BALAJI RAJAGOPALAN

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SUMMARY

My current research interests include virtual communities, open source software, global sourcing of IT & IT enabled services, and the diffusion of information technology innovations. I also have a strong interest to carryout applied research projects for organizations. I have extensive experience working with several fortune 500 companies on research projects, consulting or advisory services. As part of my research/consulting activities, I have interacted with several firms including Daimler Chrysler, EDS, Covansys, Thomson-Gale, Kelly Services, Handleman, Cap-Gemini, PWC, EMC, GM, Ford, St. Joseph Mercy, Beaumont Hospitals, & ITC Infotech. I have taught in executive education programs and currently serve as the director of an Executive MBA program with a focus on the health care industry. My publications have appeared in several journals including Information Systems Research, Communications of the ACM, IEEE Transactions on Systems Man and Cybernetics, Decision Support Systems and over 25 conference proceedings. I have also been the recipient of a collaborative research grant of $500,000 from the National Science Foundation.

PROFESSIONAL EXPERIENCE

(January 2005 –)	*Associate Professor of Management Information Systems & Director of Executive MBA Program* in health care management, OAKLAND UNIVERSITY, ROCHESTER, MI 48309, USA
(August 2003 -)	*Associate Professor of* Management Information Systems, OAKLAND UNIVERSITY, ROCHESTER, MI 48309, USA (WITH TENURE)
(August 2000 – July 2003)	*Assistant Professor* of Management Information Systems, OAKLAND UNIVERSITY, ROCHESTER, MI 48309, USA
(August 1997-July 2000)	*Assistant Professor*, Business Information Systems, ILLINOIS STATE UNIVERSITY, NORMAL, IL 61790, USA
(August 1995 – Jan1997)	*Assistant Professor*, Computer Information Systems, SOUTHERN ARKANSAS UNIVERSITY, MAGNOLIA, AR, USA

PROFESSIONAL HONORS & AWARDS

- *Research Professor Award*, School of Business Administration, Oakland University, 2004
- *Supportive Colleague Award*, Oakland University, 2004
- *Faculty Recognition* by Board of Trustees, Oakland University, 2003
- $499,996 **National Science Foundation Research Grant****, 2002
- $30,000 **Michigan Entrepreneurship Education Network***** (MEEN), 2003
- *New Investigator* **Research Excellence Award**, Oakland University, 2002
- *Nominated for the* **Teaching Excellence Award**, Oakland University, 2002, 2005
- *Oakland University* **Research Fellowship**, 2002
- *SBA* **Research Fellowship***, Oakland University, 2001*
- **Faculty of the Year** *in Business Information Systems*, Illinois State University, 1998
- **Outstanding Performance in Scholarly Productivity**, Illinois State University, 1997
- *Invited by Llyods of London* to speak on "Data Mining and its Applications in the Insurance Industry," at Oxford University, Oxford, UK, 1998
- *Best Student Research Paper*, Southeast Decision Sciences Institute, 1993

EDUCATION

Ph.D. in Business Administration, August 1999[@]

Concentration: Management Information Systems

UNIVERSITY OF MEMPHIS, MEMPHIS, TN 38152

Dissertation: On Modeling the Diffusion of Information Technology Innovations

Dissertation Chair: Dr. Ravinder Nath

M.S. in Management Information Systems, May 1992

UNIVERSITY OF MEMPHIS, MEMPHIS, TN 38152

B.E. in Mechanical Engineering, August 1988

ANDHRA UNIVERSITY, INDIA

CURRENT TEACHING INTERESTS

IT Project Management, Managing Global Sourcing of IT & IT Enabled Services

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** Collaborators - Prabhudev Konana, University of Texas, Austin and Sridhar Balasubramanian, UNC Chapel Hill

*** Collaborators Mark Simon and Mukesh Bhargava

@ Dissertation defended August 12, 1997. Official graduation delayed owing to Visa quota expiration.

