Process Analysis	Undergraduate	Spring 2015	46	4.10 (instructor & course)	
	Enterprise Business Process Analysis (Online class)	Undergraduate	Fall 2014	24	3.51/4.00 (instructor & course)	
	Enterprise Business Process Analysis	Undergraduate	Fall 2014	46	4.07 (instructor & course)	
Emporia State University	MIS Concepts	Undergraduate	Spring 2013	38	4.2 (instructor & course)	
	IS333: Systems Analysis and Design	Undergraduate	Spring 2013	16	4.5 (instructor & course)	
	Systems Analysis and Design (online course)	Undergraduate	Spring 2013	21	Unavailable	
	MIS Concepts (Section A)	Undergraduate	Fall 2012	62	4.3 (instructor & course)	
	MIS Concepts (Section B)	Undergraduate	Fall 2012	27	4.7 (instructor & course)	
	IS333: Systems Analysis and Design	Undergraduate	Fall 2012	27	4.2 (instructor & course)	
University of Michigan (during PhD)	Business Information Systems	Undergraduate	Winter 2010	69	4.43 (instructor & course)	

Notes: 1) All courses are three credit hours. 2) All course evaluations are on scale of 5, unless otherwise indicated. Some online courses at WSU were rated on a scale on 4, as indicated. 3) "Unknown" indicates that I did not save information about course evaluation of these courses. "Unavailable" indicates that there were none or insufficient student evaluations to compute a rating.

Professional Service

- Member, Research Excellence Award Review Committee, Terry College of Business, UGA, Fall 2025
- Member of University Council, UGA, Fall 2024 – present.
- Member of Faculty Concerns Committee at Terry College of Business, UGA, Fall 2021 – Spring 2023.
- Member of Faculty Recruitment Search Committee at MIS, UGA
 - Fall 2023
 - Fall 2021-Spring 2022.
- Member of Ph.D. Program Committee at MIS department, Terry College, UGA, Spring 2021 – present.
- Journal Editorial Activities
 - Editorial Review Board Member, *Information Systems Research*, January 2024 – present.
 - Senior Editor, *Production and Operations Management*, April 2022- present.
 - Expert Review Panel member, *MIS Quarterly*, Research Commentary on "Digital Resilience for the Climate Crisis", September 2022.
 - Guest Associate Editor, *European Journal of Information Systems – Special Issue on "Dark Side of Analytics and Artificial Intelligence"*, May 2020 - December 2020.
 - Editorial Board Member, *Electronic Commerce Research and Applications (ECRA)*, May 16, 2018 – December 2020.
 - Editorial Board Member, *American Journal of Information Technology*, December 2016- Dec 2018.
- Conference Editorial Activities
 - Track Co-chair, Sustainability track, International Conference on Information Systems (ICIS), 2026.
 - Co-Chair, INFORMS Conference on Information Systems and Technology (CIST), 2024.
 - Paper Discussant, Workshop on Information Systems and Economics (WISE) 2023, Hyderabad, India.
 - Program Committee member, INFORMS Conference on Information Systems and Technology (CIST), 2017-2023, 2025.
 - Associate Editor (AE) of International Conference on Information Systems (ICIS).
 - AE of "IT Implementation and Adoption" track in ICIS 2023.
 - AE of "Governance, Strategy, and Value of IS" track in ICIS 2022, 2021, 2019.
 - AE of "Digital Innovation, Entrepreneurship and New Business Models" track in ICIS 2020.
 - AE of "General Topics" track in ICIS 2018.
 - Associate Editor of European Conference on Information Systems (ECIS), 2021-2023.
 - Co-chair for Mini-Track on "Impact of IT on Strategic Innovation and Competitive Advantage", Americas Conference on Information Systems (AMCIS), 2012-2025.
 - Session Chair at Production and Operations Management Conference, 2017, Seattle.