RESEARCH ACTIVITIES

Research in Review & Working Papers

- Kim, J. Rajagopalan, B. and Sugumaran, V. "The influence of Affective Quality of Electronic Channels on Visitor Attitudes" **MIS Quarterly** *(first round)*
- *Lauer, T. and Rajagopalan B. "The trap of pseudo-acceptance: examining the complex relationship between acceptance and resistance in information systems research"* **IEEE Transactions on Engineering Management** *(first round)*
- Rajagopalan, B., Hillison, D., Calantone, R. and Sambamurthy, V. Examining the takeoff of Digital Technologies in Developing Countries, to be submitted to **MIS Quarterly**.
- Setia, P. Rajagopalan, B.,Calantone, R. and Sambamurthy, V The Value-Relevance of Peripheral Developers in Open Source Projects to be submitted to **MIS Quarterly**.
- Rajagopalan, B., & Bayus, B. "Exploring the open source software bazaar". To be re-submitted to **Management Science**
- Lauer, T. Rajagopalan, B. Sugumaran, V. Lauer, R. & Goldberg, J. Knowledge diffusion in software development teams: A case study at EDS-Global Interactive solutions. To be submitted to **IEEE Transactions on Software Engineering**
- Rajagopalan, B., Jain, H. and Walia, N. "Exploratory Analysis of Vulnerability Patterns in Software" to be submitted to **Information Systems Research**

Publication in Refereed Journals/Book Chapters

1. Gu, B., Konana, P. Rajagopalan, B and Kwon, M. Network Externalities and Competition in Virtual Communities: The Case of Investor Communities, forthcoming in **Information Systems Research.**

2. Rajagopalan, B. Doane, D, York, K. & Tanniru, M. (2007). "Enablers of Enterprise Systems Training Success – An Exploratory Investigation" **International Journal of Business Information Systems**. *Forthcoming.*

3. *Deshmukh, A. & Rajagopalan, (2006). "Performance Analysis of Filtering Software using* Signal Detection Theory", **Decision Support Systems**, 42, 1015-1028.

4. Mukherji, N. Rajagopalan, B. and Tanniru, M. (2006) "A Decision Support Model for Investment in Information Technology Upgrades: Optimal Size and Timing of Leapfrogging" **Decision Support Systems***, 42, 1684-1696.*

5. Chandra, A. Rajagopalan, B. & Krovi, R. (2004) "Flow Turbulence and Information Quality," **Review of Business Information Systems**, 8, 1, 83-96.

6.   Subramani, M. & Rajagopalan, B. (2003) "Computer Mediated Communication in Social Networks: Knowledge Sharing and Patterns of Influence," **Communications of the ACM**, 46,8.

7.   Krovi, R. Chandra, A., & Rajagopalan, B. (2003) "Information Flow Parameters to Manage Organizational Processes," **Communications of the ACM**.

8.   Rajagopalan, B. & Krovi, R. (2003) "Performance Implications of Knowledge Discovery Techniques in Databases" (book chapter) Advanced Topics in Database Research, Idea Group Publishing.

9.   Sharma, S. Sugumaran, V. & Rajagopalan. B. (2002) "A Framework for Creating hybrid-open source software Communities," **Information Systems Journal**, 12,1,7-26.

10.   Isken, M. & Rajagopalan, B. (2002) "Data Mining to Support Simulation Modeling of Patient Flow in Hospitals," **Journal of Medical Systems,** 26,2,179-197.

11.   Rajagopalan, B. & Krovi, R. (2002) "Benchmarking Data Mining Algorithms," **Journal of Database Management**, 13,1, 25-35.

12.   Rajagopalan, B. & Isken, M. (2001) "Exploiting Data Preparation to Enhance Mining and Knowledge Discovery," **IEEE Transactions on Systems, Man and Cybernetics,** 31,4, 460-467.

13.   Kumar, N., Krovi, R. & Rajagopalan, B. (1997) "Financial Decision Support Using Hybrid Genetic and Neural Based Modeling Tools," **European Journal of Operational Research**, 103, 339-349.