- Paper Discussant, Workshop on Information Systems and Economics (WISE) 2017, Seoul, S. Korea.
- Coordinator for MIS Research Workshops Series at UGA, Spring 2020 – Fall 2020.
- Participation in comprehensive exams process for UGA MIS PhD students, Spring 2020, 2021.
- Participation in screening & selection process for new Ph.D. applicants at UGA, 2020, 2021.
- Participation in MIS faculty search process, University of Georgia, 2019-2020.
- Dissertation Committee Co-Chair for 1 MIS Ph.D. student at UGA
 - Kamesh Mallampalli (graduated in May 2021, initial placement: U. of Arkansas – visiting asst. prof., , current placement: U. of Arkansas Assistant Prof tenure track)
- Coordinator for Friday Research Seminar Series (FRSS) at WSU, Fall 2018 – Spring 2019.
- Member of Research Committee, Carson College of Business, WSU, Fall 2017-Spring 2019
- MIS course equivalency coordinator at WSU, 2016-2019
- Participation in Planning Group for Online Programs in MIS Department Strategic Plan, 2016-2017
- Participation in comprehensive exams process (written and oral) for MIS PhD students, 2015-2017.
- Participation in screening & selection process for new Ph.D. applicants at WSU, Spring 2015, 2016, 2017, 2018.
- Member, MIS faculty search committee, Washington State University, 2014-2015, 2015-2016.
- Online course re-design, Washington State University, 2015.
- Dissertation Committee Member for 6 MIS Ph.D. students at Washington State University
 - Mina Jafarijoo (graduated in June 2019, initial placement: Stockton University)
 - Zuan Sun (graduated in June 2019, initial placement: Whitworth University)
 - Mike Kennedy (graduated in January 2019, initial placement: UBC, Research scientist)
 - Joseph Taylor (graduated in April 2016, initial placement: California State University, Sacramento)
 - Bahae Samhan (graduated in April 2016, initial placement: Illinois State University)
 - Majid Dadgar (graduated in April 2016, initial placement: University of San Francisco)
- Member of MIS curriculum committee, Washington State University, Fall 2014- Spring 2019.
- Reviewer for Journals: 129 new manuscripts (first-round manuscripts). The list below shows the journals and the number of new manuscripts reviewed each year. Note: This is the count of the number of first-round submissions (new manuscripts). This count does not include revised manuscripts.
 - *MIS Quarterly*: 33 (2 times in 2025, 2 times in 2024, 3 times in 2023, 1 time in 2022, 4 times in 2021, 1 time in 2020, 5 times in 2019, 7 times in 2018, 6 times in 2017, 2 times in 2016)
 - *Information Systems Research*: 28 (5 times in 2025, 4 times in 2024, 3 times in 2021, 4 times in 2020, 4 times in 2019, 3 times in 2018, 2 times in 2017, 1 time in 2016, 1 time in 2015, 1 time in 2012)
 - *Journal of Management Information Systems*: 15 (3 times in 2025, 3 times in 2023, 1 time in 2022, 2 times in 2021, 3 times in 2020, 1 time in 2019, 1 time in 2018, 1 time in 2017)
 - *Journal of the Association for Information Systems*: 6 (1 time in 2023, 1 time in 2021, 2 times in 2019, 1 time in 2018, 1 time in 2017)
 - *Management Science*: 5 (1 time in 2024, 1 time in 2023, 2 times in 2021, 1 time in 2015)
 - *Production and Operations Management*: 5 (1 time in 2023, 1 time in 2021, 2 times in 2018, 1 time in 2016)
 - *Journal of Operations Management*: 1 (1 time in 2025)
 - *Strategic Management Journal*: 1 (1 time in 2019)
 - *Research Policy*: 1 (1 time in 2018)
 - *Decision Sciences*: 2 (1 time in 2020, 1 time in 2013)
 - *European Journal of Information Systems*: 3 (1 time in 2023, 2 times in 2017)
 - *Journal of Strategic Information Systems*: 2 (1 time in 2019, 1 time in 2015)
 - *Decision Support Systems*: 1 (1 time in 2020)
 - *Information Systems Journal*: 4 (1 time in 2019, 1 time in 2017, 1 time in 2016, 1 time in 2015)
 - *Journal of Information Technology*: 1 (1 time in 2014)
 - *Transactions on Social Computing*: 1 (1 time in 2019)
 - *Journal of Organizational Computing and Electronic Commerce*: 1 (1 time in 2014)
 - *Information and Management*: 2 (1 time in 2021, 1 time in 2020)
 - *Information Systems Frontiers*: 1 (1 time in 2021)
 - *IT Professional*: 2 (1 time in 2014, 1 time in 2011)
 - *American Journal of Information Technology*: 3 (1 time in 2017, 1 time in 2016, 1 time in 2014)
 - *International Journal of Business and Systems Research*: 1 (1 time in 2014)
 - *International Journal of Corporate Governance*: 1 (1 time in 2020)
 - *Communications of the Association for Info. Systems*: 3 (1 time in 2014, 1 time in 2013, 1 time in 2012)