14.   Nath, R., Rajagopalan, B., & Ryker, R. (1997) "Determining the Saliency of Input Variables in Neural Network Classifiers," **Journal of Computers and Operations Research**, 24,8,767-773.

15.   Palvia, P., Rajagopalan, B., Kumar, A., & Kumar, N. (1996) "Key Information Systems Issues: An Analysis of MIS Publications," **Information Processing and Management: An International Journal**, 32,3,345-355.

16. Kadiyala, R., Krovi, R, & Rajagopalan, B. (1996) "The Design of a Knowledge Based Component to Support Information Re-Engineering," *Journal of Computer Information Systems*, 37,2, 44-53.

Research Grants

1. $499,996, **NSF**, Virtual Investing-Related Communities and Online Investing: A Study of Adoption, Usage, and Performance and Policy Implications (Co-Prinicipal Investigators Prabhudev Konana, University of Texas, Austin & Sridhar Balasubramanian, UNC Chapel Hill)

2. $8,500 "Effect of Error Perturbation on Cluster Recovery Using Evolutionary Computing and Kohonen Self-Organizing Maps," Oakland University Research Fellowship, 2002.

3. $7,000 "Performance of data mining algorithms in the presence of errors and missing values in data," School of Business Administration, Oakland University, 2001

4. $5,000 "Data mining applications in insurance," Katie Insurance School, Illinois State University, 1999

5. $ 5,000 "Information technology in the insurance industry", Faculty Development Grant, Illinois State University, 1999

6. $5,000 "Data mining for insurance fraud detection", Department of Accounting, Illinois State University, 1999

7. $6,500 "Examining the diffusion of distributed database technology" University Research Grant, Illinois State University, 1997

8. $2,500 "Fuzzy genetic and neural network modeling tools for financial decision making" SAU Research Grant, 1996.

Conference Presentations & Proceedings

1. Setia, P. Rajagopalan, B.. Calantone, R. and Sambamurthy, The Value-Relevance of Peripheral Developers in Open Source Projects. Academy of Management Conference, August 2006.

2. Walia, N., Rajagopalan, B. and Jain, H. Comparative investigation of vulnerability patterns in

open source and proprietary software products. Proceedings of the Americas Conference of Information Systems, August 2006.

3. Rajagopalan, B., Hillison, D., Calantone, R. and Sambamurthy, V. The takeoff of ICT in developed and developing countries. Proceedings of the Midwest AIS conference, May 2006.

4. Setia, P. Rajagopalan, B.. Calantone, R. and Sambamurthy, V The Value-Relevance of Peripheral Developers in Open Source Projects, *Informs Conference on Information Systems and Technology*.

5. Rajagopalan, B. Kumar, A., Deshmukh, A. and Kumar, N. Exploring the value relevance of inter-firm knowledge networks in information technology partnerships, Global Information Technology Management Conference, 2005, Anchorage, Alaska.

6. Rajagopalan, B., Bhargava, M. and Baker, A. Drivers of Information Technology Solution Provider Performance, Global Information Technology Management Conference, 2005, Anchorage, Alaska.

7. Rajagopalan, B. Lee, C. Konana, P. and Wimble, M. Classification of Virtual Investing-Related Community Postings, Proceedings of the 10th Americas Conference on Information Systems, New York, 2004.

8. Lauer, T., Rajagopalan, B. Sugumaran, V., Lauer, R. & Goldberg, J. "Creation and Use of Knowledge Artifacts in Software Development Projects: A Case Study at EDS-Global Interactive Solutions *Workshop on Informational Technology & Systems, 2002*.

9. "Examining the relationship between *acceptance* and *resistance* in system implementation" (with Thomas Lauer), *Americas Conference on Information Systems*, Boston, August 2002.

10. "Structure of Open Source Organization: What Can We Learn from it?," (with Srinarayan Sharma & Vijayan Sugumaran), *Annual Meeting of the Decision Sciences Institute*, San Francisco, November 2001.

11. "Exploring Differential Impact of Autonomous Learning and Induced Learning on End-User Software Training," (with Xiaodong Deng and Ravindra Krovi), *Americas Conference on Information Systems*, Boston, August 2001.

12. "Electronic Commerce: The Next Frontier for AI Research," (with Akhilesh Chandra & Ravindra Krovi), *Americas Conference on Information Systems*, Long Beach, 2000.

13. "Performance Analysis of Genetic Algorithms for Classification Problems" (with Rathindra Sarathy & Ravindra Krovi) *INFORMS Meeting*, May 1999.

14. "Examining the Diffusion of Distributed Database Technology," (with Rathindra Sarathy) Sponsored Paper*, INFORMS Meeting*, November 1999.

15. "Decision Making in Multicultural Groups," (with Rathindra Sarathy, Khalid Razaki, Margaret Neumann & Iris Varner) *Association for Business Communication 63rd Annual Convention*, San Antonio, November 1998.

16. "The Influence of Group Support Technology on the Decision Making Process in Culturally Heterogeneous Groups," (with Rathindra Sarathy, Khalid Razaki, Margaret Neumann & Iris Varner) *Annual Meeting of the Decision Sciences Institute*, November 1998.

17. "Data Mining for Decision Support," (with Ravindra Krovi) *Americas Conference on Information Systems*, Baltimore, August 1998.

18. "Flow Parameters and Quality in Accounting Information Systems" (with Ravindra Krovi & Akhilesh Chandra) *Information Quality Conference*, MIT, Boston, 1998.

19. "Mental Imagery: Object Oriented or Network Based," (with Ravindra Krovi & Akhilesh Chandra) *Annual Conference of the Decision Sciences Institute*, Boston, 1995.

20. "A Comparative Investigation of Influence Sources of Diffusion of Information Technology Outsourcing in Europe and the United States" (with Anil Kumar, & Ned Kumar) *Annual Conference of the Decision Sciences Institute*, Boston, 1995.

21. "Financial Classification: Performance of Neural Networks in Leptokurtotic Distributions" (with Ravindra Krovi) *Wall Street Conference on AI Applications*, New York, 1995.

22. "Content Analysis and Relevance of MIS Publications," (with Prashant Palvia, Anil Kumar, & Ned Kumar) *Annual Conference of the Southern MIS Association*, 1994.

23. "A Review of MIS Publications: Validating the Niederman Study," (with Prashant Palvia, Anil Kumar, Ned Kumar, & Rebecca Hendon) *Annual Conference of the Decision Sciences Institute*, Hawaii, 1994.

24. "Will a Financially Distressed Firm Liquidate or Merge: A Neural Network Classifier for Prediction," (with Ravindra Krovi & Ned Kumar) *Annual Conference of the Decision Sciences Institute*, Hawaii, 1994.

25. "Examining the Saliency of Input Variables in Neural Network Classifiers," (with Ravi Nath & Randy Ryker) Invited Presentation at the *Annual Conference of the Decision Sciences Institute*, Hawaii, 1994.

26. "From Perception to Choice to Conflict: AI Metaphors in Human Decision Making," (with Ravindra Krovi) *ORSA-TIMS Joint National Meeting*, Detroit, October 1994.

27. "The Impact of Distributed Database Technology," (with Ned Kumar) *Annual Conference of the Institute of Information Resources Management*, 1994, San Antonio.

28. "Heterogeneous Distributed Database Systems: An Evaluation of Multibase and Pegasus," (with Ned Kumar & Ravindra Krovi) *Annual Conference of the Institute of Information Resources Management*, San Antonio, 1994.

29. "A Fuzzy Based Induction Mechanism for Rule Extraction in Expert Systems," (with Ned Kumar) *Annual Conference of the Western Decision Sciences Institute*, Maui, 1994.

30. "Exploding the Myths of Strategic Information Systems: An IS Framework Perspective," (with Amarnath Prakash) *Annual Conference of the Western Decision Sciences Institute*, Maui, 1994.