- *International Journal of Information Management*: 1 (1 time in 2019)
- *Information Technology & Management*: 1 (1 time in 2013)
- *Information Systems and e-Business Management*: 1 (1 time in 2012)
- *Electronic Markets*: 2 (1 time in 2012, 1 time in 2011)
- *Marketing Intelligence and Planning*: 1 (1 time in 2025)
- Reviewer for Conferences: (35+ occasions)
 - *International Conference on Information Systems (ICIS)*
 - *Americas Conference on Information Systems (AMCIS)*
 - *Hawaii International Conference on Systems Sciences (HICCS)*
 - *European Conference on Systems Sciences (ECIS)*
 - *INFORMS Conference on Information Systems and Technology (CIST)*
 - *Academy of Management (AOM)*
- Co-organizer of IT Teaching Workshop, Ross School of Business, 2011.
- Coordinator for Business Information Technology Student-Faculty Research Seminar Series, a series of bi-weekly research seminars at the Ross School of Business, 2009-2010.

Invited Seminars

- Indian School of Business, Hyderabad, India (November 2022)
- Georgia State University (October 15, 2021).
- Temple University (April 2, 2021).

Consortia and Workshops

- MISQ Author Development Workshop, held at AMCIS, Boston, August 2017.
- MISQ Reviewer Development Workshop, held at AMCIS, San Diego, August 2016.
- International Conference on Information Systems (ICIS) Junior Faculty Consortium, December 2012, Orlando.

Doctoral Consortia

- International Conference on Information Systems (ICIS) Doctoral Consortium, 2011, Shanghai, China.
- Americas Conference on Information Systems (AMCIS) Doctoral Consortium, 2011, Detroit.
- Organizational Communications and Information Systems (OCIS) Doctoral Consortium, 2011, San Antonio.
- Decision Sciences Institute (DSI) Doctoral Consortium, 2011, Boston.

Awards/ Fellowships

- Terry College of Business Faculty Research Excellence Award, 2024.
- Information Systems Society (ISS) Sandra Slaughter Early Career Award, 2023.²
- Charles Gessner Fellowship, 2011-2012.³
- Robert and Janet Neary Fellowship, 2010.⁴
- ISEF Fellowship, 2007-2011.
- Ross School of Business (RSB) Fellowship, 2007-2011.

Industry Experience

² The Sandra Slaughter Early Career Award “recognizes and honors early career individuals who are on a path towards making outstanding intellectual contributions to the information systems discipline” (<https://www.informs.org/Recognizing-Excellence/Community-Prizes/Information-Systems-Society/ISS-Sandra-A.-Slaughter-Early-Career-Award>).

³This Fellowship was “established to support outstanding students from developing nations”.

⁴This Fellowship is awarded to at least two deserving students who have shown excellent progress and academic excellence.”

- Software Developer, Infosys Technologies Limited, Bangalore, India, 2003-2005.
- Systems Engineer, Tata Infotech Limited, Mumbai, India, 2000-2003