31. "Machine Learning vs. Statistical techniques for Classification Problems: A Performance Analysis of Non-normal Distributions", (with Ned Kumar) *Annual Conference of the Southeast Decision Sciences Institute*, Williamberg, 1993. (Best Student Research Paper Award)

32. "The Anatomy and Dynamics of Accounting Information: A Conceptual Framework Based on the Theory of Fluid mechanics," (with Akhilesh Chandra & Ravindra Krovi) *Annual Conference of the Decision Sciences Institute*, Washington D.C., November 1993.

GRANTS

- $11,000 CENTER FOR DIGITAL CREATIVITY (PHASE 1) funded by the Office of the Vice President for Academic Affairs and Provost, Oakland University (Collaborators – Jack Nachman (Mathematics), John McEneaney (Education), & Fatma Mili (Engineering))

- $30,000 A grant from the Michigan Entrepreneurship Education Network, University of Michigan Business School to support building a portal for entrepreneurship education. (Collaborators – Mark Simon and Mukesh Bhargava)
- $13,500 A grant from the Office of Student Admissions to analyze student admissions data. (Collaborators - Mukesh Bhargava and Vijay Sugumaran)

PROFESSIONAL SERVICE

<u>EXTERNAL</u>
- <u>MINITRACK CHAIR, VIRTUAL COMMUNITIES,</u> *Americas Conference on Information Systems* 2007
- <u>MINITRACK CHAIR,</u> BUSINESS VALUE OF IT: LOCUS OF VALUE AND COMPLIMENTARITY, *Americas Conference on Information Systems* 2004, 2006
- <u>Panelist,</u> *National Science Foundation* (NSF), Strategic Technologies for the Internet, July 2002

<u>Program Committee Member,</u> Informs Conference on Information Systems and Technology, 2003

<u>Program Committee Member,</u> International Conference of the Information Resources Management Association, 2003

<u>Visiting Scholar,</u> Doctoral Dissertation, Cipriano O. Novelso, Capella University

<u>Editorial Board Member</u>: *Journal of Information Technology Theory and Applications,* 2002 - Present

<u>GUEST EDITOR,</u> Journal of Electronic Commerce Research, 2005

<u>MINITRACK CHAIR,</u> ARTIFICIAL INTELLIGENCE APPLICATIONS IN BUSINESS *Americas Conference on Information Systems* 1996-99

- <u>AD HOC REVIEWER</u>
  MIS Quarterly
  IEEE Transactions of Engineering Management
  International Journal of Electronic Commerce
  Informs Conference on Information Systems and Technology, 2003-2006
  International Conference on Information Systems, 2002
  Journal of Electronic Commerce Research
  Journal of Information Technology: Theory and Applications
  IEEE Software
  Decision Sciences
  Journal of Business Strategies
  International Conference on Information Systems (ICIS) 2000
  International Journal of Intelligent Systems in Accounting, Finance, and Management
  Decision Sciences Institute National Meeting, 1999, New Orleans

Decision Sciences Institute National Meeting, 1995 Boston

International Conference on Information Systems, 2002

Americas Conference on Information Systems, 1997-2002

MEMBERSHIP: Decision Sciences Institute, Association for Information Systems, INFORMS

PANELIST, American Accounting Association Southeast Region, Panel discussion on "Data Mining"

University/School

Dean Search Committee, 2004-05

Vice Provost for Research search committee, 2004-05

Assistant Vice President for E-learning search committee, 20003-04

Member, University Research Committee 2003-2005

Member, Search Committee for Associate/Assistant Vice President for e-learning, 2003

Member, Search Committee for Director of Applied Technology in Business Program (ATiB), 2003

Chair, University Academic Computing Committee, Oakland University 2002-03

Member, University Academic Computing Committee, Oakland University, 2001-03

Member, University ACC - Sub-Committee on Research Database, 2001-02

Member, School of Business Computing Academic Committee, Oakland University, 2001-03

Chair, College of Business-Technology and Physical Environment Team, Illinois State University, 2000